

Syracuse University

Appendix E.3: Assessment and Action Plan—Functional Area

(Example showing one goal only)

Functional Area: FA_Registration

Unit Web Address: FA_URL.syr.edu

Mission Statement: FA Registration will successfully provide support to students registering for Syracuse University classes.

Description of Service(s): FA Registration collaborates with academic departments to facilitate the registration process. FA Registration educates students, faculty, staff, and parents on the registration process.

PHASE 1				PHASE 2		PHASE 3	
Goals	Objectives	Strategies	Targets	Results	Interpretation	Action	Follow-Up
Provide an efficient course registration process.	1. During registration, students will be able to register on their own, without needing help from the registrar's office.	<ul style="list-style-type: none"> Have a help line and live chat available 7AM to 10PM during peak registration weeks. Provide online video tutorials that detail the process. 	10% drop in trouble calls to help line, live chat and emails sent to report issues when compared to previous year.	Trouble calls dropped 3% over previous year.	While there was a decrease in trouble calls, the decrease was small.	<ul style="list-style-type: none"> Review instructions and video tutorials for clarity and completeness. Revise documentation of process. 	Further decrease in trouble calls.
	2. During the registration time, the system will be functional 100% of the time.	<ul style="list-style-type: none"> Conduct test of the system prior to opening the registration process. Have monitoring system that alerts ITS to issues. 	No recorded alerts of system downtime.	During the registration period there was no reported system downtime.	Current system ensured server function during registration cycle	<ul style="list-style-type: none"> System testing helps to ensure system is working prior to opening. Should include general maintenance of servers that house the system and records of anticipated server life. 	If there is a change in server status (any downtime).

Recommendations for improving the unit assessment processes: Do more detailed analysis of trouble calls to determine if there are specific types of issues that recur and if there are specific demographics of students who tend to have more problem.