

Enrollment Management: Transition the majority of course registrations to the web.

ESTIMATED IMPACT = Best practices, staff efficiencies.

Supporting Information

Many of the proposed areas in this document are functions that have already been streamlined, automated, reduced, and/or adjusted for cost savings. Web registration is no exception. For fall 2003, registration rates via the web were as follows: 65% at UAF, 60% at UAA, and 17% at UAS. This item suggests a concerted effort to drive more registration activity to the web. A more aggressive migration will present considerable efficiencies in the Registrar's office and the Business office. A side benefit to more web traffic at UAOnline is that other related services, such as financial aid, also see an increase in utilization. Although this will relieve some workload for existing MAU staff, staff time has been absorbed by an increase in student enrollment and staff availability to interact with students on more pressing issues/services. Indeed, the decision to automate many enrollment management functions has placed us ahead of the UA curve in terms of automation, and is a critical footnote when considering our current capacities to serve our continued increases in enrollment. It should be noted that Community Campuses have a lower utilization rate of this service due to a) the real and/or perceived lack of computer technology in rural Alaska, b) questions regarding accurate/proper advising prior to registration, c) and other philosophical issues that can and will be addressed as we move forward in this effort.

Updates:

- Anticipated Outcome/s: More efficient use of staff time and UA information systems; significantly enhanced student services; enhanced customer services.
- Continued migration in process.
- Significant discussion and coordination with community campuses will be needed to facilitate system-wide implementation.
- SSC will emphasize web registration at the community campus level and solicit support from SAC, Chancellors, and campus directors.