

Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

Registrar

Goal **Ongoing Evaluation Of Customer Satisfaction Of The Registrar's Office** 🔑

To obtain useful feedback on the services provided by this office so that there is constant improvement being made.

Objective (P)**Surveys** 🔑

Investigation of Survy Monkey or other possible surveys tools that are available. Use of a sign in sheet to identify student populations to survey. Also considering use of secret shoppers to gain feedback.

**KPI
Performance
Indicator****LimeSurvey On Customer Service** 🔑 🔑

3 Staff members received LimeSurvey traning and a survey has been created. We have not officially used it yet but will begin in the Fall 2015.

Result**Results** 🔑

No results at this time as survey has not been distributed.

Goal **Outsourcing Of Transcripts** 🔑

In an effort to improve efficiency as well as align ourselves with other institutions and the services offered, we will visit the idea of outsourcing our transcripts.

Objective (P)**Selection Of Vendor To Outsource Transcripts** 🔑

Will need to research 3rd party softwares and determine the cost effectiveness of using one. Preparation for a presentation on the pro's and con's of using a software will need to be made and key players help to determine the "right" software for SHSU. A collection of data for selling points will be made in the Registrar's Office.

**KPI
Performance
Indicator****Vendor Selection** 🔑

Several Vendors have been researched and webinars presented to key players. All key players are in agreement that this is the right direction to go and have chosen to proceed with the National Student Clearinghouses software.

Result**Vendor Chosen** 🔑

National Student Clearinghouse will be the vendor for this software. No contracts have been signed at this time.

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Goal	<p>Review Job Descriptions And Explore Any Needed Re-classifications 🔑</p> <p>Our job descriptions are outdated and in order to attract the right kind of employees we must review, update, and analyze both the descriptions and the salaries.</p>
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Objective (P)	<p>All Job Descriptions Updated And More Appropriately Aligned With The Duties Of The Positions 🔑</p> <p>Pull all job descriptions, process updates and work with HR to ensure an analysis of each is being performed and adjustments being made.</p>
KPI Performance Indicator	<p>HR Reviews 🔑🔑</p> <p>We are making progress with this goal. We have met with HR on many of the title and have just a few left to review and update.</p>
Result	<p>Job Description Reviews 🔑</p> <p>about 75% of the job descriptions have been updated</p>
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