

Registrar

Ongoing Evaluation Of Customer Satisfaction Of The Registrar’s Office

Goal Description:

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

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Surveys

Performance Objective Description:

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.

RELATED ITEM LEVEL 2

LimeSurvey On Customer Service

KPI Description:

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.

Results Description:

Outsourcing Of Transcripts

Goal Description:

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.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Selection Of Vendor To Outsource Transcripts

Performance Objective Description:

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.

RELATED ITEM LEVEL 2

Vendor Selection

KPI Description:

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.

Results Description:

Review Job Descriptions And Explore Any Needed Re-classifications

Goal Description:

Our job descriptions are outdated and in order to attract the right kind of employees we must review, update, and analyze both the descriptions and the salaries.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

All Job Descriptions Updated And More Appropriately Aligned With The Duties Of The Positions

Performance Objective Description:

Pull all job descriptions, process updates and work with HR to ensure an analysis of each is being performed and adjustments being made.

RELATED ITEM LEVEL 2

HR Reviews

KPI Description:

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.

Results Description:

HR completed the review of our jobs and adjustments have been made. All job descriptions have been review and updated as well.