

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: 2016-2017

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

Objective 1:	Implementation of a new document imaging software to replace Singularity.
Action Items	Collaborate with ITS in hardware and software set-up. Participate in training Develop an implementation with selected vendor Map out business processes Test, test and test again.
Desired Outcomes and Achievements (Identify results expected)	Depending on award date, hope to go live for Spring 2018.
Achieved Outcomes and Results	Design plan was completed in November 2016. On-site training was held for Jan 9-12, 2017 at GSU. User acceptance training was Jan. 23, 2017 Go live date was April 2017.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	Goal met! Document imaging went live on April 2017. The project closed May 16, 2017. Training took place in Spring 2017 and only 25 users have not been trained. A Users Group has been formed and is meeting monthly. FY18: look at phase two of project to include Financial Aid, Financial Services, Procurement, and possibly Registrars' Office.