

Program: Registration

Step 1: One-Sentence Essence

To provide a seamless, user-friendly environment for students to enroll in courses and inform others.

Step 2: Program Stakeholders

- Undergraduate students
- Graduate students
- Department heads
- Faculty
- Business Office
- Financial Aid
- Admissions
- Academic Affairs
- Office of Multicultural Initiatives
- Student Affairs
- Corporate Relations
- Thesis Services

Step 3: Specifying Program Scope

| We Are: | We Are Not: |
|---|---|
| The providers of the mechanisms for students to enroll in courses that fulfill degree requirements necessary for graduation | The final decision on course availability |
| The repository of information on registration | The final decision on whether a course will be moved or eliminated |
| Identify pre-req errors | The decision maker on overrides or waivers |
| Determine unmet demand | Do not determine who can register based on financial account standing |
| Identify closed courses | Do not determine who is qualified to register |
| | |

Step 4: Top Five Products/Assets

Current – ongoing goals

1. Reduce drop add lines
2. Reduction in the number of students late registering the first two days of the term by 20 percent
3. Gather feedback from stakeholders regarding process improvement

Future Goals - 2010

1. Departmental involvement in registration process
2. Extending on-line registration
3. Implementation of electronic course selection forms to work towards a paperless registration process

Step 5: Top Five Products or Assets

- Web-based registration system
- Web-based registration information
- Instantaneous information available for decision making
- Experienced and knowledgeable support staff familiar with data base system
- Work closely with departments to ensure all students receive academic advisement during registration

Step 6: Key Processes

- Build term schedule in system (scheduler prepares term schedule for registration)
- Student registration system setup: This process involves using Banner to prepare for upcoming term registration
- Students prepare for advisement: Process where student picks up associated forms, view dynamic schedule on the web and prepare a schedule for the upcoming term
- Advisement by degree department: Process where each student is required to meet with their departmental academic advisor to review and approve upcoming term schedule
- Students register on-line: Process where students, based on earned credit hours, register for courses via Banner Web
- Troubleshooting on-line registration issues: A process for enforcing the override and pre-req approval process

Step 7: Performance Criteria

Student centered: Registration is student centered by providing flexibility, control, choice and convenience in preparing their own schedule.

Informative: A systematic design of reporting that allows key stakeholders access to essential data when key decisions need to be made and through informal reporting

Efficient: Registration is efficient by allowing 24/7 access due to being web based, accessible anytime/anywhere and simple to utilize.

Assessment oriented: Registration is assessment oriented by providing dynamic feedback and making informed decisions and continuous improvements through analysis.

Innovative: Registration is innovative due to cutting edge technology and its continuous evolution into a more dynamic environment.

Responsive: The registration process is responsive due to its customer oriented nature and is very receptive and open to reactionary changes.

Technical: Registration is a system based technical process that is a fully integrated and online state of the art process.

Accurate: The information generated during registration is precise and has been proven quantifiable and has the highest level of data integrity.

Step 8: Performance Measures

Student centered: Satisfaction of students

Efficient: Number of students who registered on the web (within their time frame) vs. manual registration

Assessment oriented: Use of integrity and quality checks

Innovative: Benchmarking with other universities

Responsive: Satisfaction of stakeholders

Technical: Benchmarking with other universities and satisfaction of stakeholders

Accurate: Data integrity and satisfaction of stakeholders

Step 12: Table of Measures

| Criterion | Attribute | Weight | Means | Measuring Instrument |
|---------------------|------------------------|---------------|---|-----------------------------|
| Student Centered | Flexibility | 10% | Student Satisfaction Survey | Index |
| | Choice | 5% | Student Satisfaction Survey | Index |
| | Web Based – 24/7 | 10% | Usage Report | Definition |
| | Dealing with problems | 5% | Student Satisfaction Survey | Index |
| Informative | Quantifiable | 10% | Integrity Reports and Stakeholder Surveys | Rubric/Index |
| | Informed Analysis | 10% | Information Integrity | Definition |
| | Precise | 5% | Integrity Reports and Stakeholder Surveys | Rubric/Index |
| | Dynamic | 5% | Information immediately available in database | Definition |
| Assessment Oriented | Continuous Improvement | 10% | Information Usage and Stakeholder Surveys | Definition/Index |
| Innovative | Continuous Evolution | 5% | Benchmarking | Score Sheet |
| Accurate | Data Integrity | 25% | Integrity Reports and Stakeholder Surveys | Rubric/Index |