Focus Area: Enrollment Services and Records

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

Implementation Year: 2015 - 2016

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

<table>
<thead>
<tr>
<th>Objective 1:</th>
<th>Conduct an external review for the following offices: Admissions, Admissions Processing and Registrar.</th>
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</thead>
</table>

**Action Items**
- Select consultant to perform the external evaluation.
- Determine what we want measured/reported (idea for one-stop shop?)
- One professional development area to be focused on providing student-centered service
- Hold an annual workshop for staff in the student service areas to present updates or training

**Indicators and Data Needed**
(Measures that will appraise progress towards the strategic objective)
- Develop criteria for assessment
- Identify staff and whom reviewers will interview
- Develop what kind of report is needed

**Responsible Person and/or Unit**
(Data collection, analysis reporting)
- Chris Huang
- Yakeea Daniels

**Milestones**
(Identify Timelines)
- Selection of review agency
- Develop questions we want answered in external review report, October.

**Desired Outcomes and Achievements**
(Identify results expected)
- Identify areas in processes where efficiencies can be improved.
- A timely and increase response in customer service
- Establishing infrastructure to achieve enrollment goals/objectives.
**Goal 2:** Assess the effectiveness and efficiencies of student services operations including an external review. Develop

### Objective 2:
Visit several one-stop shop institutions and consider implementing this concept at GSU.

### Action Items
- Visit 2-year and 4-year institutions that have a one-stop shop for student services. Begin to document processes among the enrollment management/student services areas.

### Indicators and Data Needed
(Measures that will appraise progress towards the strategic objective)
- Survey how many State of IL Universities have a one-stop shop
- Review best practices in student service.

### Responsible Person and/or Unit (Data collection, analysis reporting)
- Yakeea Daniels
- Christopher Huang

### Milestones
(Identify Timelines)
- Visit institutions by end of Spring semester.

### Desired Outcomes and Achievements
(Identify results expected)
- Develop support for this concept and begin work on proposal if appropriate.
**Goal 2:** Assess the effectiveness and efficiencies of student services operations including an external review.

**Develop**

<table>
<thead>
<tr>
<th>Objective 3:</th>
<th>Provide support for the implementation of a new document imaging software to replace Singularity.</th>
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</thead>
<tbody>
<tr>
<td><strong>Action Items</strong></td>
<td>Collaborate on the completion the RFP project</td>
</tr>
<tr>
<td><strong>Indicators and Data Needed</strong></td>
<td>Determine needs Provide data about the time it takes for a transcript to be scanned before it is entered.</td>
</tr>
<tr>
<td><strong>Responsible Person and/or Unit</strong></td>
<td>Colleen Sexton/Provost Office and Procurement/Finance Once selected: Yakeea Daniels, Chris Huang</td>
</tr>
<tr>
<td><strong>Milestones</strong></td>
<td>Participate in RFP</td>
</tr>
<tr>
<td>** Desired Outcomes and Achievements**</td>
<td>Select a vendor and implement for 2016-2017 to provide efficiency in admissions and enrollment processes.</td>
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</tbody>
</table>