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Unit Review Leader: Wade Bradfute
Unit Name: Northridge

1.

What improvements have been planned/implemented:

Reduction of student intake wait time and improvement in student registrtion efficacy.

2.
How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

Due to changes in the previous system of registration and education of students regarding the process, student wait time was extended. By adding registration assistants, the registration process was improved by changing the student assistant ratio, more students were able to be assisted outside of counseling/advising offices. This reduced the student advising meeting times, increased throughput, resulting in shorter student wait times to see a counselor/advisor. In addition, late staff stays were virtually eliminated resulting in improved staff morale.

3.
Measures: what measures are going to be used to determine if the improvements were successful.

1. POS survey results: pre and post intervention
2. Traffic volume reports

3a. Baseline data: the data used to determine improvements were needed

Items 1 and 2 above pre-2011. (Section 3)

3b. Target goals: the data that shows your improvements have achieved your goals

Item 1 and 2 above (Section 3) showing reduced wait time and similar or increased student traffic volume.

3c. Current data: where you are currently in reaching your target

Implemented solution and gather ongoing data

Narrative:

Registration assistants are currently scheduled weekly and wait times continue to be reduced even though student traffric volume remains high. Student satisfaction unaffected or improved.