University Registrar
Budget Presentation
FY 2009-2010

texas a&m University - Corpus Christi
1. Mission Statement
2. Current Organizational Structure
3. Functional Areas (Current)
4. Projects & Responsibilities
5. Facts & Figures
6. A Closer Look @ Facts and Figures
7. A Case for Change
8. The Proposals
9. New Organizational Structure
10. Additional Resources Required
Mission

• Support the academic mission of the university by providing efficient, effective and expedient services while striving to ensure the accuracy, integrity, consistency, objectivity, security and longevity of academic records.
• Provide excellence in service within the constraints of federal law and university policy while striving to maintain fairness to all.
• Effectively communicate procedures and responsibilities for the successful use of our services which include: registration, transcripts, enrollment & degree verification, diplomas, classroom scheduling, maintenance of course data and exam schedule, student data stewardship and reporting.
The Registrar’s Office currently has two functional areas:

First Functional Area:
**Student Academic Systems & Data**
Second Functional Area:

Front End / Student Services

Assistant Registrar
Maria Fonseca

Records Specialist II - Anna Cruz

Records Specialist I - Jesse Mornin

Records Specialist I - Janice Whitney

Records Specialist - Marieta Williams

Records Specialist - VACANT
Responsibilities

1. Degree Navigator
2. National Clearinghouse
3. EDI Transcripts
4. Functional Banner Training for Departments
5. Banner Course & Schedule Creation - Cleanup
6. Degree Clearance
7. Tuition Rebates
8. Academic Suspension Reporting / Cleanup
9. Document Imaging
10. Transcripts
11. Enrollment Verification
12. Call Center for Registrar & Admissions
These tasks were carried out with a full staff that included Admissions and Records. Since Admissions and Records were split, these tasks now will be carried out by 9 FTE Registrar employees.
Facts & Figures
A Closer look at phone calls

Calendar Year 07

<table>
<thead>
<tr>
<th></th>
<th># of calls</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td># of calls received</td>
<td>50,423</td>
<td></td>
</tr>
<tr>
<td># of calls answered</td>
<td>45,573</td>
<td>90.7%</td>
</tr>
<tr>
<td># of calls unanswered</td>
<td>4,751</td>
<td>9.3%</td>
</tr>
</tbody>
</table>

It should be noted that 90.7% of all calls were answered by 1.9 agents. These are ACD lines only and do not reflect direct calls.

Calendar Year 08

<table>
<thead>
<tr>
<th></th>
<th># of calls</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td># of calls received</td>
<td>54,287</td>
<td></td>
</tr>
<tr>
<td># of calls answered</td>
<td>47,790</td>
<td>88.3%</td>
</tr>
<tr>
<td># of calls unanswered</td>
<td>6,497</td>
<td>11.7%</td>
</tr>
</tbody>
</table>

It should be noted that 88.3% of all calls were answered by 1.3 agents. These are ACD lines only and do not reflect direct calls.

Call volume numbers and percentages on this slide are taken directly from reports produced by Telecommunications.
A Case for Change

As noted in the previous slides, the Registrar’s Office experienced an average of 8.95% increase in workload. However, due to departmental split this increase will now be handled by less full time employees. Due in part to our steady increase in enrollment, I believe this workload will continue to increase into the next fiscal year and beyond.

Call volume continues to increase while available agents to answer calls decreased. As demonstrated by the previous slides, a total of 11,248 calls were unanswered for 07 & 08. As we all know, unanswered calls equate to overall customer satisfaction which finally equates to loss of customers.

Finally, the proposed organization is necessary to equitably divide workload and assure responsiveness to ever increasing workload.
A Case for Change
~Proposal~

1. Reorganize structure of the Office of the University Registrar;
2. hire one FTE staff member at the level of “Assistant Registrar” to support and manage restructure; and
3. hire two FTE staff member at the level of call center agent to support increase in call volume as well as increased transaction needs.
4. continue to provide professional development opportunities for staff so as to allow for maximum proficiency in their assigned area.
5. hire/commission company to undertake process-mapping project (necessary to move forward on Laserfiche implementation.)
Proposed Re-organization

Registrar - Michael L. Rendon

Assistant Registrar for Academic Systems & Data - Maria Fonseca

Assistant Registrar for Student Services - Maria Fonseca

Systems Support Specialist III - Missy Chapa

Records Specialist IV - Nancy Gauthier

Records Specialist I - Ariel Kelly

Records Specialist I - Mayra Orzco

Records Specialist I - Jesse Mornin

Temp Position - System Cindy Farrell

Temp Position - System Cindy Farrell

Student Worker - Brandy MacDonald

Student Worker - Allen Hoye

Student Worker - Crystal Hernandez

Student Worker - Idlai Hinosa

Student Worker - Aprill Olguin

Student Worker - Nicole Alvarez

Records Specialist I - Marieta Williams

Records Specialist I - Janice Whitney

Student Worker - Benito Portillo

Record Specialist I - Marieta Williams

Record Specialist I - Janice Whitney

Record Specialist I - Ariel Kelly

Record Specialist I - Jesse Mornin

Transaction Processing

Transaction Processing

3 New FTE

Upgrade from I to II
### Additional Resources needed in FY 09-10

<table>
<thead>
<tr>
<th>Role / Department</th>
<th>Position / Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrar’s Office</td>
<td>1 FTE - Assistant Registrar - Student Services</td>
<td>$32,500</td>
</tr>
<tr>
<td>Registrar’s Office</td>
<td>2 FTE - Transaction Processing</td>
<td>$20,000 x 2</td>
</tr>
<tr>
<td>Registrar’s Office</td>
<td>Update computers and workspace</td>
<td>$5,000 (request HEF funding)</td>
</tr>
<tr>
<td>Registrar’s Office</td>
<td>Equipment update Microfiche Reader/Printer: necessary to provide older transcripts</td>
<td>$7,500 – (request HEF funding)</td>
</tr>
<tr>
<td>Training / Professional Development</td>
<td>Staff who have management responsibilities.</td>
<td>$8,000</td>
</tr>
<tr>
<td>Process Mapping</td>
<td>Process mapping is necessary to understand need and a successful implementation of LaserFische</td>
<td>This can be outsourced with costs running in the 101K range (to be included in EM budget)</td>
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</tbody>
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