Mission Statement

The Office of the University Registrar strives to provide efficient, accurate user-friendly services that will contribute to the attraction, retention, and graduation of a highly-diverse student body. The office is responsible for the overall management and integrity of student academic records. We are committed to provide all constituents, e.g., students, faculty, university administrators, and interested parties with resources that enable them to accomplish their objectives.

Rationale: The Office of the University Registrar strives to provide efficient, accurate user-friendly services that will contribute to the attraction, retention, and graduation of a highly-diverse student body.

Planning Goals

Goal #1: Promote the values of social justice and civic engagement in the operation of the Registrar’s Office.

Goal #2: Focus on increasing the involvement of students, faculty, and staff in Student Life.

Goal #3: Infuse student learning throughout the functional areas and enhance the campus community’s appreciation for learning that occurs outside of the traditional classroom.

Student Learning Outcome

Student Veteran Mentoring Program will be implemented during the 2011-12 academic year. This will fulfill Goal 2 which is to increase the involvement of students in Student Life. In the fall 2011 term, the Veteran’s Coordinator will research programs at other campuses and implement a mentoring program in the spring 2012 semester. The goal is to focus on learning outcomes for veteran students with an emphasis on women veteran students.

Rationale

This program will increase involvement in student life programs on campus which will enhance these student veterans’ retention and academic success. We have found that they have fewer support programs to enrich their academic and social needs while in university.

Measures

We will conduct a pre-test survey for veteran students to establish a baseline of their understanding of opportunities to be involved in student life. After the Mentoring program is established, we will conduct a post-survey on those who participate to measure change in understanding and perceptions. This measurement should allow us to examine the merits of a mentoring program.

Results

This past year our goals for Veteran Services shifted from this original learning outcome to two pressing issues: Veteran’s Commencement Reception and the VETS Corner facilities. The Veteran’s Coordinator had to focus on organizing the commencement reception, ordering the Veteran’s Commencement medals and inviting guests. The new VETS Corner rooms are in Burk Hall 153 and 155 and the Veteran’s Coordinator has devoted many months to the successful opening this August! This included fund raising, event planning and creation of the new Nancy Pelosi Scholarship Program for National Service.
Conclusion
The focus on outreach and support of veterans this past year will, we believe result in veteran student involvement in Student Life. Peer mentoring in the VETS Corner should also contribute. We hope to follow up with a veteran student’s satisfaction survey in the coming year.

Program Objective
Increase Registrar’s Office communication and contact with students. This includes creating a Twitter account to encourage student and parents to receive key information from the Registrar’s Office.

Rationale
We have been asked by a number of parents of our students if we can contact them about key dates and deadline. Although we cannot house parent email addresses on our system, we have created a Twitter account for the Registrar’s Office. We will encourage students and their parents to follow us on Twitter to provide this information. This will also increase the visibility of the Registrar's Office and the services we provide to our students. This should enhance the mission and goals of Student Affairs.

Measures
Track the number of Twitter followers on the Registrar's account from its inception in September, 2011 to May 2012. Include on Twitter a survey link to see if followers find this application helpful.

Results
As of August 27, 2012, we have 895 followers on the Registrar's Office Twitter account.

Conclusion
In order to gain followers on the Registrar's Office Twitter account, we have added the Twitter logo and link to the Registrar’s Office website, on the main page of the SF State Gateway and on all of our email correspondence. Although we originally targeted parents to follow us on Twitter, we have found that students are our main followers.

We also discovered that if you don’t “tweet” frequently, that is, at least once or twice a week, you loose followers! We hope that by posting events on campus as well as key dates and deadlines, that students are better informed. In order to prove this assumption, we are considering a follow up survey to students via our email application.