Governors State University
Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: **Enrollment Services and Records**

Leader(s): **Yakeea Daniels, Assistant Vice President of Enrollment Management and Director of Admission and Christopher Huang, Registrar**

Implementation Year: **2016-2017**

Goal: #3 Develop and maintain a comprehensive review cycle for all policies and procedures related to enrollment services (admission, registrar).

Objective 1:	To empower students to grow professionally, personally, and develop responsibility for their academic journey.
Action Items	Develop resources to help students navigate through the enrollment management and student services areas of GSU. Assist students in developing independence and accountability for their education. Develop user friendly website to encourage more frequent use by students. Registrar's Office to reach out to have more active presence during welcome week. Participate in University Opening and Closing semester events.
Desired Outcomes and Achievements (Identify results expected)	Have student understand deadlines and submit paperwork/forms in a timely manner. Have students understand how to navigate GSU from point of admission to graduation. Have students feel comfortable with technology (online registration, online transcripts, etc)
Achieved Outcomes and Results	01.05.17 Admissions working on updated website with Marketing Communication and design template for Admissions webpage. Freshmen and transfer have been updated. Working on graduate. Met to review updated academic standing policy and readmission policy/procedures for FA16 students who were dismissed.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	

Objective 2:	**Require academic advisors to use degree audit to review program requirements completed.**
Action Items	Meet with Academic advisors about training Review when transcripts are entered so advisors can run degree audit
Desired Outcomes and Achievements (Identify results expected)	Increase retention and collaboration to ensure a smooth experience for students. Ensure students are enrolled in classes related to their academic program. Increase student-advisor contact and review regarding student's academic plan. Fewer student issues (i.e. not enough hours to graduate) when applying to graduate.
Achieved Outcomes and Results	01.05.17 Received support from undergraduate programs to utilize degree audit. Providing training with a few departments regarding process for exception forms. Working on building graduate program degree audits.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	

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Objective 3:	**Propose/revise policies leave of absence and withdrawal for student enrollment.**
Action Items	Create a leave of absence policy/process Create a withdrawal process Review how SIS stores this information Collaborate in revising GSU policy on active students, and inactive/lost statuses.
Desired Outcomes and Achievements (Identify results expected)	Have students and advisors understand how to request a withdrawal or leave of absence. Ensure students have a smooth re-orientation.
Achieved Outcomes and Results	01.05.17 Exploration of how to withdrawal a student in Colleague is underway. Testing in Colleague to not allow students to withdrawal from all classes needs to occur.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	

Objective 4:	**Document policies and procedures for enrollment service areas: admissions, registrar and financial aid.**
Action Items	Develop a template for use. Give staff time to work on documentation
Desired Outcomes and Achievements (Identify results expected)	Create a sustainable office and assist with new employee orientation/training. Cross-training so that staff are knowledgeable of other areas in enrollment management.
Achieved Outcomes and Results	01.05.17 Registrar's Office – with staff turnover, documentation has been reviewed and updated for graduation counseling/posting degrees.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	