Governors State University
Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: **Enrollment Services and Records**

Leader(s): **Paul McGuinness, 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	• Updated Registrar's Office landing page was submitted to MarComm • Email communication to students at beginning and mid-term with reminders about course drop/withdrawal deadlines
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	Self-Service Student Portal has been implemented. Students can update phone numbers and personal email address. Landing page has been built in pre-product and is in the final stages of review before going live date. Target date July 1, 2018. Will participate in welcome the week of August 27th and September 3rd.

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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	• Lisa Helm held a training session before Thanksgiving break • Shared with advisors the how to process Exception Forms • Student Study Plan Policy (29) was updated to include degree audits. It was approved by Faculty Senate in May 2018. • Implemented pre-requisite checking for fall 2018 registration in April 2018.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	Additional training for undergraduate will be needed and graduate advisors once graduate degree audits are implemented. Review reasons why students are being waived out of requirements and if prerequisite courses needs to be updated/changed.

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Objective 3:	**Propose/revise policies leave of absence and withdrawal for student enrollment.**
Action Items	Create a leave of absence policy/process Create a withdrawal process Review how SIS stores this information Collaborate in revising GSU policy on active students, and inactive/lost statuses.
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	• We are collaborating with ITS to see if there can be a workflow in Colleague • Continuing Student Status Policy (32) was submitted to Senate proposing that students need to re-apply for admission after 3 semesters/terms without enrollment. Senate modified and approved 6 semesters/terms. • In 2018, GSU is holding more Transfer Orientations than in previous years. • Policy 6, course withdrawal policy will be part of the grade revision policy task force.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	60% towards objective. We are waiting final policies to be approved. Registrar's Office met with ITS to see about how a workflow could be developed.

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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	With the addition of the Assistant Director for Admissions Processing, we have been able to start a draft of the records retention schedule for the Office of Admissions. This draft requests that we scan documents required for admission including, but not limited to admissions applications, transcripts, letters of recommendations, then destroy after 30 days or after the scanned image has been verified. Registrar's Office: Dorothea is working with the State Liaison to update our policy and the revised was submitted to Illinois Archives in June. There have been a few revisions/modifications to allow for electronic storage of certain records. We are waiting for their board to approve. Policy 12 – Educational Records Policy was revised and submitted to IPC. It was reviewed by the IPC but not approved yet.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	Once the Registrar's Office is notified of changes for retention will explore access to imaging system for records retention. We will also look at vendors to assist with fiche.