



K-State 2025 Strategic Action and Alignment Plan

College or Major Unit: Division of Student Life

Department: Office of the Registrar

1. What are your Department’s mission and vision and how does your organization contribute to achieving the University’s and your College’s/Major Unit’s vision for K-State 2025?

VISION:

Student Life programs will advocate, support, and prepare students to achieve academic success while maximizing their personal and professional potential as we become a top 50 public research institution.

MISSION:

The Division of Student Life promotes student success through opportunities for student involvement experiences to strengthen personal and academic growth, leadership, professional development, and community engagement.

GOALS:

- I. Develop and implement initiatives that enhance academic success and support student persistence.
- II. Support students through advocacy and development of the whole student.
- III. Provide active and diverse student engagement experiences that prepare students to become future leaders and citizens in a global society.
- IV. Provide environment and facilities that are conducive to student learning and success.

DIRECTIONS: Using the Division of Student Life K-State 2025 Strategic Action Plan, list the key activity being addressed and write support activities and programs under each goal.

2. What are your Department’s key strategic activities and outcomes?

3. Identify [in brackets] which of your Department’s strategic outcomes are directly linked to your College’s/Major Unit’s outcomes. *(If your Department or similar unit is not in a College or Major Unit, skip this question.)*

Key Activities	Short Term (2013 - 2015) Key Outcomes	Intermediate (2016 - 2020) Key Outcomes	Long Term (2021 - 2025) Key Outcomes
<i>What we plan to do...</i>	<i>What we expect to happen...</i>	<i>What we expect to happen...</i>	<i>What we expect to happen...</i>
<p><u>Goal I. Promote academic success to support and enhance student persistence.</u></p> <p>E. Address the need for comprehensive, coordinated, and integrated student services for student success.</p> <p>1) Develop strategies to ensure that students are well informed and knowledgeable regarding deadlines (drop/add/refund)</p> <p>2) Enhance features within student information system (iSIS) that contribute to student success.</p>	<p>Available technology will be utilized to maximize the student services provided via the student information system in areas including but not limited to transcript production, degree audit, and self-service enrollment and degree planning activities. [SL:I-E]</p> <p>1) a) Reduce phone calls to Registrar’s Office regarding drop/add/refunds by 20% [SL:I-E]</p> <p>2) a) Students will be able view individualized final exams schedules</p>	<p>Available technology will be utilized to maximize the student services provided via the student information system in areas including but not limited to transcript production, degree audit, and self-service enrollment and degree planning activities. [SL:I-E]</p>	<p>Available technology will be utilized to maximize the student services provided via the student information system in areas including but not limited to transcript production, degree audit, and self-service enrollment and degree planning activities. [SL:I-E]</p>

[SL:I-E]		
b) Degree Audit will be upgraded to a more interactive model [SL:I-E]		
c) PDF transcript delivery option will increase to 40% of total transcripts. [SL:I-E]		
d) Students will use iSIS 'planner' tool to plan enrollments in advance resulting in more timely completion of degree programs [SL:I-E]		

4a. What resources and/or opportunities exist for your Department to achieve its vision and outcomes?

Resources: Budget and facilities adequate to provide services to only a portion of the student population.

Opportunities: Manage resources as enrollment increases.

4b. What resources and/or opportunities are needed for your Department to achieve its vision and outcomes?

1. What resources are needed to carry out the support programs and activities?

The Office of the Registrar needs to receive and maintain its current funding levels from the State of Kansas and the transcript fee income generated from ongoing transcript sales, plus increased funding from tuition revenue that has replaced the loss of transcript fee collection from currently enrolled students. These are the only resources of funding and revenue for the Office of the Registrar. It is critical that no further internal budget reductions are administered to the Office of the Registrar, since the funding from the State of Kansas covers only some of the salaries and wages for the staff employed. The remaining funding of salaries and wages come from both the transcripts and tuition revenue accounts. Any residual in the tuition revenue account, plus the ongoing generation of transcript fees, are the sole sources of funding for all operating expenses, including computer support and enhancements. If, at minimum, the current levels of funding are left intact, then the goals for 2025 may be achievable, but if not, then those goals likely will not be realized.

2. List additional, specific plans that will move your programs and services to the next level?

It is essential that the Office of the Registrar be all under one roof. Currently, there are three locations: first floor in Anderson Hall, the basement in Anderson Hall, and space in College Court. At minimum, the three areas need to be all in one location, preferably the first floor of Anderson Hall. It is the technology support area that currently is in two separate locations. For all units of the office to collaborate and work effectively, it is essential that they all be in proximity to one another to meet the goals of 2025, and to provide requisite and exceptional student, staff, and faculty support.

Resources: Budget and facilities adequate to provide services to the total student population.

Opportunities:

4.b.1) Increase communication and work collaboratively across departments.

4.b.2) Inventory what we are doing and what we can give up. Keep those central to the mission and discontinue those that don't contribute to the strategic mission.

4.b.3) Increase collaboration, consolidation, and economies of scale.

5. How do you propose to acquire the resources needed for your Department to accomplish its vision and outcomes?

The Division will utilize the following mechanisms to accomplish its vision and goals:

5.a) Request increase in state funded appropriations.

5.b) Complete grant applications.

5.c) Request user fees for specific services and programs.

5.d) Participate in development and university funding campaigns.

5.e) As space becomes available, seek allocation to programs.

6. How does your plan link to the K-State 2025 University Benchmark Metrics, Common Elements, and Thematic Goals, Outcomes, and Metrics?
(See below)

6. Departmental Links to K-State 2025 University Benchmark Metrics, Common Elements, and Thematic Goals, Outcomes, and Metrics

Links to Benchmark Metrics

Links to Common Elements
CE-1 - Communications and Marketing CE-8 - Technology

Links to University Thematic Goals, Outcomes, and Metrics			
Links to 2025 Thematic Goals and Metrics	Links to Short Term Outcomes (2011 – 2015)	Links to Intermediate Outcomes (2016 – 2020)	Links to Long Term Outcomes (2021 – 2025)
T2 - Undergraduate Educational Experience (UEE) Theme 2 Metrics: T2-7 - Student satisfaction and utilization rates	T2-A - Excellent, customized academic advising and services available to all students to support their success and degree completion		
T5 - Faculty and Staff	T5-C - Career-long learning recognized by the university and its employees as a shared value and responsibility		