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: #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>Implementation of a new document imaging software to replace Singularity.</th>
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<tr>
<td>Action Items</td>
<td>Collaborate with ITS in hardware and software set-up.</td>
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<td>Participate in training</td>
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<td>Develop an implementation with selected vendor</td>
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<td>Map out business processes</td>
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<td>Test, test and test again.</td>
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<tr>
<th>Desired Outcomes and Achievements</th>
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<td>(Identify results expected)</td>
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<tr>
<th>Achieved Outcomes and Results</th>
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<tr>
<td>1.05.17</td>
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<tr>
<td>Design plan was completed in November 2016.</td>
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<td>On-site training is scheduled for Jan 9-12 at GSU.</td>
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<td>User acceptance training is scheduled Jan 23</td>
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<td>Go Live date is March 2017.</td>
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Analysis of Results  
(Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)