

Objective	Number	Recommendation	Status	Completion date (or anticipated)	Notes
Improve Leadership/Management deficiencies	1.1	Create and develop a strong and unified ORAR leadership team. Empower and trust them to execute operations and lead within their functional areas.	In Progress	Fall 2024	<p>Improve Delegation Skills:</p> <p>Goal: Enhance delegation skills to empower team members and optimize productivity.</p> <p>Action: Identify tasks to delegate, assign responsibilities based on team members' strengths, and monitor progress while providing support.</p>
	1.2	The Registrar needs to be focused on her role in strategic initiatives and must delegate other responsibilities to the rest of the team.	Not Started	Spring 2025	<p>Understand Organizational Goals and Priorities</p> <p>Strategic Alignment: Ensure a clear understanding of the institution's strategic goals, priorities, and key initiatives. This helps in aligning resources effectively.</p> <p>Stakeholder Input: Gather insights from stakeholders (leaders, department heads, employees) to understand their needs and how they align with overall goals. Train Leaders and Managers</p> <p>Goal: Equip leaders and managers with the skills needed to effectively complete job duties.</p> <p>Action: Provide training and communication strategies, transparency practices, and how to handle sensitive situations.</p>
Improve Leadership/Management deficiencies	1.3	The Registrar needs to align resources to improve efficiency and meet the ever-changing demands and initiatives of the institution.	Not Started	Spring 2025	<p>Assess Current Resources and Needs</p> <p>Resource Inventory: Conduct a comprehensive assessment of current resources, including personnel, technology, budget, and facilities.</p> <p>Identify Gaps: Analyze where resources are lacking or misaligned with organizational goals and demands. Understand Organizational Goals and Priorities</p> <p>Strategic Alignment: Ensure a clear understanding of the institution's strategic goals, priorities, and key initiatives. This helps in aligning resources effectively.</p> <p>Stakeholder Input: Gather insights from stakeholders (leaders, department heads, employees) to understand their needs and how they align with overall goals. Implement Efficient Resource Management Practices</p> <p>Optimize Resource Use: Identify and eliminate inefficiencies in resource utilization. Use tools and technologies to streamline processes and reduce waste.</p> <p>Adopt Agile Methodologies: Implement agile practices where feasible, allowing for quick adjustments and reallocations in response to changing demands.</p>

Improve Leadership/Management deficiencies	1.4 Set clear expectations and responsibilities for ORAR staff and require compliance and accountability.	Not Started	Spring 2025	<p>Set Clear Objectives and Expectations:</p> <p>Goal: Establish clear goals and expectations for your team to ensure alignment and accountability.</p> <p>Action: Develop and communicate SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) and regularly review progress with your team.</p>
Establish connections and partnerships with other departments within the College.	1.5 Work more intentionally with other departments and campus partners to inform, train, educate, collaborate, and build relationships.	Ongoing	Summer 2024	Annual Administrative Assistant Training (held every summer)
Establish connections and partnerships with other departments within the College.	1.6 Work more intentionally with other departments and campus partners to inform, train, educate, collaborate, and build relationships.	In Progress	Fall 2024	Creating annual Advisor Training for Advisors/Success Coaches in the College
Improve Leadership/Management deficiencies	1.7 Train ORAR staff on customer service best practices, set expectations for consistent application of customer service skills, and create metrics for maintaining quality assurance.	Not Started	Spring 2025	<p>1. Prioritize Clear Communication</p> <p>Active Listening: Listen carefully to understand the needs and concerns of the customer or colleague. Avoid interrupting and show empathy.</p> <p>Clear and Concise Messaging: Communicate clearly and avoid jargon or complex language. Ensure that information is delivered in a straightforward manner.</p> <p>2. Be Responsive and Accessible</p> <p>Timely Responses: Respond to inquiries, emails, and requests promptly. Aim to acknowledge receipt within 24 hours and provide a full response as soon as possible.</p> <p>Accessibility: Ensure that contact information is easy to find and that multiple channels (phone, email, in-person) are available for communication.</p> <p>3. Maintain Professionalism and Courtesy</p> <p>Respectful Interaction: Treat all customers and colleagues with respect and courtesy, regardless of the situation. Use polite language and maintain a professional demeanor.</p> <p>Positive Attitude: Approach interactions with a positive and helpful attitude, even in challenging situations.</p> <p>4. Provide Consistent Service</p> <p>Standardize Procedures: Develop and follow standard procedures for common tasks and interactions to ensure consistency in service.</p> <p>Regular Training: Provide ongoing training to staff to ensure they understand and apply the organization's customer service standards.</p> <p>5. Anticipate and Address Needs</p> <p>Proactive Service: Anticipate potential issues or needs and address</p>

Business Process Improvement	1.8 Address issues with transcript evaluation processes and procedures. Explore ways to utilize technology to reduce redundancies of work, lag time, and meet stakeholder and student expectations.	In Progress	Fall 2024	<p>Encourage Innovation and Continuous Improvement</p> <p>Foster a Culture of Innovation: Encourage employees to suggest improvements and innovative solutions that can enhance resource efficiency.</p> <p>Continuous Improvement: Regularly review processes and practices to identify opportunities for improvement and implement changes to enhance efficiency.</p> <p>Note: ORAR is currently reviewing transfer evaluation automation tools</p>
	1.9 Prioritize filling vacant positions. When positions are left vacant, morale, performance, service levels, and responsiveness are all negatively affected.	Ongoing	Fall 2024	<p>Evaluate Progress: Regularly review the progress of filling vacancies and adjust priorities as needed based on changes in business needs or new developments.</p> <p>Be Flexible: Be prepared to re-prioritize roles based on shifting organizational needs, project demands, or unforeseen challenges.</p>
Communication	2 Communicate and provide transparency at all levels. This includes internal communication within ORAR, Enrollment Management, Student Affairs, Academic Affairs, and other campus partners.	Not Started	Spring 2025	<p>Develop a Comprehensive Communication Plan</p> <p>Goal: Create a detailed plan outlining key messages, audiences, and methods of communication.</p> <p>Action: Define what information needs to be communicated, who needs to receive it, and how it will be delivered (e.g., meetings, reports, digital platforms).Utilize Multiple Platforms</p> <p>Goal: Reach different segments of the organization through various communication mediums.</p> <p>Action: Use a mix of emails, meetings, video conferences, intranet updates, and social media to share information and updates.Monitor and Evaluate Communication Effectiveness</p> <p>Goal: Assess how well communication strategies are working and make improvements as needed.</p> <p>Action: Collect feedback from employees on communication practices, analyze engagement metrics, and adjust strategies based on insights.Be Consistent and Timely</p> <p>Goal: Ensure that communication is consistent and timely to avoid misinformation and confusion.</p> <p>Action: Stick to a regular schedule for updates and be prompt in sharing important information or changes.</p>