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: 2015 – 2016 Results and Findings

Goal: #2 Assess the effectiveness and efficiencies of student services operations including an external review. Develop strategies for continuous improvement.

Objective 1:	Conduct an external review for the following offices: Admissions, Admissions Processing and Registrar.
Action Items	Select consultant to perform the external evaluation. Determine what we want measured/reported (idea for one-stop shop?) One professional development area to be focused on providing student-centered service Hold an annual workshop for staff in the student service areas to present updates or training
Desired Outcomes and Achievements (Identify results expected)	Identify areas in processes where efficiencies can be improved. A timely and increase response in customer service Establishing infrastructure to achieve enrollment goals/objectives.
Achieved Outcomes and Results	External review was complete in January 2016. Final document was produced April.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	100% of goal met. Yes, the review was helpful looking at processes and organizational structure. Registrar has implemented one recommendation by instituting online transcripts online thus streamlining process. Admissions – instituting online applications only and having one fee for all apps. FY17 continue review and implement recommendation from the External Review.

Objective 2:	**Visit several one-stop shop institutions and consider implementing this concept at GSU.**
Action Items	Visit 2-year and 4-year institutions that have a one-stop shop for student services. Begin to document processes among the enrollment management /student services areas.
Desired Outcomes and Achievements (Identify results expected)	Less student frustration in being bounced around campus Continued cross-training
Achieved Outcomes and Results	Chris and Keea visited College of DuPage's one-stop shop.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	30% completed, we only visited one of the institutions we planned to visit. It was good to see how a one-stop shop works within EM (admissions, FA, reg and cashier's) in terms of operations and physical location, and how they leverage technology to provide support.

Objective 3:	**Provide support for the implementation of a new document imaging software to replace Singularity.**
Action Items	Collaborate on the completion the RFP project
Desired Outcomes and Achievements (Identify results expected)	Paperless form (electronic forms)
Achieved Outcomes and Results	Keea and Chris participated in the vendor selection process and made a final recommendation; however, budget concerns is the primary roadblock.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	100% we went through the RFP process, vendor presentations, reference checks, made a final recommendation to the Administration and selected a vendor.