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.

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<tr>
<th>Objective 1:</th>
<th>Continue to fine tune document imaging process for users</th>
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| **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 | Cross-training of staff:  
Continued efficiency in understanding the admissions process. |
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<tbody>
<tr>
<td><strong>Achieved Outcomes and Results</strong></td>
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<tr>
<td><strong>Analysis of Results</strong></td>
<td>(Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)</td>
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