

Admission and Records Office Program Review

Mission Statement:

Student Centered – We are here to serve our students.

Encourage – We are here to enable lifelong learning.

Respectful – We are here to embrace all students with enthusiasm and dignity.

Versatility – We are here to adapt to emerging needs.

Integrity – We are the guardians of academic records.

Community Outreach – We are here to lead the college recruiting efforts.

Empower – We are here to assist our students in achieving their goals.

GOAL 1: Customer service is high, strong and effective.

Intended Outcome:

Students are satisfied with the services they receive.

- a. Staff provides accurate and helpful information.
- b. All transcripts are evaluated quickly and efficiently
- c. Policies and procedures are communicated clearly.
- d. Web-based processes are usable and well utilized by students

Indicators of Achievement with measures:

- a. Satisfaction with processing of admissions applications will be 90% as measured by the Student Services Survey.
- b. Satisfaction measures for transcript evaluations will be 8%.
- c. Satisfaction with the quality of service will be 95%.
- d. A spot check will be performed at least 4 times a year to determine if we are achieving a six week evaluation and turnaround time.
- e. Transcripts will be sent to the credentials evaluator within 2 days of arrival. A spot check will be performed four times a year to determine if this time frame is being met.
- f. Satisfaction with clarity of communication will be 90%.
- g. 85% of students report via the annual survey that they are satisfied with web processes.

GOAL 2: Work collaboratively with other offices

Intended Outcome:

- a. students are properly coded as to major and intent, etc.
- b. communicate the tuition deadlines every quarter.
- c. follow the timeline for the quarterly schedule production

Indicators of Achievement with measures:

- a. MIS coding is provided on time and is accurate. There will be no errors remaining at the time of the final MIS reporting.
- b. We have to withdraw fewer students who haven't paid .
- c. The quarterly schedule is sent to the printer on the agreed upon date.

GOAL 3: Registration works effectively and efficiently

Intended Outcome:

- a. Entry advisors report the registration process works satisfactorily.
- b. Students are satisfied with the registration process.

Indicators of Achievement with measures:

- a. Survey entry advisors about registration.
- b. Survey the students who register by e-mail to determine satisfaction.
- c. Annual Student Services Survey provides answers about satisfaction with registration.