

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: #3 Develop and maintain a comprehensive review cycle for all policies and procedures related to enrollment services (admission, registrar).

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| 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. Registrar's Office to reach out to have more active presence during welcome week. Participate in University Opening and Closing semester events. |
| 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 | Admissions working on updated website with Marketing Communication and design template for Admissions webpage. Freshmen and transfer have been updated. Working on graduate. In communication to students who were on academic suspension, outlined when students could re-apply for re-admission. Released the Graduation Application in Self-Service, giving students the ability to make changes to their diploma name and address. |
| Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | Partial completion for website. Registrar's Office to reach out to Student Activities about having a table at Welcome Week. |

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| Objective 2: | Require academic advisors to use degree audit to review program requirements completed. |
| Action Items | Meet with Academic advisors about training Review when transcripts are entered so advisors can run degree audit |
| 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 | Received support from undergraduate programs to utilize degree audit. Providing training with a few departments regarding process for exception forms. Working on building graduate program degree audits. Started to meet with academic divisions in Spring 2017 to review and modify audits for graduate programs. With imaging system, we are entering transcripts for applicants, prior to the admissions decision, so that advisors can run the degree audit before they meet with students. |
| Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | Graduate degree audits review will continue in summer 2017 and possibly into FA17 with rollout in Spring 2018. |

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| Objective 3: | Propose/revise policies leave of absence and withdrawal for student enrollment. |
| Action Items | <p>Create a leave of absence policy/process</p> <p>Create a withdrawal process</p> <p>Review how SIS stores this information</p> <p>Collaborate in revising GSU policy on active students, and inactive/lost statuses.</p> |
| Desired Outcomes and Achievements (Identify results expected) | <p>Have students and advisors understand how to request a withdrawal or leave of absence.</p> <p>Ensure students have a smooth re-orientation.</p> |
| Achieved Outcomes and Results | <p>Exploration of how to withdrawing a student using the module in Colleague is underway.</p> <p>Testing in Colleague to not allow students to withdraw from all classes needs to occur.</p> <p>Reviewed emergency leave withdrawals at mid-year with representatives from Dean of Students Office, Financial Aid and Registrar's Office.</p> |
| Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | <p>Made progress towards goal. For AY18 to continue to test the system for a leave of absence or not allowing students to completely withdrawal online. Conversations in Spring 2017 were held with key stakeholders about the possible effect of a withdrawal process.</p> |

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| Objective 4: | 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 – with staff turnover, documentation has been reviewed and updated for graduation counseling/posting degrees. |
| Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.) | |