# Q1 SUPPORT OF THE COLLEGE MISSIONHighly Developed: Exhibits ongoing and systematic evidence of mission achievement.Developed: Exhibits evidence that planning guides program and services selection that supports the college's mission.Emerging: Evidence that planning intermittently informs some selection of services to support the college's mission.Initial: Minimal evidence that plans inform selection the of services to support the college's mission.
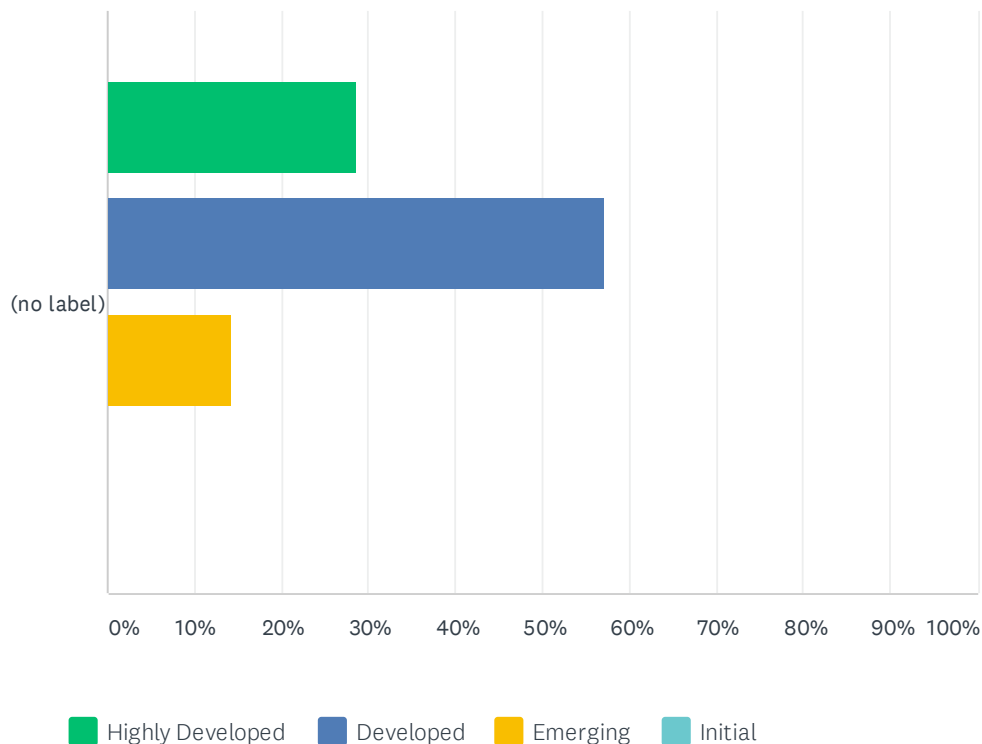
Answered: 14   Skipped: 0

🟩 Highly Developed   🟦 Developed   🟨 Emerging   🟦 Initial
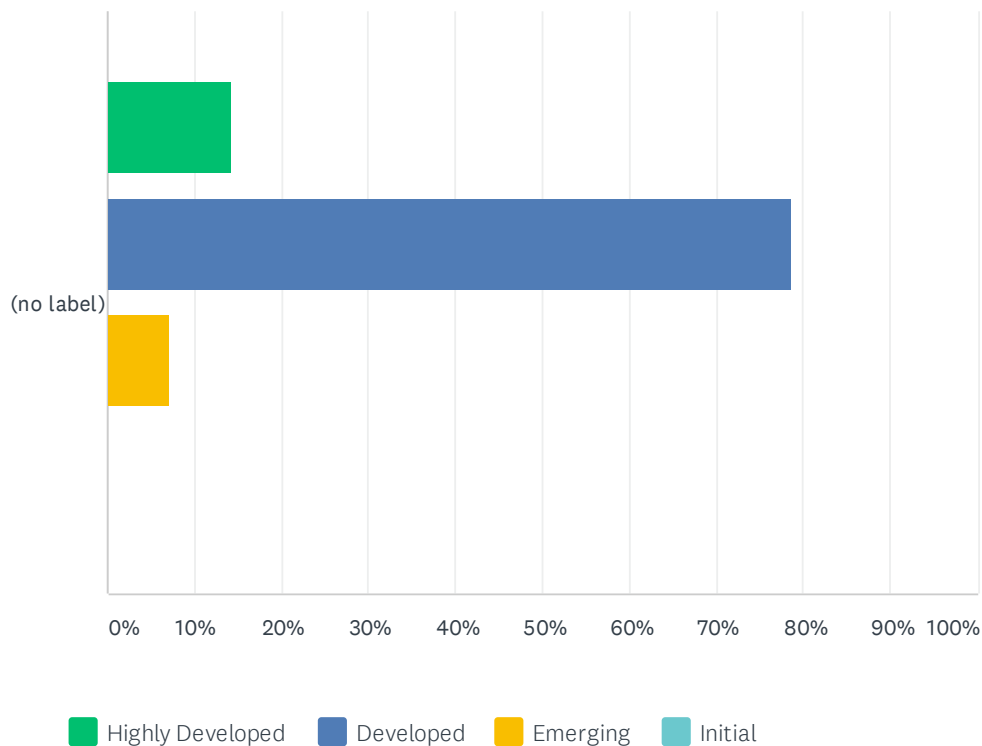
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 2	78.57% 11	7.14% 1	0.00% 0	14	3.07

#	FEEDBACK:	DATE
1	This department has a ton of responsibilities.	3/19/2020 12:05 PM
2	A critical component of the way we support students	3/16/2020 1:52 PM

Q2 ACCOMPLISHMENTS IN ACHIEVING STRATEGIC GOALSHighly Developed: Exhibits ongoing and systematic evidence of goal achievement.Developed: Exhibits evidence that planning guides services selection that supports goal achievement.Emerging: Evidence that planning intermittently informs some selection of services to support the

goal achievement.Initial: Minimal evidence that plans inform selection of services to support goal achievement.

Answered: 14   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	28.57% 4	57.14% 8	14.29% 2	0.00% 0	14	3.14

#	FEEDBACK:	DATE
1	Steadily improving and evolving.	3/19/2020 12:05 PM

Q3 PERSONNEL SUMMARYHighly Developed: Employs a sufficient number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position. Developed: Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position. Emerging: Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position. Initial: Staffing is insufficient to meet the needs of the program.

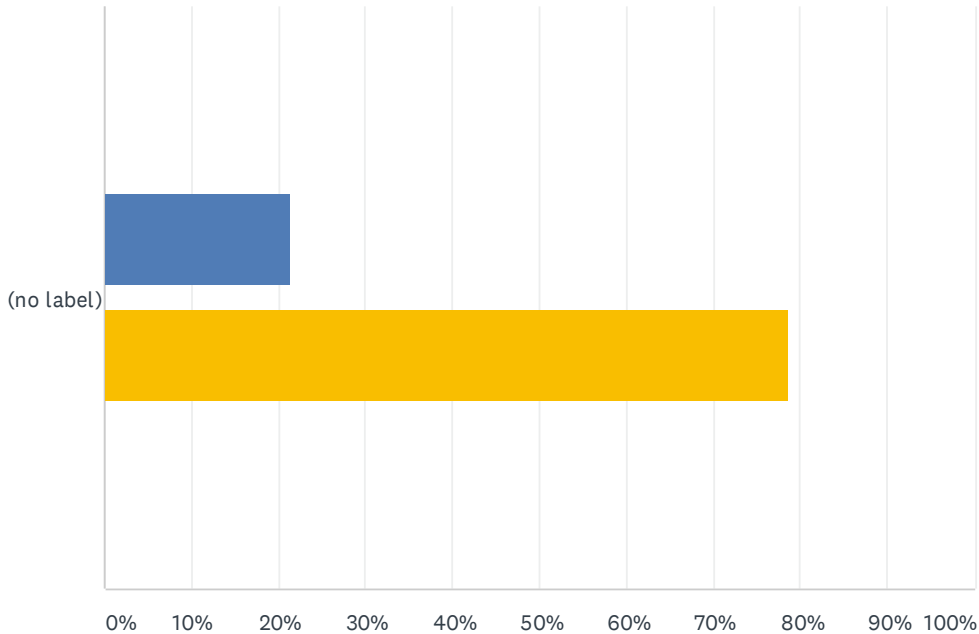# Non-Instructional Department Review: Registrar

Answered: 14   Skipped: 0
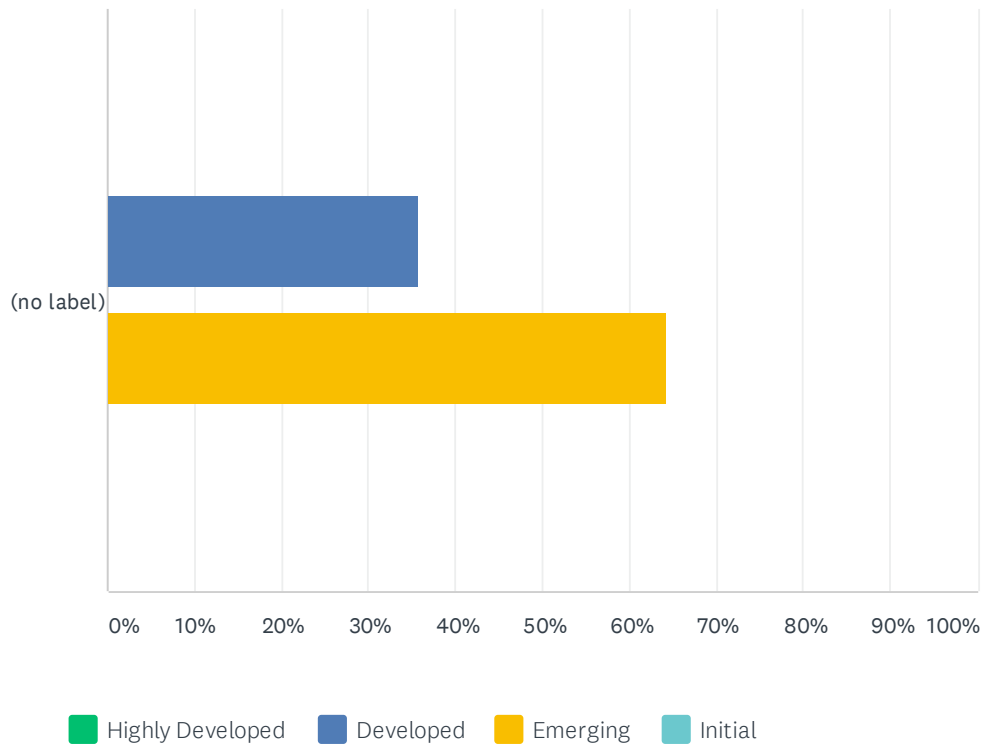
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	35.71% 5	64.29% 9	0.00% 0	14	2.36

#	OTHER (PLEASE SPECIFY)	DATE
1	I think Registrar works his butt off. Realistically some cross training with the student success reps might be an idea to help in the volume of paperwork.	3/19/2020 12:05 PM
2	There is a need for additional staff.	3/16/2020 2:14 PM
3	This department's successes stated in previous sections, come at a significant personal cost in time and effort. That is not sustainable and cannot be duplicated after Shabbir retires. It is urgent that either staffing in the department changes, or systems become more automated.	3/16/2020 1:58 PM
4	Sounds like the request for additional support/personnel is justified and in progress.	3/16/2020 1:52 PM
5	Once a new hire is in place the situation may take care of itself	3/13/2020 1:57 PM
6	Needs further development. Is there comparable data available? What doe sthe staffing look like at other colleges our size.	3/13/2020 1:13 PM
7	An additional staff member could be very helpful to ease the current work load.	3/12/2020 1:34 PM
8	Seems to be one of the major issues with the department.	3/12/2020 10:40 AM
9	Although there is a vacancy, it sounds as if, once filled, an adequate number of qualified personnel is available.	3/12/2020 10:35 AM
10	Additional staff needed, and cooperation with student services on certain duties. Additional cooperation with Student life to deal with graduation preparation might also be helpful.	3/10/2020 11:59 AM
11	The Registrar is working a lot of OT and appears to be in need of additional staff.	2/27/2020 8:16 AM

Q4 STAFF DEVELOPMENTHighly Developed: Exhibits ongoing and systematic support of professional development opportunities. Developed: Exhibits support of regular professional development opportunities.Emerging: Evidence of intermittent professional development opportunities.Initial: Minimal evidence of professional development opportunities.

Answered: 14   Skipped: 0

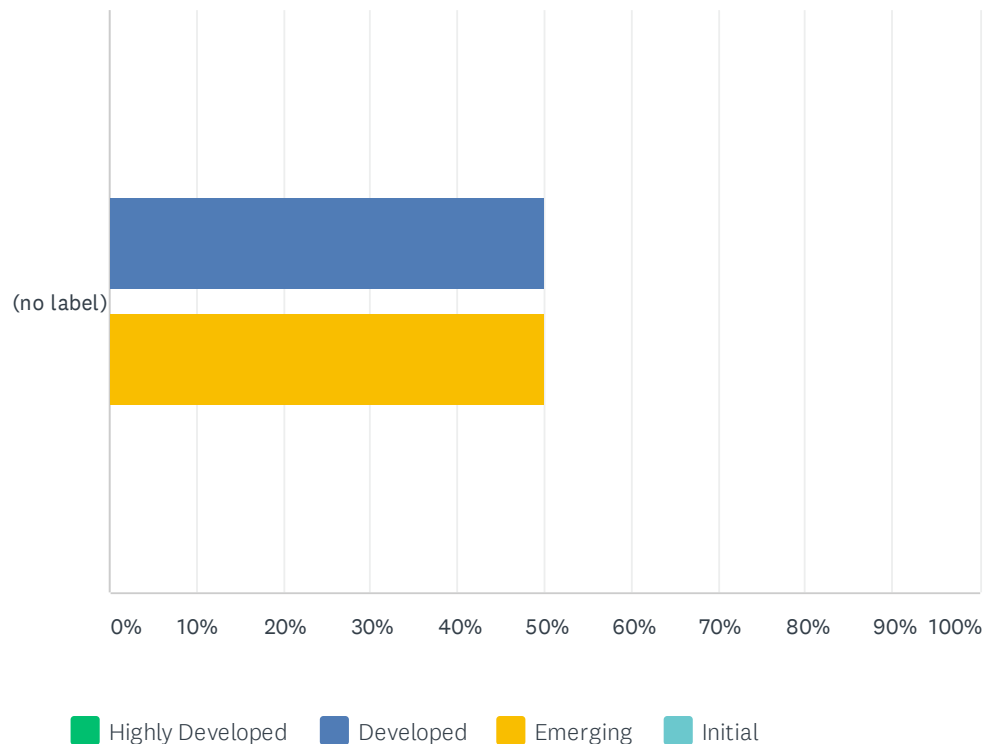Highly Developed   Developed   Emerging   Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	21.43% 3	78.57% 11	0.00% 0	14	2.21

#	FEEDBACK:	DATE
1	Because of the lack of backup staff, there hasn't been the option to take advantage of all professional development.	3/16/2020 2:14 PM
2	With limited staffing and insufficient automation, this department struggles to meet desirable professional development goals. "work harder and more hours" is not a sustainable approach.	3/16/2020 1:58 PM
3	Would like a plan and or more details of what have folks went too and benefits.	3/16/2020 1:47 PM
4	This may need to become a priority in the future	3/13/2020 1:57 PM
5	Need to develop a plan and follow through.	3/13/2020 1:13 PM
6	Lack of time is clearly hindering professional development opportunities.	3/12/2020 1:34 PM
7	Job requirements have made this difficult.	3/12/2020 10:35 AM
8	Due to the lack of personnel, the Registrar's office is not able to attend conferences that would be beneficial to the department and college.	2/27/2020 8:16 AM

Q5 FACILITIES AND EQUIPMENTHighly Developed: Facilities and resources meet current and future needs of the college.Developed: Facilities and resources meet current needs of the collegeEmerging: Evidence of a plan to have facilities and resources meet current and future needs of the college.Initial: Minimal evidence that facilities and resources meet current and future needs of the college.
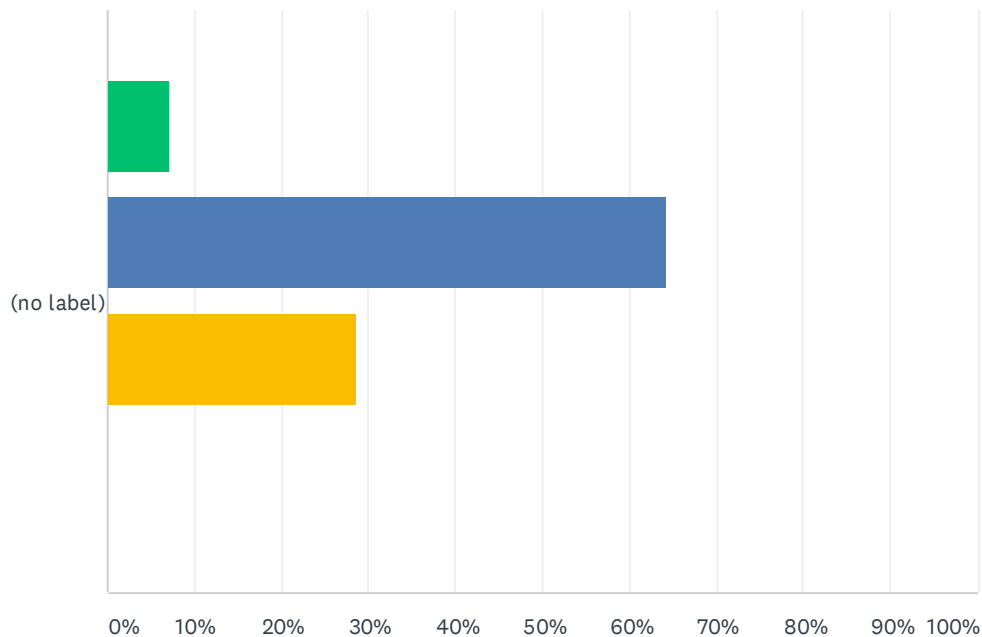
Answered: 14   Skipped: 0

Highly Developed   Developed   Emerging   Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	50.00% 7	50.00% 7	0.00% 0	14	2.50

#	FEEDBACK:	DATE
1	I agree current office locations and set up is not conducive to efficient work.	3/19/2020 12:05 PM
2	This department needs to be provided a behind-locked doors environment similar to the Business Office. In addition, automation of work needs to be done. While the computers seem adequate, the software and reports that run on the computers are not sufficient.	3/16/2020 1:58 PM
3	Sounds like core is there, but additional pieces are needed for max efficiency.	3/16/2020 1:52 PM
4	A basic description should be provided. Are there emrgining technologies that could be used to add eficiencies in this area.	3/13/2020 1:13 PM
5	The offices need a more secluded space.	3/13/2020 11:36 AM
6	Finding a quiet and combined work space for both offices might increase productivity.	3/12/2020 10:40 AM
7	A move in office space is important.	3/10/2020 11:59 AM

Q6 BUDGETHighly Developed: Financial resources meet current needs and are projected to meet future needs.Developed: Financial resources meet current needs. Emerging: Evidence of a plan to acquire financial resources to meet current needs.Initial: Minimal evidence that financial resources meet current needs.

Answered: 14   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	64.29% 9	28.57% 4	0.00% 0	14	2.79

#	FEEDBACK:	DATE
1	Current budget as described did not address the behind-the-scenes needs of the department	3/16/2020 1:58 PM
2	A comprehensive budget should be provided that includes personel costs and expenditures over time. Idelly, the last 5 years of budgets would be helpful.	3/13/2020 1:13 PM

Q7 STRENGTHS AND WEAKNESSESHighly Developed: Strengths and weaknesses are described accurately and thoroughly.Developed: Most strengths and weaknesses are described accurately and thoroughly.Emerging: Some strengths and weaknesses are described accurately and thoroughly.Initial: Minimal evidence that strengths and weaknesses are described accurately and thoroughly.
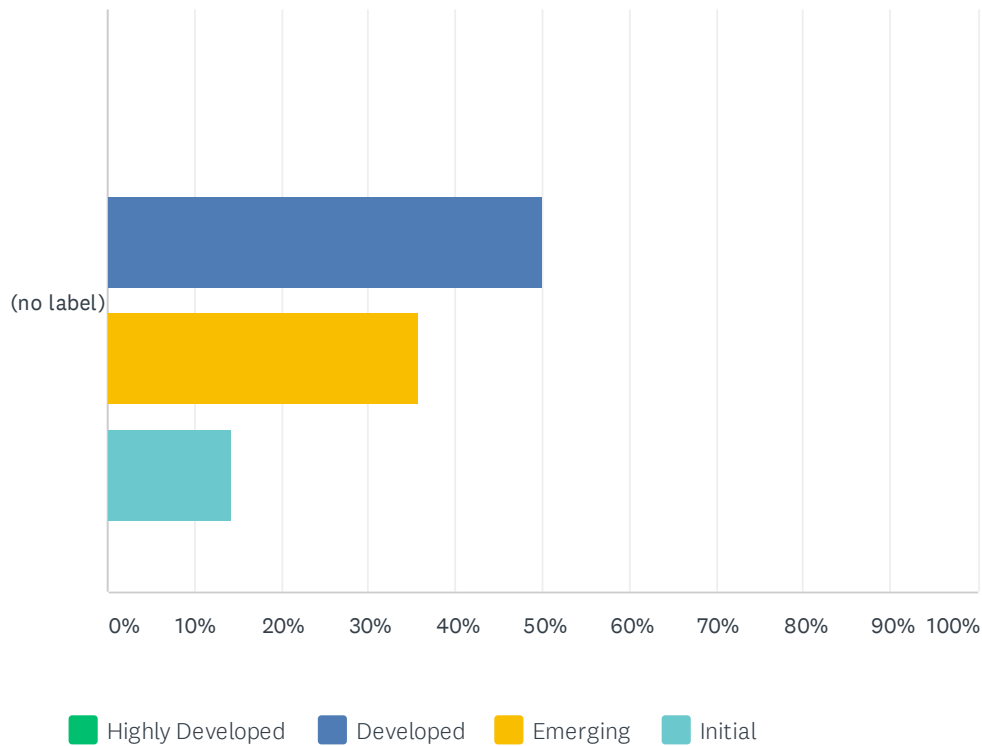
Answered: 14   Skipped: 0
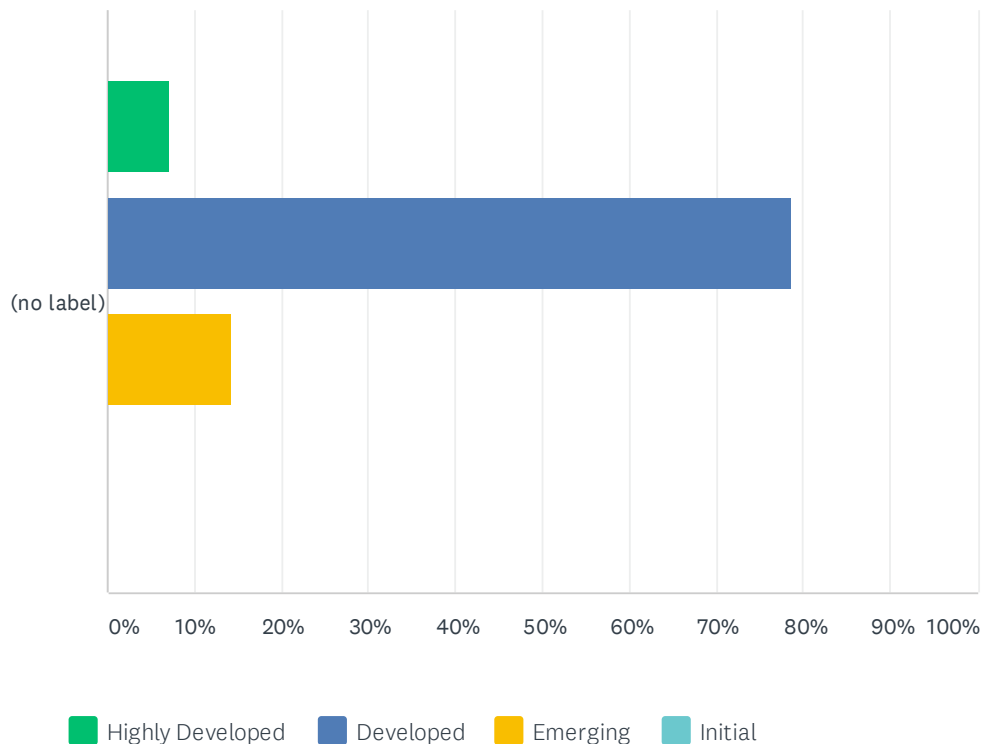
Highly Developed ■ Developed ■ Emerging ■ Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	78.57% 11	14.29% 2	0.00% 0	14	2.93

#	FEEDBACK:	DATE
1	Graduation responsibility should be reassigned so the focus can be on processing requests and information.	3/19/2020 12:05 PM
2	additional bandwidth needed for Reverse Degree work progress. More module training.	3/16/2020 1:52 PM
3	Needs further reflection, analysis, and development.	3/13/2020 1:13 PM
4	Consider hiring a student worker for additional staffing needs.	3/12/2020 10:40 AM

Q8 NEW GOALS AND PLANHighly Developed: Multiyear planning process with evidence of use of assessment data in planning.Developed: Multiyear planning process with some assessment data.Emerging: Short-term planning process recently implemented.Initial: Minimal evidence of planning process.

Answered: 14   Skipped: 0

Legend: Highly Developed Developed Emerging Initial

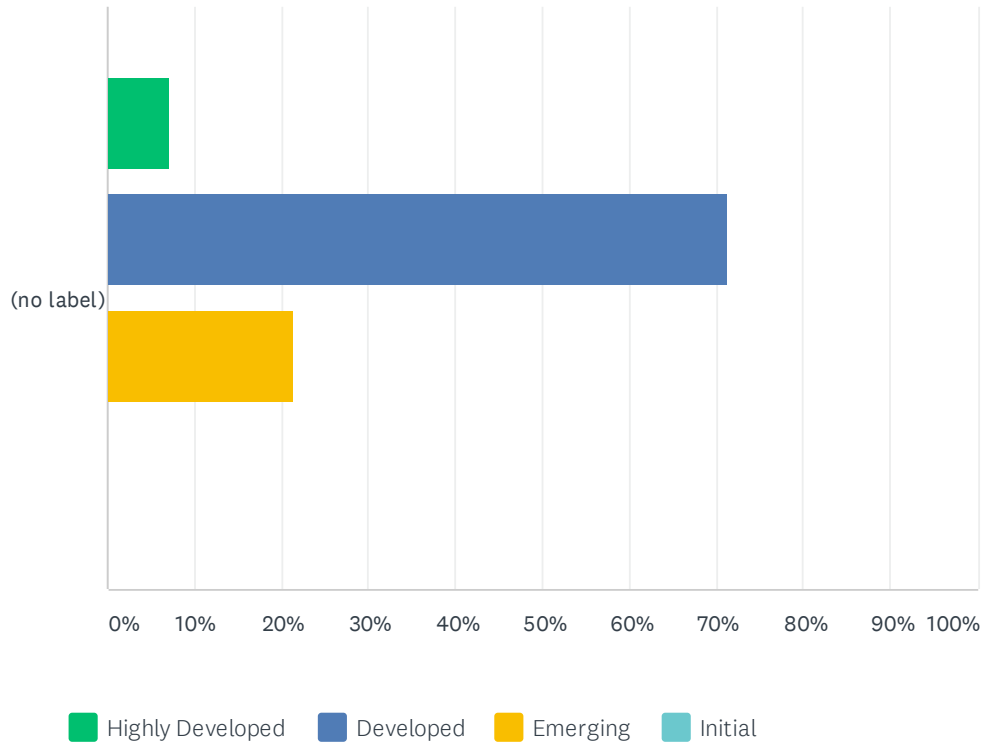|	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	50.00% 7	35.71% 5	14.29% 2	14	2.36

#	FEEDBACK:	DATE
1	plans for future as stated will not address the real needs of the department. The needs for staff, software, and etc need to be included in the improvement plan. The operations of this department on areas such as reverse transfer, SAP, and graduation are too important to allow to "stagnate"	3/16/2020 1:58 PM
2	Additional Goals might be set as continuation of efficiencies/effectiveness identified elsewhere in the presentation	3/16/2020 1:52 PM
3	I think this could use some reflection	3/13/2020 1:57 PM
4	Not included	3/13/2020 1:13 PM

Q9 OVERALL PROGRAM EVALUATIONHighly Developed: Evidence of ongoing systematic use of planning in selection of programs and services.Developed: Program exhibits evidence that planning guides

program and services selection that supports the college.Emerging: There is evidence that planning intermittently informs some selection of services to support the college.Initial: Minimal evidence that plans inform selection the of services to support the college's mission.
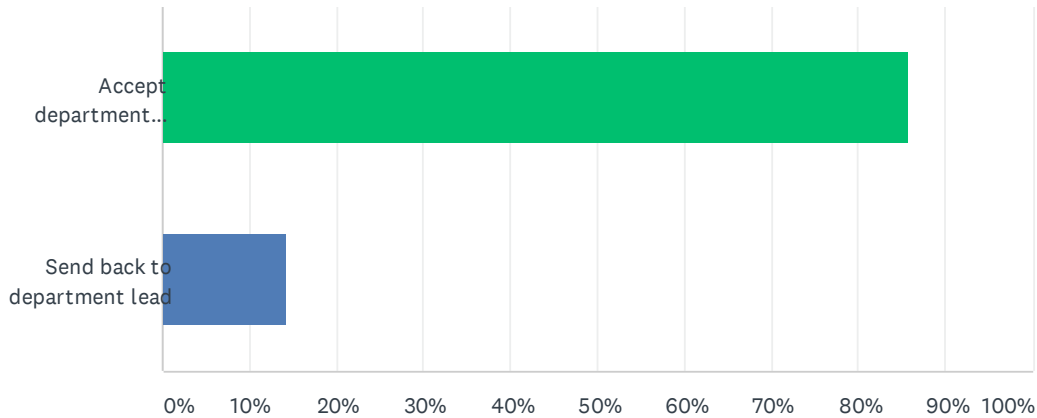
Answered: 14   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	71.43% 10	21.43% 3	0.00% 0	14	2.86

#	FEEDBACK:	DATE
1	This is one department that seems fully loaded and realistically should be asking for some balance in work load.	3/19/2020 12:05 PM
2	Needs further development	3/13/2020 1:13 PM

Q10 Should this non-instructional department review be accepted by CIIC or sent back to the department lead for further work?

Answered: 14   Skipped: 0

Non-Instructional Department Review: Registrar

ANSWER CHOICES	RESPONSES	
Accept department review document	85.71%	12
Send back to department lead	14.29%	2
TOTAL		14

Q11 Please highlight the strengths of the department.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	Dedication of Registrar.	3/19/2020 12:05 PM
2	Very knowledgeable and dedicated staff.	3/16/2020 2:14 PM
3	With significant personal sacrifice Shabbir has improved this department. However that's not a sustainable model.	3/16/2020 1:58 PM
4	Efficiency of articulating incoming transcripts, course substitutions and course waivers.	3/16/2020 1:55 PM
5	Dedication of current staff	3/16/2020 1:52 PM
6	Clear vision of what they do.	3/16/2020 1:47 PM
7	I like the focus on getting the needs of the student met quickly	3/13/2020 1:57 PM
8	Some systems have been automated	3/13/2020 1:13 PM
9	The department does a great deal of work with limited resources.	3/13/2020 11:36 AM
10	Well organized. The registrars office is utilizing available software to streamline its various efforts.	3/12/2020 1:34 PM
11	Rapid response to immediate issues and great customer service.	3/12/2020 10:40 AM
12	Goal achievement (completion rates) directly related to college mission.	3/12/2020 10:35 AM
13	Friendly service, quick answers for advisers! Very good improvements in the forms also.	3/10/2020 11:59 AM
14	The registrar is knowledgeable and with the help of the Transcript Specialist the department has made improvements that benefit students and the college.	2/27/2020 8:16 AM

Q12 Please outline weaknesses of the department.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	Work load. Expectations	3/19/2020 12:05 PM
2	There is a need for additional staff to support those high workload needs (especially at the beginning and end of each term and each year). Most of their documentating is still by paper. Try to go digital as much as possible for data collection purposes.	3/16/2020 2:14 PM
3	Staffing, software, and automation	3/16/2020 1:58 PM
4	NA	3/16/2020 1:55 PM
5	lack of capacity for additional training, certain avenues for impact expansion	3/16/2020 1:52 PM
6	Longer term vision as Education changes.	3/16/2020 1:47 PM
7	It feels like there are too many tasks to complete for the limited staff	3/13/2020 1:57 PM
8	Changes in personel, lack of training, needs better organization	3/13/2020 1:13 PM
9	Personal resources are not always adequate for the high volume of work and necessary training.	3/13/2020 11:36 AM
10	Lack of staff. An additional 3rd staff member might be necessary to lighten the current work load.	3/12/2020 1:34 PM
11	Insufficient quantity of staff or too many tasks to allow for professional development and training.	3/12/2020 10:40 AM
12	Never-ending cycle of job responsibilities make it difficult to "get way" for professional development activities.	3/12/2020 10:35 AM
13	Corridor office space makes work needlessly difficult. Graduation duties need to be shared out, as this is the busiest time of the year for the registration staff.	3/10/2020 11:59 AM
14	Personnel and office space. The registrar department is in serious need of personnel, even part-time. This is an important department and has a need for resources. In addition, the registrar is in a noisy area and is not near the other member of the team. This can impact work flow.	2/27/2020 8:16 AM

Q13 Please make recommendations for department improvement.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	I think there needs to be a realistic examination of work load.	3/19/2020 12:05 PM
2	Hire part-time staff person to start (possibly will go to full-time once needs are known). Develop a plan to move most (if not all) documentation to a digital format.	3/16/2020 2:14 PM
3	change budget requests to targeted areas of deep need, such as Staffing, software, and automation of processes currently requiring manual calculation and entry	3/16/2020 1:58 PM
4	None	3/16/2020 1:55 PM
5	Additional metrics driven goal setting	3/16/2020 1:52 PM
6	Clear Professional Development plan for department attached to needs and vision.	3/16/2020 1:47 PM
7	.	3/13/2020 1:57 PM
8	Needs more information	3/13/2020 1:13 PM
9	Finding creative ways to fill gaps in personnel during high volume and training times should be a priority for this department.	3/13/2020 11:36 AM
10	Consider adding an additional staff member.	3/12/2020 1:34 PM
11	Hire a student worker and utilize any training possible during the summer terms.	3/12/2020 10:40 AM
12	Keep up the good work.	3/12/2020 10:35 AM
13	Better office space. Share duties with Student success and Student Life staff. Add a part time person to deal with data entry or other non-expert duties.	3/10/2020 11:59 AM
14	More staff! Possible office move.	2/27/2020 8:16 AM

Q14 Please enter your name.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	Mike Homfeldt	3/19/2020 12:05 PM
2	Peggy Bullock	3/16/2020 2:14 PM
3	Thomas Nejely	3/16/2020 1:58 PM
4	Tracy F Heap	3/16/2020 1:55 PM
5	Peter Lawson	3/16/2020 1:52 PM
6	Chris Stickles	3/16/2020 1:47 PM
7	Bill Jennings	3/13/2020 1:57 PM
8	Jamie Jennings	3/13/2020 1:13 PM
9	Jeanne LaHaie	3/13/2020 11:36 AM
10	Ian Kautzman	3/12/2020 1:34 PM
11	David Edgell	3/12/2020 10:40 AM
12	Allison Sansom	3/12/2020 10:35 AM
13	Janice Silvestri	3/10/2020 11:59 AM
14	EW	2/27/2020 8:16 AM