

# Office of the University Registrar

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## *Expanded Statement of Institutional Purpose*

### **Institutional Mission Reference**

The mission and major goals of Old Dominion University can be found in the University Catalog and the 2000-2005 Strategic Plan. An important part of the mission of the University is to offer "a wide variety of undergraduate programs which meet national standards of excellence..Each undergraduate chooses a major program in liberal arts or sciences or in a technological or professional field." Likewise, "all graduate programs meet national standards of excellence."

### **Institutional Goal(s) Supported**

To support Old Dominion University's mission, the Office of the University Registrar provides information, access to courses through various in person, distantly located and electronic registration processes, access to information about grades, courses, and other administrative processes students require. In addition, information about degree requirements and projected completion through a degree audit assists students as they progress through program requirements.

## *Intended Objectives, Methods for Assessment, Criteria for Success, Assessment Results, and Use of Results*

### **Intended Objective 1**

To improve accuracy and speed of graduation processing within the Office of the University Registrar

**Method for Assessing Objective 1 and Criterion for Success:** To establish a deadline and to adhere to it so that graduation clearance can be completed timely.

**Summary of Assessment Data Collected for Objective 1:** The deadline was met, diplomas were distributed by the deadline.

### **Intended Objective 2**

To improve transcript processing services by reducing the time taken between the initial request and delivery date.

**Method for Assessing Objective 2 and Criterion for Success:** Redistribute responsibilities and provide counter request service.

**Summary of Assessment Data Collected for Objective 2:** Resonsibilities were reassigned and counter service implemented.

### **Intended Objective 3**

To establish a schedule for timely distribution, collection and reporting of grade sheets to faculty and grade information to students.

**Method for Assessing Objective 3 and Criterion for Success:** Develop a calendar for all processes to be distributed to faculty and staff by email. To inform students of their grades through various electronic processes.

**Summary of Assessment Data Collected for Objective 3:** Calendars were developed with the support of the Provost and distributed.

**Intended Objective 4**

To provide for administrative oversight of processes done by the staff of the University Registrar.

**Method for Assessing Objective 4 and Criterion for Success:** To develop productivity reports to identify users and the volume of work that each individual is performing for registration, grade entry, transcript processing, verification processing, domicile processing, etc.

**Summary of Assessment Data Collected for Objective 4:** The reports have been developed and are in use.

**Intended Objective 5**

To develop a degree audit system for advisors, graduation clearance staff and students to use to evaluate progress toward degree completion.

**Method for Assessing Objective 5 and Criterion for Success:** The degree audit program will be developed and in use by 2002.

**Summary of Assessment Data Collected for Objective 5:** This project is currently in development.