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: 2015 – 2016 Results and Findings**

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

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<th>Objective 1:</th>
<th>To empower students to grow professionally, personally, and develop responsibility for their academic journey.</th>
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| **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. |

| 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 | Students can upload documents when applying.  
Emails blasts re: class withdrawal deadlines.  
Holding firmly to appropriate deadlines.  
With most recent web re-design, worked marketing to add a link to the Registrar’s Office public webpage (it was missing at time of implementation).  
Electronic ticketing for Commencement.  
Worked with ITS to create a registration pop-up screen if student has a registration hold.  
Also worked with registration pop-up screen where students agree to take responsibility for their registration. |

| Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | 70% of goal met.  
Registrar’s office created short handout for electronic transcript ordering and sat with students who needed help ordering online.  
Registrar’s Office created a handout for electronic ticketing for GSU Commencement.  
FY 17 any undergraduate programs will be able to load application supplemental items, including letters of recommendation.  
We’ve seen a decrease in the number of late class withdrawal submissions.  
- 2014 request for late withdrawal: 338  
- 2015 request for late withdrawal: 195  
FY17 updating admissions webpages to make it more user friendly. |
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<th>Objective 2:</th>
<th><strong>Implement high impact retention practices.</strong></th>
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| **Action Items** | Require orientation for new students  
Implement an Academic early alert system and mid-semester grades  
Attendance monitoring |

| Desired Outcomes and Achievements (Identify results expected) | Increase retention of freshmen by 10%  
Increase retention for transfer students by 10%. |

| Achieved Outcomes and Results | Registrar sent communication reminders about mid-term grades to faculty, deans and lower division faculty.  
-semester grade participation was equal or higher than previous years.  
Email reminders to students at first of term; withdrawal deadline, end of term, and when registration opens.  
Demo the registration pop-up screen if student has a registration hold. |

| Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | 60% of goal reached.  
Mid-term grades submitted:  
- FA15: 3091  
- SP16: 3165  
Save My Semester  
- FA15: 17 students attended  
- SP16: 26 students attended  
Freshmen Retention  
- FA14-SP15: 83% (202/242)  
- FA15-SP16*: 68% (160/235)  
*change in Academic Standing policy |
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<th>Objective 3:</th>
<th>Require academic advisors to use degree audit to review program requirements completed.</th>
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| Action Items | Meet with Academic advisors about this possibility  
Review when transcripts are entered so advisors can run degree audit  
Use holds to manage this process |
| 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 | Released degree audit to students in March 2016.  
Chris met with academic advisors and Academic Council to discuss moving towards degree audit online and was approved. |
| Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | 60%  
Summer 2016 is pilot with goal of moving towards online degree audit/graduation for undergraduate students, admitted after fall 2013, starting in fall 2016 and thereafter. |
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<th>Objective 4:</th>
<th>Propose/revise policies leave of absence and withdrawal for student enrollment.</th>
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| **Action Items** | Create a leave of absence policy/process  
Create a withdrawal process  
Review how SIS stores this information |
| **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** | No movement on this goal |
| **Analysis of Results** (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | 0% of progress on this goal. |
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<th>Objective 5:</th>
<th><strong>Document policies and procedures for enrollment service areas: admissions, registrar and financial aid.</strong></th>
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| **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**  
(Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | Registrar’s Office is updating procedures manual.  
Admissions started flow-charting processes.  
Registrar’s Office worked with ITS to update a few registration tutorials |

| **Analysis of Results** | 5% of progress. |