Planning and Evaluation Tracking

College Year: __2007-2008__

Division of: __Enrollment Management__   **Person Responsible:** __Robert Austin__

Department of: __Office of the Registrar__   **Person Responsible:** __Diane Brice__

Purpose Statement: Optimize student success by providing admission, enrollment, record maintenance and related service.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Improve communication between Registrar's Office and all clients	1. A) After modifying advertising campaign, there will be a 20% increase in the number of candidates for graduation applying during the scheduled time as compared from Fall to Fall.	1. A) 2005FA N = 302 2006FA N = 348 2007FA N = 302 to 348 = 15.23%	1.A) We anticipated a 20% increase. However, we are satisfied with the results and do not plan to continue to measure this outcome. Objective closed.
	B) After posting room scheduling procedures on the Registrar's Office webpage, faculty and staff will follow these procedures which will result in fewer than 5 reported problems in Spring and Summer.	1. B) 0 reported problems	1. B) There were no reported problems in Spring or Summer 2007 with room scheduling. We will re-visit this objective in two years in order to validate results.

2. Streamline Academic Class Schedule development process.	2. After special Registrar's Office training, a pilot group of division representatives will develop their fall class schedules in Colleague. All of the representatives in the pilot group will develop their schedules in a spreadsheet.	2006-2007 No data collected.	2006-2007 2. No work was completed on this project.
3. Service to on-line students.	3. After advertising the National Student Clearinghouse Student "Self Service" feature, 10% of student's requesting transcripts between March 1st – September 1st, 2007 will use the on-line tool as measured by comparing these requests to all other methods.	Jun 2007-Sep 2007 Total Requests = 2533 Online Requests = 185 185/2533= 7.3%	3. Implementation didn't take place until June, but the percentage of requests through the on-line option has increased about 2% each month since implementation. Overall, we are pleased with the results and do not feel that it is necessary to continue to measure this objective. Objective closed.
4.Fully implement the Document Imaging System	4. A) After the document imaging transcript workflow processes are complete and RO staff fully trained, transcripts will be imaged and linked within 48 hours of receipt in the RO. As measured by ImageNow statistical measurement tool.	4.	4.

	4 B) After notifying, training and granting access to the imaging system, all customer service counter staff and advisors will access student transcripts via the webviewer function of the imaging system with at least 25% of the imaging system utilization being non RO staff as measured through the Imaging utilization reports.		
5. Elimination of lost GI benefits for VA students.	5. After changing the enrollment verification procedures for VA certificate students, these students will receive benefits throughout their entire course of study at Amarillo College as measured by student contact log.	5.	5.