

Office of the University Registrar

Unit Mission Statement

Educational Support or Administrative Unit Mission Statement

The Office of the University Registrar exists to support the university community by providing information and services to support, facilitate, and promote the educational mission of the University. This role specifically includes providing information about and services related to academic programs and degree requirements, registration and enrollment verification, and maintenance of permanent academic records for students, faculty, staff, and external constituencies in timely, accurate, confidential and supportive manner in accordance with university policy, state and federal law.

The Office of the University Registrar is guided by the following areas of emphasis: (1) to provide exemplary service to the university community by providing professional, efficient and courteous service to all constituencies; (2) to support the academic mission of the university by fairly and consistently administering institutional administrative and academic policy and by open communication and collaboration with faculty, staff and students of Old Dominion University; (3) to ensure a well-coordinated registration process through state of the art electronic means and in-person processes; (4) to provide services related to transcripts, enrollment, veterans affairs and VA certification, publication of the schedule of classes, residency, NCAA certification, degree audit and graduation; (5) services to faculty including class rolls, grade sheets, support of advising efforts, etc.; (6) to maintain and preserve the integrity of the data resident in the student module of the university's administrative system and all other non-electronic sources; (7) to serve faculty, students, alumni, parents, staff and members of the general public within the parameters established by state and federal law.

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 order to enroll in and to complete courses at the University. In addition, information about degree requirements and projected completion through a degree audit assists students as they progress through program requirements.

Intended Objectives for your unit, Methods for Assessment, and Criteria for Success for each Intended Objective

Intended Objective 1

Continue to expand the availability of information and services to students through the worldwide web as well as processes that can be conducted through the Banner Web for Students (Self-Service) product.

Method for Assessing Objective 1 and Criterion for Success: Through existing reports and others to be developed, value the number of web interactions for registration and other processes through summary data.

Intended Objective 2

To develop CAPP (Curriculum, Advising and Program Planning), the degree audit component of the student module of Banner. Additional service through Banner Web for Students (Self Service) to make program available to students and their advisors to be implemented.

Method for Assessing Objective 2 and Criterion for Success: Degree audit is released as a functional product to the graduation clearance staff and to faculty advisors for use with student advisees.

Intended Objective 3

Develop continuous stream of useable reports for College Deans, department chairs and other identifiable users related to major, minor, degree, and other pertinent/appropriate information about various student populations.

Method for Assessing Objective 3 and Criterion for Success: Reports are delivered to users via electronic format or accessible through the worldwide web to be created at user request.

Intended Objective 4

To support programs delivered asynchronously (anytime/anywhere) through development of policies and procedures that support both programs and students as well as the institutional mission for students, faculty and staff engaged in non-traditional means of course delivery. Additionally, to implement technology, particularly in the administrative system, Banner, that supports the enrollment of such students.

Method for Assessing Objective 4 and Criterion for Success: Successful implementation of Banner open learning registration, to be in production during the Fall 2003 semester. Functional areas include course scheduling, registration and grade processes. Assessment will be on-going through the Spring 2004 semester and beyond.

Intended Objective 5

To provide exemplary customer service to students, faculty and staff of the University.

Method for Assessing Objective 5 and Criterion for Success: Collect random survey of customers through response cards and anecdotal responses from phone calls and email. Additional on-line survey on annual basis. Analyze responses for areas to be improved.