

Support Services Review Template

Admissions
Unit Name: and
Records
Linda Kluck

Unit Review Leader: _____
Today's Date: 8/5/2014

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

The primary mission of all of the Admissions and Records departments is to support the College, its students, faculty, and staff employees in achieving the overall mission of providing instructional programming that: leads to certificates and degrees; serves as the basis for the first two years of a transfer degree at a four-year institution; assists with meeting students' otherwise stated goals. The impact of Admissions and Records services is on promoting and providing the broadest access to higher education to all who are seeking educational opportunities and to deliver direct student services and support services to all within the college community, ensuring the ultimate success of all ACC students.

A&R creates and delivers innovative and responsive college admission services, manages the

1.1.1 How does the mission of the unit support the mission of the college?

Admissions and Records provides direct, timely and informative services to prospective, current and former students, teaching faculty, the ACC College Community, the citizens of the greater ACC district community at large. A&R departmental programming is designed to support the teaching and learning environment that results in optimum student success and goal achievement.

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1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

Admissions and Records provides direct, timely and informative services to prospective, current, and former students, academic support services to all teaching faculty, support services to all members of the ACC College community, and outreach, information, and direct educational services to the citizens of the greater ACC district community at large. Admissions and Records departmental programming is designed to support the teaching and learning environment that results in optimum student success and ultimate student and institutional goal achievement.

1.3 What services or products does the unit provide?

Campus and District Admissions and Records Office services include, but are not limited to:

- Providing recruitment and admissions activities at all area College Connection High Schools, and representing the college at community outreach, recruitment and informational events.
- Processing and reviewing all college credit admissions applications (domestic and international students), including making state and district residency determination
- Design and deliver timely and accurate registration process
- Evaluating incoming transcripts and post applicable academic transfer credit
- Auditing and maintaining all student documents and academic files and ensure accurate and complete student records in compliance with all ACC, state and federal recordkeeping requirements and laws
- Ensuring compliance with the Texas Success Initiative (TSI), by reviewing student records for compliance with TSI regulations and taking intrusive and support action with students to ensure their academic success through the developmental education sequence.
- Processing graduation applications, completing full academic degree audits and ensure accuracy and completeness of all college credit degrees and certificates that are awarded.

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

Admissions and Records provides direct, timely and informative services to prospective, current and former students, teaching faculty, the ACC College Community, the citizens of the greater ACC district community at large. A&R departmental programming is designed to support the teaching and learning environment that results in optimum student success and goal achievement.

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

- SSI1 Increase persistence (term-to-term & fall to fall)
- SSI2 Complete developmental and adult education course progression to credit courses
- SSI3 Increase completion of all attempted courses with a "C" or better
- SSI4 Increase degree/certificate graduates and transfer rates
- SSI5 Increase success equity across all racial/ethnic/gender/income groups

Institutional Effectiveness

- IE1 Balanced instructional offerings among the College's mission elements;
- IE2 A teaching and learning environment that encourages students to be active, life-long learners;
- IE3 Accessible and affordable post-secondary and higher education programs and services for all who qualify
- IE4 Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the
- IE5 Job placement from career workforce programs into family-wage careers;
- IE6 Efficiently administered programs and services that create an institution that is a good place to work,

Goal #	Unit Goal (description)	Board Policy A-1										
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
	<i>Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>											
UG1	Design and deliver accessible, comprehensive admissions processing and a timely, effective and accurate registration process.	X			X	X			X	X		X
UG2												
UG3												
UG4												
UG5												

➤ this table will link to other areas in this report

Support Services Review Template

1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.		Example outcome: Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .		Example measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.
UG1	Design and deliver accessible, comprehensive admissions processing and a timely, effective and accurate registration process.	UO1.1	Increase the number of routine student communications in the applicant-to-student process.	UM1.1.1	Measure the number and frequency of all communications with applicants and students.
				UM1.1.2	
		UO1.2	Increase student satisfaction with registration process.	UM1.2.1	Satisfaction ratings on student point of service surveys will increase to 95%.
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	0	UO2.1		UM2.1.1	
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

Support Services Review Template

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	U03.1		UM3.1.1	
				UM3.1.2	
		U03.2		UM3.2.1	
				UM3.2.2	
		U03.3		UM3.3.1	
				UM3.3.2	
		U03.4		UM3.4.1	
				UM3.4.2	
		U03.5		UM3.5.1	
				UM3.5.2	
UG4	0	U04.1		UM4.1.1	
				UM4.1.2	
		U04.2		UM4.2.1	
				UM4.2.2	
		U04.3		UM4.3.1	
				UM4.3.2	
		U04.4		UM4.4.1	
				UM4.4.2	
		U04.5		UM4.5.1	
				UM4.5.2	
UG5	0	U05.1		UM5.1.1	
				UM5.1.2	
		U05.2		UM5.2.1	
				UM5.2.2	
		U05.3		UM5.3.1	
				UM5.3.2	
		U05.4		UM5.4.1	
				UM5.4.2	
		U05.5		UM5.5.1	
				UM5.5.2	

➤ this table will link to other areas in this report

Support Services Review Template

2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	Example unit measure: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>Measure the number and frequency of all communications with applicants and students.</i>	5.00	9.00	12.00	75%	UO1.1
UM1.1.2	0				#VALUE!	UO1.1
UM1.2.1	<i>Satisfaction ratings on student point of service surveys will increase to 95%.</i>	90.00	95.00	95.00	100%	UO1.2
UM1.2.2	0				#VALUE!	UO1.2
UM1.3.1	0				#VALUE!	UO1.3
UM1.3.2	0				#VALUE!	UO1.3
UM1.4.1	0				#VALUE!	UO1.4
UM1.4.2	0				#VALUE!	UO1.4
UM1.5.1	0				#VALUE!	UO1.5
UM1.5.2					#VALUE!	UO1.5
UM2.1.1					#VALUE!	UO2.1
UM2.1.2					#VALUE!	UO2.1
UM2.2.1					#VALUE!	UO2.2
UM2.2.2					#VALUE!	UO2.2
UM2.3.1					#VALUE!	UO2.3
UM2.3.2					#VALUE!	UO2.3
UM2.4.1					#VALUE!	UO2.4
UM2.4.2					#VALUE!	UO2.4
UM2.5.1					#VALUE!	UO2.5
UM2.5.2					#VALUE!	UO2.5
UM3.1.1					#VALUE!	UO3.1
UM3.1.2					#VALUE!	UO3.1
UM3.2.1					#VALUE!	UO3.2
UM3.2.2					#VALUE!	UO3.2
UM3.3.1					#VALUE!	UO3.3

Support Services Review Template

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.3.2					#VALUE!	U03.3
UM3.4.1					#VALUE!	U03.4
UM3.4.2					#VALUE!	U03.4
UM3.5.1					#VALUE!	U03.5
UM3.5.2					#VALUE!	U03.5
UM4.1.1					#VALUE!	U04.1
UM4.1.2					#VALUE!	U04.1
UM4.2.1					#VALUE!	U04.2
UM4.2.2					#VALUE!	U04.2
UM4.3.1					#VALUE!	U04.3
UM4.3.2					#VALUE!	U04.3
UM4.4.1					#VALUE!	U04.4
UM4.4.2					#VALUE!	U04.4
UM4.5.1					#VALUE!	U04.5
UM4.5.2					#VALUE!	U04.5
UM5.1.1					#VALUE!	U05.1
UM5.1.2					#VALUE!	U05.1
UM5.2.1					#VALUE!	U05.2
UM5.2.2					#VALUE!	U05.2
UM5.3.1					#VALUE!	U05.3
UM5.3.2					#VALUE!	U05.3
UM5.4.1					#VALUE!	U05.4
UM5.4.2					#VALUE!	U05.4
UM5.5.1	0				#VALUE!	U05.5
UM5.5.2	0				#VALUE!	U05.5

Support Services Review Template

Measure # <small>(linked from 1.3.2)</small>	Unit Measure (description) <small>(linked from 1.3.2)</small>	Unit Baseline data <small>(for the unit measure)</small>	Unit Current Data <small>(for the unit measure)</small>	Unit Target data <small>(for the unit measure)</small>	Unit Current Status <small>(% of target data)</small>	Outcome # <small>(linked from 1.3.2)</small>
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2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

N/A

Support Services Review Template

3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	<i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			<i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i>			
OB1.1	Conduct Admissions and Records process reviews.	Number of top-rated processes that undergo full process review and possible improvements.	0.00	1.00	The amount of time required to conduct thorough process reviews was compromised by the extreme staffing shortages and frozen positions not approved for filling. This resulted in very few staff available on any week to stop routine work which would further delay the delivery of critical student services.	Executive Director of Admissions and Records	UO1.1	Increase the number of routine student communications in the applicant-to-student process.
OB1.2	Develop and deliver formalized staff training modules	Number of training modules developed and delivered to staff; fewer complaints about inaccurate or incomplete information will be reported on the departmental POS surveys.	0.00	1.00	Even though training was identified and developed, it was difficult to deliver due to frozen vacant positions throughout A&R that resulted in staff not being able to leave routine work to come to trainings.	Executive Director of Admissions and Records	UO1.2	Increase student satisfaction with registration process.
OB1.3	Re-design all Admissions and Records web pages/presence	Admissions web pages will be re-designed to better provide current and relevant information to prospective and new students.	0.00	1.00	None-this item has been achieved.	Executive Director of Admissions and Records	UO1.3	0
OB1.4	Work with IT to implement automated communication with applicants upon receipt of admissions application submission.	All applicants will receive an automated email upon successful submission of admissions application.	0.00	1.00	None-this item has been achieved.	Executive Director of Admissions and Records	UO1.4	0
OB1.5							UO1.5	
OB2.1							UO2.1	
OB2.2							UO2.2	
OB2.3							UO2.3	

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
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3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

The unit has control over the first three objectives, however the significant development of an automated communications management module and the subsequent programming that it requires depends on the resources and skills only available through the ACC IT department. Project work requests have been submitted to IT; all work on this objective will begin once the work request has been reviewed and approved for action by the IT leadership.

FY14 UPDATE:

Obj. #1: An additional 10 process reviews were conducted in FY14 and training was delivered on each to A&R staff.

Obj. #2: Training modules developed and delivered for another 5 foundation/ functional tasks in FY14.

Obj. #3: All of the A&R-related web pages were reviewed and most of them have been updated with new design and content.

Obj.#4: All applicants now receive an automated email upon successful submission of admissions application

Support Services Review Template

3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					\$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$20,000	OB1.1	
OKS1.1.1	Survey all A&R Supervisors to identify the primary operational procedures to be reviewed in each year.	Year 1	N/A					OB1.1	Conduct Admissions and Records process reviews.
OKS1.1.2	Create ad hoc work groups to review current procedures for each of the first 10 processes to be reviewed.	Year 1	N/A						
OKS1.1.3	Disseminate any process updates and/or procedural changes that result from the reviews.	Year 1	N/A						
OKS1.2.1	Create ad hoc work groups to review current procedures for each of the second 10 processes to be reviewed.	Year 2						OB1.2	Develop and deliver formalized staff training modules
OKS1.2.2	Disseminate any process updates and/or procedural changes that result from the reviews.	Year 2							
OKS1.2.3	Survey all A&R Supervisors to identify the foundational processes for which all A&R staff must be trained.	Year 1	N/A						
OKS1.3.1	Create ad hoc work groups to develop year 1 training materials.	Year 1	N/A						Re-design all

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS1.3.2	Schedule and deliver year 1 training sessions to staff.	Year 1	N/A					OB1.3	Admissions and Records web pages/presence
OKS1.3.3	Create ad hoc work groups to develop year 2 training materials.	Year 2	N/A						
OKS1.4.1	Schedule and deliver year 2 training sessions to staff.	Year 2	N/A					OB1.4	Work with IT to implement automated communication with applicants upon receipt of admissions application submission.
OKS1.4.2	Meet with key stakeholders to identify all relevant pages and establish project timeline.	Year 1	N/A						
OKS1.4.3	Ad hoc work groups established to begin page reviews and re-writing and redesign process.	Year 1							
OKS1.5.1	Work with IT and PICM to code and finalize redesign and new content delivery.	Year 1						OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1								OB2.1	
OKS2.1.2									
OKS2.1.3									
OKS2.2.1								OB2.2	
OKS2.2.2									
OKS2.2.3									
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									
OKS2.5.3									
OKS3.1.1								OB3.1	0
OKS3.1.2									
OKS3.1.3									
OKS3.2.1									

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OXS3.2.2								OB3.2	
OXS3.2.3									
OXS3.3.1								OB3.3	
OXS3.3.2									
OXS3.3.3									
OXS3.4.1								OB3.4	
OXS3.4.2									
OXS3.4.3									
OXS3.5.1								OB3.5	
OXS3.5.2									
OXS3.5.3									
OXS4.1.1								OB4.1	
OXS4.1.2									
OXS4.1.3									
OXS4.2.1								OB4.2	
OXS4.2.2									
OXS4.2.3									
OXS4.3.1								OB4.3	
OXS4.3.2									
OXS4.3.3									
OXS4.4.1								OB4.4	
OXS4.4.2									
OXS4.4.3									
OXS4.5.1								OB4.5	
OXS4.5.2									
OXS4.5.3									
OXS5.1.1								OB5.1	0
OXS5.1.2									
OXS5.1.3									
OXS5.2.1								OB5.2	
OXS5.2.2									
OXS5.2.3									
OXS5.3.1								OB5.3	
OXS5.3.2									
OXS5.3.3									
OXS5.4.1								OB5.4	
OXS5.4.2									

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs <small>(details)</small>	Related Staffing Needs <small>(details)</small>	Related Equip/Tech Needs <small>(details)</small>	Other Related Needs <small>(details)</small>	Total costs	<i>Related Objective</i> <small>(Improvements)</small>	<i>Related Objectives</i> <small>(Improvements)</small>
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3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

The objectives that are in progress and are planned for subsequent years are designed to increase the understanding and mastery of all of the Admissions and Records processes and procedures for all A&R staff. Through broadening the knowledge and increasing training, in addition to assuring that all processes are reviewed regularly and updated as needed, staff will be better trained to provide the highest caliber service to all constituents. By providing the highest quality and most responsive services, students will be more satisfied with how they are served, and will be better prepared for success at ACC.

The evaluation measure is the overall satisfaction level student indicate they have with the services that Admissions and Records provides. This measurement is directly relevant to the desired outcome of the objective.

3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

Student point of service surveys are distributed to all students on all campuses at scheduled intervals throughout the academic year. Results from the surveys are tallied and reviewed by Admissions and Records campus supervisors, the Registrar and Associate Registrar, and the TSI Coordinator after each administration of the surveys. Staff discuss the results and the comments and suggestions that student provide, and then determine the changes and or improvements that can be pursued, in order to address the issues and improve the services for which the division is responsible.

Support Services Review Template

4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Conduct Admissions and Records process reviews.	Number of top-rated processes that undergo full process review and possible improvements.	#REF!	10.00	0.00	20 process reviews have been completed%	UO1.1
OB1.2	Develop and deliver formalized staff training modules	Number of training modules developed and delivered to staff; fewer complaints about inaccurate or incomplete information will be reported on the departmental POS surveys.	No current baseline for formal process review. The 2012-2013 year will establish the baseline	10.00	0.00	Training modules developed and delivered for a minimum of 10 foundation/functional tasks.	UO1.2
OB1.3	Re-design all Admissions and Records web pages/presence	Admissions web pages will be re-designed to better provide current and relevant information to prospective and new students.	0.00	1.00	1.00	All A&R-related web pages were reviewed and redesigned. New web pages went live in November 2013	UO1.3
OB1.4	Work with IT to implement automated communication with applicants upon receipt of admissions application submission.	All applicants will receive an automated email upon successful submission of admissions application.	#REF!	1.00	0.00	0%	UO1.4

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB1.5						#VALUE!	U01.5
OB2.1						#VALUE!	U02.1
OB2.2						#VALUE!	U02.2
OB2.3						#VALUE!	U02.3
OB2.4						#VALUE!	U02.4
OB2.5						#VALUE!	U02.5
OB3.1	0					#VALUE!	U03.1
OB3.2						#VALUE!	U03.2
OB3.3						#VALUE!	U04.3
OB3.4						#VALUE!	U03.4
OB3.5						#VALUE!	U03.5
OB4.1						#VALUE!	U04.1
OB4.2						#VALUE!	U04.2
OB4.3						#VALUE!	U04.3
OB4.4						#VALUE!	U04.4
OB4.5						#VALUE!	U04.5
OB5.1	0					#VALUE!	U05.1
OB5.2						#VALUE!	U05.2
OB5.3						#VALUE!	U05.3
OB5.4						#VALUE!	U05.4
OB5.5	0					#VALUE!	U05.5

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
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4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

<p>10 broad and widely-used processes have been fully reviewed. Communication to all Admissions and Records staff has been sent, to update changes and additions to the processes in procedures manuals: 100% met</p> <p>10 broad and widely-used processes are now being reviewed in year 2. Ad hoc work groups are meeting and reviewing procedures and possible changes to manuals. Communication and training on the outcome of the review will occur as reviews are completed.</p> <p>FY14 update for Year Two: 10 additional process reviews have been completed in year 2.: 100% met Training modules developed for 10 foundation/ functional tasks and were delivered to all A&R staff in year 2: 100% met All A&R-related web pages reviewed and redesigned: 100% met All applicants now receive an automated email response, with all of the next steps for enrollment outlined. 100% met</p>

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

<p>As a result of conducting these reviews, A&R staff are better equipped and prepared to deliver the most accurate and timely services to all students, helping to ensure their success. Student point of service surveys have hit the 95% satisfaction levels.</p>
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Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

The planned improvements align with and contribute to the College's Mission and Intended Outcomes by providing the highest quality, most accurate, streamlined and functional services to students, to other members of the college community who provide support to them and the faculty who provide the teaching and learning environment. By effectively, efficiently and accurately training, communicating and streamlining the Admissions and Records services, students are better prepared and informed about the college and the expectations for the students. These improvements are designed to help students (and others who help them) be able to more successfully navigate through the college experience and successfully achieve their goals. In doing this, the result is to increase persistence, facilitate the successful course completion. Additionally, these planned improvements align with the college's values of Communication, Access, Responsiveness, Excellence and Stewardship (CARES.)