

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Enrollment Services and Records

Leader(s): Yakeea Daniels, Assistant Vice President for Enrollment Management and Director of Admission; Christopher Huang, Registrar

Implementation Year: 2015 - 2016

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	<ul style="list-style-type: none">• 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
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Develop criteria for assessment Identify staff and whom reviewers will interview Develop what kind of report is needed
Responsible Person and/or Unit (Data collection, analysis reporting)	Chris Huang Yakeea Daniels
Milestones (Identify Timelines)	Selection of review agency Develop questions we want answered in external review report, October. External Review in November 2015.
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.

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Develop

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.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Survey how many State of IL Universities have a one-stop shop Review best practices in student service.
Responsible Person and/or Unit (Data collection, analysis reporting)	Yakeea Daniels Christopher Huang
Milestones (Identify Timelines)	Visit institutions by end of Spring semester.
Desired Outcomes and Achievements (Identify results expected)	Develop support for this concept and begin work on proposal if appropriate.

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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
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Determine needs Provide data about the time it takes for a transcript to be scanned before it is entered.
Responsible Person and/or Unit (Data collection, analysis reporting)	Colleen Sexton/Provost Office and Procurement/Finance Once selected: Yakeea Daniels, Chris Huang
Milestones (Identify Timelines)	Participate in RFP
Desired Outcomes and Achievements (Identify results expected)	Select a vendor and implement for 2016-2017 to provide efficiency in admissions and enrollment processes.