

GOAL 1 Cultivate our relationships with students, faculty, and staff.

2008–2009

- ★ Provide customer service training to all Office of the Registrar employees.
- ★ Track volume and evaluate nature of calls to our customer service units.
- ★ Develop annual schedule of messages to be published on Main 1 bulletin boards and spotlights on Office of the Registrar's homepage.
- ★ Collaborate with and help guide the administrative IT community on campus-wide IT efforts.
- ★ Maintain online "frequently asked questions" and help pages.
- ★ Ensure that all Web services are compliant with the Americans with Disabilities Act (ADA).

2009–2010

- ★ Create a feedback mechanism for users of front-counter services.
- ★ Evaluate staff participation on University committees and position the office to contribute to University initiatives.
- ★ Reestablish the Student Data Discussion Group (SDDG) and create a regular meeting schedule.
- ★ Assess and improve training on various procedures.
- ★ Develop a Web-based customer services feedback mechanism.
- ★ At least once annually, contribute half the time of a full-time employee on campus-wide IT efforts.

- ★ Develop a standard process to include help screens in online systems.

2010–2011

- ★ Evaluate desirability and feasibility of combining and relocating all front desk operations to Main 1.
- ★ Create a dissemination plan to distribute information about our services and policies to our stakeholders.
- ★ Identify opportunities and methods to obtain continual feedback on services and processes.
- ★ Review and modify as needed online frequently asked questions (FAQs) and help pages.
- ★ Ensure that all Web services are compliant with the Americans with Disabilities Act (ADA).

GOAL 2 Improve the effectiveness and efficiency of our services and operations.

2008–2009

- ★ Create business process maps for all our core operations.
- ★ Assess student identity management issues that affect the campus.
- ★ Assess our use and production of paper reports and forms and develop a plan to convert each to an electronic format.
- ★ Develop a "three-deep" chart for all of our core functions.
- ★ Pool our student workers into a single team that is available to all sections of the office.

- ★ Display completion of approved certification programs on the academic transcript.
- ★ Modify University operations to be compliant with Senate Bill 1231, which limits the number of courses that a student may drop.
- ★ Develop and deploy an athletic roster management service.
- ★ Respond to and support objectives resulting from the University's curricular reform initiative.

2009–2010

- ★ Identify and document process improvement opportunities through tighter integration of existing services and operations.
- ★ Establish and evaluate critical success factors for each of our core functions.
- ★ Implement procedures that eliminate the need for printed reports and forms.
- ★ Develop a backup and succession plan for those responsible for each of our core functions.
- ★ Develop and deploy athletic roster management service.
- ★ Continue to respond to and support objectives resulting from the curricular reform initiative.

2010–2011

- ★ Continue to identify and document process improvement opportunities through tighter integration of existing services and operations.
- ★ Continue to establish and evaluate critical success factors for each of our core functions.
- ★ Systematically begin converting paper forms to electronic documents.
- ★ Evaluate and update training documentation and procedures.
- ★ Continue to respond to and support objectives resulting from the curricular reform initiative.

GOAL 3 Foster a development culture and architecture that ensures robust, flexible, secure, and agile technical solutions.

2008–2009

- ★ Assess the strengths and weaknesses of the Electronic Access to Student Information (EASI) infrastructure.
- ★ Over the next two years, convert our *Course Schedule* production systems (NRCRSE, NRCLAS, NROP, NROPUA) to EASI.
- ★ Assess the degree audit system and recommend modifications for system improvement and growth.
- ★ Over the next two years, evaluate and adopt the Web scripting language that was recently added to our campus-wide development environment.

Vision

The Office of the Registrar at the University of Texas at Austin strives to

- Recognize** the importance of each person we serve;
- Hold** the trust and confidence of students, faculty, and staff for our quality of work, collaborative solutions, and administrative foresight;
- Care** for its employees by promoting a friendly and stimulating office environment with opportunities for professional development; and
- Earn** national respect for excellence in academic services and the use of technology that benefits our campus and the higher education community.

Mission

The mission of the Office of the Registrar is to **create, maintain, certify, and protect** University records of courses, degrees, and students.

Values

The Office of the Registrar **emphasizes**

- Accuracy**, to maintain exceptional quality in our records and processes;
- Integrity**, to demand responsibility, confidentiality, and honesty in our work;
- Customer service**, to help people in a timely and caring way;
- Communication**, to share expertise and listen to our clients and each other; and
- Teamwork**, to foster a collaborative work environment in order to coordinate the intricacies of our collective mission.

GOAL 3 Foster a development culture and architecture that ensures robust, flexible, secure, and agile technical solutions. CONTINUED

- ★ Maintain active participation in the University's evaluation of the software initiatives managed by the Kualii Foundation.
- ★ Conduct at least two security-related internal seminars each year.
- ★ Integrate the existing Family Educational Rights and Privacy Act (FERPA) compliance check into all Office of the Registrar systems that access student data.

2009–2010

- ★ Develop solutions that limit to current file access problems and recommend alternative access methods.
- ★ Create and make standard a consistent user interface to accommodate different business processes and to streamline user training for new services.
- ★ Rewrite Degree Audit system based on recommendations.
- ★ Over the next two years, evaluate, plan, and develop the capacity, security, and functionality of the University's SPEEDE server.
- ★ Evaluate marketing and participation plans for SPEEDE over the next two years.
- ★ Review and implement the policy for protecting sensitive data that appears on imaged and other electronic documents.
- ★ Identify needs for an authorization system to replace multiple systems currently in use of Office of the Registrar applications.
- ★ Collaborate with other departments on campus to create an updated central authorization system.
- ★ Over the next two years, work with the University community to integrate existing FERPA compliance check module into all campus systems that provide access to student data.

2010–2011

- ★ Work with the University community to integrate the existing FERPA compliance check module into all campus systems that provide access to student data.
- ★ Rewrite the Interactive Degree Audit (IDA) system based on recommendations.
- ★ Review and implement document retention policies for imaged and other electronic documents.

GOAL 4 Create an environment that values and embraces diversity.

2008–2009

- ★ Conduct a diversity assessment.
- ★ Create an assessment tool to identify managerial knowledge and skills on diversity issues.
- ★ Assess current partnerships with campus diversity efforts.

2009–2010

- ★ Develop diversity training for staff and student workers.
- ★ Develop supervisor-level diversity training.
- ★ Create a list of diversity activities and opportunities from within the campus and the higher education community.

2010–2011

- ★ Conduct a post-training diversity assessment.
- ★ Conduct a post-training supervisor-level diversity assessment.
- ★ Increase participation in campus activities that promote diversity awareness.

GOAL 5 Ensure continuity in the accuracy and integrity of our work by preparing the office to respond to a disruptive event.

2008–2009

- ★ Ensure that our service and operation documentation is thorough and readily available to all employees.
- ★ Incorporate a routine review of our risk management plan into our operating practices.
- ★ Review the University of Texas at Austin Business Continuity Plan.

2009–2010

- ★ Ensure that our service and operation documentation is thorough and readily available to all employees.
- ★ Evaluate the use of a wiki to document our policies and procedures.
- ★ Develop quality assurance testing procedures.
- ★ Annually review our retention policy and follow our records retention schedule.
- ★ Create an internal business continuity plan.

2010–2011

- ★ Ensure that our service and operation documentation is thorough and readily available to all employees.

- ★ Develop backup procedures for paper and electronic documents.
- ★ Assess the value of using issue tracking software to help organize and solve reported problems.
- ★ Assess tools, techniques, and approaches used to keep software current and to maintain all documentation in current applications.
- ★ Create an internal communication network to help manage business continuity issues.
- ★ Establish an annual internal review and audit of the internal business continuity plan.

GOAL 6 Develop our workforce and maintain a stimulating office environment for employees.

2008–2009

- ★ Conduct a retention study within the Office of the Registrar.
- ★ Conduct an assessment of hiring practices.
- ★ Incorporate the use of exit interviews into planning for workforce needs.
- ★ Communicate and reinforce the staff development plan.
- ★ Assess supervisors' training and management skills.
- ★ Incorporate the use of competencies into our position descriptions, job postings, interview and hiring processes, and annual performance evaluations.

2009–2010

- ★ Assess the current "New Employee Orientation" checklist to determine its effectiveness.
- ★ Enhance our Web site to promote professional opportunities available in the Office of the Registrar.
- ★ Conduct regular presentations, demonstrations, and other activities on subjects of interest to staff.
- ★ Provide staff training opportunities that focus on the policies, laws, and regulations that affect the office.
- ★ Provide supervisors with training in managing and developing staff.
- ★ Incorporate the use of competencies into our position descriptions, job postings, interview and hiring processes, and annual performance evaluations.
- ★ Train supervisors on competencies-based interviewing.

2010–2011

- ★ Provide staff with training opportunities in other sections of the office.
- ★ Incorporate the use of competencies into our position descriptions, job postings, interview and hiring processes, and annual performance evaluations.
- ★ Train supervisors on competencies-based interviewing.