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.

Objective 1: Implementation of a new document imaging software to replace Singularity.

<table>
<thead>
<tr>
<th>Action Items</th>
<th>Desired Outcomes and Achievements (Identify results expected)</th>
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<tbody>
<tr>
<td>Collaborate with ITS in hardware and software set-up. Participate in training Develop an implementation with selected vendor Map out business processes Test, test and test again.</td>
<td>Depending on award date, hope to go live for Spring 2018.</td>
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Achieved Outcomes and Results:
- Design plan was completed in November 2016.
- On-site training was held for Jan 9-12, 2017 at GSU.
- User acceptance training was Jan. 23, 2017
- Go live date was April 2017.

Analysis of Results:
- Goal met!
- Document imaging went live on April 2017.
- The project closed May 16, 2017.
- Training took place in Spring 2017 and only 25 users have not been trained.
- A Users Group has been formed and is meeting monthly.
- FY18: look at phase two of project to include Financial Aid, Financial Services, Procurement, and possibly Registrars’ Office.