



AACRAO's Self-Assessment Guide: Creating an Introspective Assessment of Your Office Functions

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POP QUIZ!

1. I say one word and you, without thinking, write down the first three words that come to mind.
2. Small group discussion: Assessment methods your office currently utilizes

PRESENTATION OVERVIEW

1. Why self-assessment?
2. AACRAO's Professional Development Guidelines for Registrars: A Self-Assessment...Explained.
3. NDSU Office of Registration and Records Assessment background.
4. How NDSU customized the guide to work for us.
5. Questions, assessment stories and all-out fun!

THE BEAUTY OF SELF-ASSESSMENT

1. Captive audience, if not obligated
2. Clear, quick data
3. Feedback from those closest to functions being assessed.
4. Data accompanied by solutions

AACRAO's Professional Development Guidelines for Registrars: A Self-Assessment



How Does It Work?

- 8 broad functional areas
 - 39 topic areas under each broad function
- Lists of yes/no questions under each topic
 - Basic principles for proficiency are discussed before topic area questions.
- Answer Questions
- Determine if action is needed
- Make an action plan

Example: Transfer Evaluation

CHAPTER **SIX**
JULIE FERGUSON & SUSAN NELSON

Advising/Degree Audit/Graduation/Commencement **115**

Academic Advising 117

Transfer Evaluation 119

Degree Audit 122

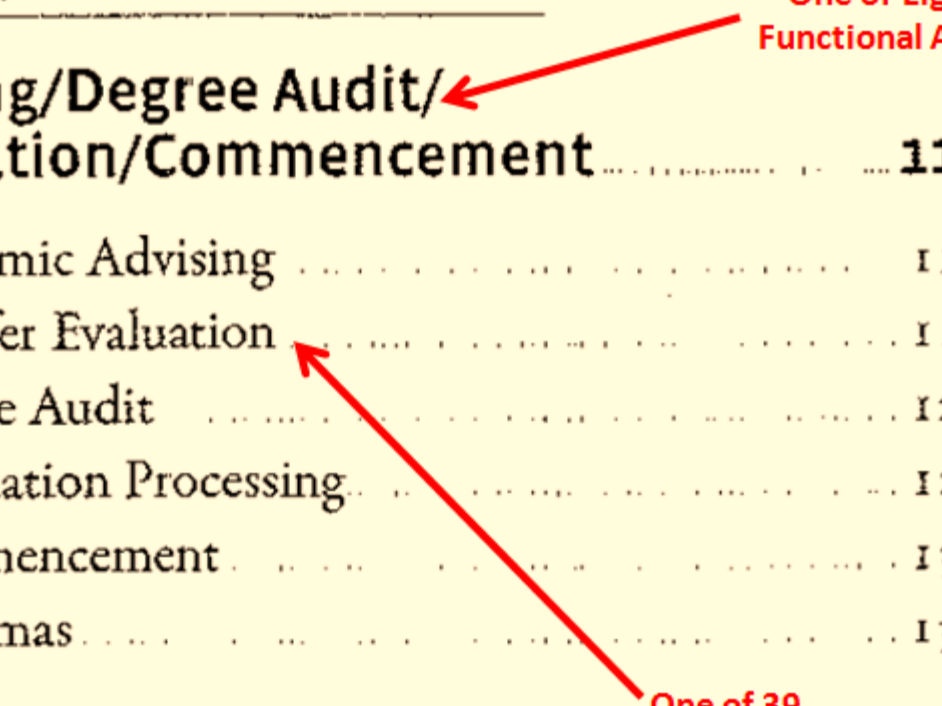
Graduation Processing..... 125

Commencement 130

Diplomas 136

One of Eight Functional Areas.

One of 39 Topic Areas



Transfer Evaluation: Basic Principles

6B Transfer Evaluation

(See also Chapter 4, Section A, on page 71)

Basic Principles

- * At many institutions the evaluation of transfer credit is the responsibility of the Registrar. This function is critical to the recruitment and retention of students.
- * Credit must be awarded in a timely fashion and remain consistent with institutional policies.
- * The results of any transfer evaluation decision should be communicated to the student and the advisor early in program planning. Proper student advising and program planning is dependent upon complete and accurate information concerning credits accepted in transfer.

Transfer Evaluation: Questions

Questions	Yes	No	Action Needed	N/A
1. Does your institution utilize an automated process for evaluating and applying transfer credit toward a degree program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the responsibility for determining initial transfer credit a function of:				
a. Admissions Office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Registrar's Office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Dean's Office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. International Studies Office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Action Plan Notes:

Outline your process for evaluating transfer credit.
Identify ways to streamline the process.

Research and identify statewide resources on articulation agreements

How to Make Sense of it All: The Action Plan

Rate each “Action Needed” question according to:

1. Knowledge

- We know everything necessary to deal with this
- We know most of what is necessary to deal with this
- We only know a little about this
- Yeah, we don't know much at all...

2. Resources

3. Impact

NDSU R&R Assessment Background



NDSU R&R ASSESSMENT PLAN

NDSU R&R: Our Spin on Self-Assessment

- Typed guide into an excel document – with some changes.
- 39 topic areas, individuals responsible, priority level – index page
- Lists of yes/no questions under each topic
 - Added some questions of our own.
- Answer Questions – sometimes/depends column added
- Determine if action is needed

NDSU R&R: Our Spin on Self-Assessment

- Rate knowledge, resources, authority and impact on a scale of 1-4, with four meaning we have the knowledge, resources, authority and taking action will make positive impact.
- Added a column for composite score
- Column for notes
- Answer the questions, “how might taking action in the area impact retention? Diversity?”

NDSU R&R: Our Spin on Self-Assessment

- Added a “limitations” column.
- Include a “topic area” column for sorting
- At the bottom of each tab, spaces for overall strengths, weaknesses, impact on retention and diversity and goals/action plans for the future.

How to Make Sense of it All: The Action Plan

- “Summary results” tab in excel document
 - Copy and paste each topic area assessed
 - Sort accordingly
 - Take action and make awesome improvements!

QUESTIONS?

PLEASE FILL OUT EVALUATION! AFTERALL, THIS IS AN
ASSESSMENT PRESENTATION!