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

Objective 1:	**Continue to fine tune document imaging process for users**
Action Items	Cross-train scanners with degree audit course entry Cross-train degree audit course entry with scanners On-going training with departments on their admissions process with new system Define supplemental transcripts in the admissions process. Utilize delivered reports in document imaging system.
Desired Outcomes and Achievements (Identify results expected)	Cross-training of staff. Continued efficiency in understanding the admissions process.
Achieved Outcomes and Results	A users group were created for the Perceptive Content operators to come and ask questions regarding the recently implemented document imaging system. The user group meets each month on the second Tuesday. Also, the role of Director of Enrollment Management Technology was created to assist with training, fine-tuning the user experience, and managing power user type system issues.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	Increase Perceptive Content user access to include Financial Aid (verification documents, etc.) and Registration to scan supplemental documents (i.e. final transcript, current students who have reverse transfer credits).