

Timeline of Registrar's Office Actions and Outcomes

Year	Action Taken	Outcomes
2010	Name Badge	Implement staff wearing name badges; assist students with identifying personnel for future reference.
	FAQs	Publish on website provide ubiquitous information to students. Reduce student need to come into office; updated and expanded in 2016 from 5 pages to 21 pages with each unit in Registrar's office represented.
2011	Implement Credentials Inc.	Use automated transcript requests that reduced processing time and reduced the need to students come to the campus.
	Online Forms	Provides student-friendly processing
2012	Hire and Trained TAP Course Eligibility Administrator	New-hire designated to the task of reviewing student's enrollment to courses that are TAP eligible. Reduced audit liability
	Diploma Mailing	Institute mailing diplomas to student's home address thus reducing student wait time, need to come to the campus and eliminating wait time on lines. Storage needs in the Registrar's office also reduced.
2014	Hire Transcript Evaluator	As a result new transfer rules established that reduced manual processing; accelerate assessment of transcripts; reduced wait time from three weeks to 10 days from receipt from Admissions Office.
	Financial Aid Certification Tracking System (FACTS)	Collaborate with Financial Aid Office to design, implement and publicize via email and posters the FACTS thus providing information on TAP eligibility.
2015	Hire Curriculum Manager	Designated person to handle matters from University Chancellor's Report, increase communication to students regarding necessary course requirements, increase efficient course additions/updates
2016	Mission Statement Created & Posted on Website	Clarity and accountability to all students Faculty and Staff on mission.
	Front Desk Manager/Graduation	Reduce student wait time; prepare timely graduation audits; increase yield of students who file for graduation, are audited and notified prior to the upcoming enrollment.
2017	Online Fillable Forms	In progress