

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: 2017-2018

Goal: #2 Assess the effectiveness and efficiencies of student services operations including an external review. Develop strategies for continuous improvement.

Objective 1:	Continue to fine tune document imaging process for users
Action Items	Cross-train scanners with degree audit course entry Cross-train degree audit course entry with scanners On-going training with departments on their admissions process with new system Define supplemental transcripts in the admissions process. Utilize delivered reports in document imaging system.
Desired Outcomes and Achievements (Identify results expected)	Cross-training of staff. Continued efficiency in understanding the admissions process.
Achieved Outcomes and Results	
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	