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: #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 resources to help students navigate through the enrollment management and student services areas of GSU. Assist students in developing independence and accountability for their education. Develop user friendly website to encourage more frequent use by students.
Desired Outcomes and Achievements (Identify results expected)	Have student understand deadlines and submit paperwork/forms in a timely manner. Have students understand how to navigate GSU from point of admission to graduation. Have students feel comfortable with technology (online registration, online transcripts, etc)
Achieved Outcomes and Results	Students can upload documents when applying. Emails blasts re: class withdrawal deadlines. Holding firmly to appropriate deadlines. With most recent web re-design, worked marketing to add a link to the Registrar's Office public webpage (it was missing at time of implementation). Electronic ticketing for Commencement. Worked with ITS to create a registration pop-up screen if student has a registration hold. Also worked with registration pop-up screen where students agree to take responsibility for their registration.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	70% of goal met. Registrar's office created short handout for electronic transcript ordering and sat with students who needed help ordering online. Registrar's Office created a handout for electronic ticketing for GSU Commencement. FY 17 any undergraduate programs will be able to load application supplemental items, including letters of recommendation. We've seen a decrease in the number of late class withdrawal submissions. • 2014 request for late withdrawal: 338 • 2015 request for late withdrawal: 195 FY17 updating admissions webpages to make it more user friendly.

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Objective 2:	**Implement high impact retention practices.**
Action Items	Require orientation for new students Implement an Academic early alert system and mid-semester grades Attendance monitoring
Desired Outcomes and Achievements (Identify results expected)	Increase retention of freshmen by 10% Increase retention for transfer students by 10%.
Achieved Outcomes and Results	Registrar sent communication reminders about mid-term grades to faculty, deans and lower division faculty. -semester grade participation was equal or higher than previous years. Email reminders to students at first of term; withdrawal deadline, end of term, and when registration opens. Demo the registration pop-up screen if student has a registration hold.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	60% of goal reached. Mid-term grades submitted: • FA15: 3091 • SP16: 3165 Save My Semester • FA15: 17 students attended • SP16: 26 students attended Freshmen Retention • FA14-SP15: 83% (202/242) • FA15-SP16*: 68% (160/235) *change in Academic Standing policy

Objective 3:	**Require academic advisors to use degree audit to review program requirements completed.**
Action Items	Meet with Academic advisors about this possibility Review when transcripts are entered so advisors can run degree audit Use holds to manage this process
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	Released degree audit to students in March 2016. Chris met with academic advisors and Academic Council to discuss moving towards degree audit online and was approved.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	60% Summer 2016 is pilot with goal of moving towards online degree audit/graduation for undergraduate students, admitted after fall 2013, starting in fall 2016 and thereafter.

Objective 4:	**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
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	No movement on this goal
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	0% of progress on this goal.

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Objective 5:	**Document policies and procedures for enrollment service areas: admissions, registrar and financial aid.**
Action Items	Develop a template for use. Give staff time to work on documentation
Desired Outcomes and Achievements (Identify results expected)	Create a sustainable office and assist with new employee orientation/training. Cross-training so that staff are knowledgeable of other areas in enrollment management.
Achieved Outcomes and Results	Registrar's Office is updating procedures manual. Admissions started flow-charting processes. Registrar's Office worked with ITS to update a few registration tutorials
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	5% of progress.