



## Planning and Evaluation Tracking

College Year: 2008-2009

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) <b>2005FA—2008FA</b>  302 graduates 2005FA 348 graduates 2006FA 293 graduates 2007FA 260 graduates 2008FA  15.23% increase 2005FA—2006FA  15.80% decrease 2006FA—2007FA  11,26% decrease 2007FA – 2008FA	1.A) After tracking the graduation application process, we are closing this item. The modifications we have made to this process have not increased our graduation rates. 12/05/2008
	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.	1. B) began in Spring 2006 0 reported problems 2007 6 reported problems 2008	1. B) There were no reported problems in Spring or Summer 2007 with room scheduling. Tracking and research of this item indicates the instructions posted on the website were clear, but there was a programming problem with the software. This item is being closed

out. 12/05/2008.

**ACTION PLAN**

2007: It is our goal to implement Schedule25 next year to make improvements.

2008: We are still in the process of Schedule25 implementation.

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.

2006-2008

No data collected.

2006-2008

2. No work was completed on this project this year. With theSchedule25 implementation this project has been suspended for the current time.

**ACTION PLAN**

staff training

3. Service to on-line students.

3. After advertising the National Student Clearinghouse Student self service, 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 2008

2533 Total Requests  
185 were online  
 $185/2533=.073$

7.3% of transcript requests were online  
Aug 2007 – Sept 2008  
Total requests: 7996  
782 were online  
 $782/7996 = .0977$

3. Implementation didn't take place until June but the percentage of requests through the on-line option has increased about 2 percent each month since implementation.

The amount of service to our on-line students was increased through this service over the past year. In order to increase this service Amarillo College

9.78% of transcripts requests were online.

will need to allow Alumni to initiate a user name and password upon demand. There is nothing further the Registrar's Office can do without this service and will close out this item.  
12/08/2008.

**ACTION PLAN**

2007: Increase marketing through CMS

2008: Close Item.

4.Full implementation of 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.

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.

4. No Data Collected

4. Due to a System upgrade and change in Registrar's Office Personnel, we were not able to gather necessary data.

Action Plan:

2008: Collect necessary data for 2008-09 reporting.

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. This will be measured via contact with students who are in certificate programs.	5. Students who had difficulty with VA benefits: 2007 – 4 2008 – 0 students	5. Not only did the change in procedure eliminate lost funds for VA students, we had a student who received an additional \$3000.00 in back pay as a result of our change in processing. This item is being closed. 12/08/2008.
6, Increase Completion Rates	6. A. After implementing a tracking system to track students through the CE programs, we will increase our completion rates by processing and reporting students to the Co-Board when they complete courses in the CE programs.  B. After developing a process to award Certificate of Completions for students who have completed coursework but not applied for the certificate, Amarillo College will increase our completion rates by 10%.	6. Begin Fall 2008 Truck Driving: 23 completers Career Clusters: 0 completers       Spring 2008 B. Number of certificates awarded: Spring 2008: 39 Summer 2008: 15 Fall 2008: Not currently available	Action Plan: Continue to develop and track to increase our completion rates.          Action Plan: Continue to develop and track to increase our completion rates.