

## ACADEMIC & STUDENT SERVICES EVALUATION (8.2.C) TEMPLATE

Department/Unit: University Registrar

**Expectation Name** – Choose from the dropdown list: 1. Efficient & Effective Operations or 2. Quality of Academic & Student Services.

Quality of Academic & Student Services: The unit ensures high-quality service delivery to support student success.

**Expectation Description** – What is your unit/department trying to accomplish? Please describe: 1) one measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year; 2) why this aspect/outcome is important to evaluate; and 3) how this aspect/outcome relates to W&M's strategic plan, Vision 2026.

1) Measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year:

**We would like to find out if students are finding our mass email system useful.**

2) Why this aspect/outcome is important to evaluate:

**This is important because these emails hold pertinent information that could affect a student's academic and social experiences at W&M.**

3) How this aspect/outcome relates to W&M's strategic plan, Vision 2026:

**One of the high-level goals of Vision 2026 is to Evolve to Excel. Tracking the satisfaction ratings of our mass emails will allow us to continue seeking operational excellence.**

### Expectation Evaluation Plan

**Participants** – Describe who is involved in collecting, reviewing, and analyzing your data/information.

**Assistant Director**

**Data Sources, Collection, & Review Process** – Describe the data/information sources, collection, and review process: 1) what data/information you will collect and from what sources; 2) how/what methods and when you will collect the data/information; 3) when you will review the data/information and report the results.

1) Data/information you will collect and from what sources:

**We will use survey data to collect satisfaction data.**

2) How/methods and when you will collect the data/information:

**We will use Qualtrics.**

3) When you will review the data/information and report the results:

**The results will be reviewed and submitted on or prior to June 1, 2024.**

**Expectation Achievement Target** – How will you know that you have met this expectation? Describe the intended qualitative and/or quantitative performance level/outcome of this evaluation.

**Our goal is that our satisfaction score for the usefulness of our mass emails is 4.5 or higher.**

**Primary Responsible Person** – Provide the name and job title of the main individual in charge of this evaluation.

**Associate Provost**

**Additional Responsible Person(s)** – Enter the names(s) and job title(s) of the individual(s) responsible for aspects of this evaluation process.

N/A

### **Evaluation Results and Target Achievement**

**Summary and Analysis of Evaluation Results** – Summarize in this field the results of your evaluation for this expectation as outlined in your plan above. Include a description of what you evaluated. You may attach full results in Planning.

**Will complete by the Spring Semester deadline!**

**Achievement Target Status** – Did you meet this expectation? Select “Met,” “Partially Met,” or “Not Met” from the dropdown list.

Choose an item.

**Interpretation & Use of Results** – Discuss the interpretation of your results, for example challenges you faced, best practices determined, things that may have influenced results, conclusions you can draw, etc. How are you planning to use or currently using the data?

**Will complete by the Spring Semester deadline!**

**Action Plan** – *(IF THE ACHIEVEMENT TARGET STATUS IS PARTIALLY OR NOT MET) Describe actions to seek improvements and/or enhance student services/experiences - i.e., updates and changes you plan to implement to meet this expectation's achievement target in future evaluation cycles. Include the evidence used for identifying these changes and when the changes are being implemented. If you have already started to implement actions, state what you have done and what remains to be done.*

1) Actions to seek improvements and/or enhance student services/experiences:

2) Evidence used for identifying changes and when changes are being implemented: