

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

Objective 1:	To empower students to grow professionally, personally, and develop responsibility for their academic journey.
Action Items	Develop user friendly website to encourage more frequent use by students. Registrar's Office to reach out to have more active presence during welcome week. Participate in University Opening and Closing semester events. Implement student portal, self-service telephone and email updates through myGSU.
Desired Outcomes and Achievements (Identify results expected)	New Registrar's Office landing page Students to be able to change personal emails and phone numbers online in myGSU.
Achieved Outcomes and Results	
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	

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Objective 2:	Require academic advisors to use degree audit to review program requirements completed.
Action Items	Meet with Academic advisors about training Review when transcripts are entered so advisors can run degree audit Complete the review and roll out of graduate degree audits.
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	
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	

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Objective 3:	Propose/revise policies leave of absence and withdrawal for student enrollment.
Action Items	<p>Create a leave of absence policy/process</p> <p>Create a withdrawal process</p> <p>Review how SIS stores this information</p> <p>Collaborate in revising GSU policy on active students, and inactive/lost statuses.</p>
Desired Outcomes and Achievements (Identify results expected)	<p>Have students and advisors understand how to request a withdrawal or leave of absence.</p> <p>Ensure students have a smooth re-orientation.</p>
Achieved Outcomes and Results	
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	

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Objective 4:	Update records retention policy to allow electronic documents to be the primary record for student files.
Action Items	Update current records retention policies for Admissions and Registrar's Offices to become a paperless environment. Create electronic forms to be submitted online without printing.
Desired Outcomes and Achievements (Identify results expected)	Scan and destroy paper documents to allow electronic record as primary record. Receive electronic records as primary record without printing.
Achieved Outcomes and Results	
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	