Enrollment Services Phase I Program Review Outcomes
June 2014

Recommendation/ Goal	Action	Outcome
Registrar		
Banner/Technology FT Position	**MaryEtta** - Continue to request position through annual budget process. - Write a job description for this position	Vice President of Student Services provided funding for OIT to hire a fulltime position. The position was filled December 2014 and focuses on Student Services Banner projects.
Enrollment Services Technical Committee	**MaryEtta** - Organize an ES Technical Team of 5 current staff members who will commit every Tuesday for technical and Enrollment Services projects. **Committee Members (Ologa, Ryan, Tyler, Joyce, Denise MaryEtta, Carrie)** - Meet as a committee every Tuesday morning and prioritize OIT and ES technical projects. Organize the day and upcoming week responsibilities and timelines.	The ORAR Technical Team was organized September 2013 and meets every other Tuesday morning to communicate and prioritize projects. Recently the OIT Project Manager and SS OIT Programmer have been invited to attend.
Technical Needs	**MaryEtta** (Technical Position will assume responsibility when hired.) - Lead ES Technical team. - Track and coordinate ES technical needs weekly on Technical Tuesdays. **ES Technical Team** - Invent technical enhancements.	The Technical Team is organized and projects are being tracked by the Registrar at the bi-monthly Tuesday meetings.
Reinvent ES Office Titles	**CORE (LaDawn, Kathy, Joyce, Linda, Carrie, Ologa and MaryEtta)** - Research other institutional organizations for inventive names/titles for Enrollment Services. - Use titles that reflect what the areas of responsibilities represent. **MaryEtta** - Develop a strategy to implement title changes - Change name of Enrollment Services, Student Express, Data Center, Transcript Evaluation and SAT MIS.	Enrollment Services title changed to: Office of the Registrar and Academic Records. Incoming Transcripts title changed to: Transcript Evaluation. Signage and announcements were implemented.
FERPA Channel	**MaryEtta** - Create an interactive webpage channel.	A FERPA channel was created on SLCC website for easy access. Faculty are able to send FERPA questions directly through a designated email. Questions are answered every Friday.
Update Online and Interactive Forms	**Ologa and Technical Team** - Reevaluate all ES forms. - Create online interactive forms. - Transition from paper and PDF forms to online interactive (some through AXIOM).	Software presentations were provided for key persons and committees. Funding was approved, however the process of reviewing and procuring software will be finalized by administration.

Communication with the Scheduling Office	**MaryEtta** - Communicate with Nate Southerland. - Organize a standing monthly meeting with the Scheduling Office.	Organized a standing monthly meeting with the Curriculum and Scheduling Office and the Office of the Registrar and Academic Records. Regional Directors are also invited to attend.
Front Lines		
Security Password	**ES Technical Team Project** Create a security student password for delivery of student information over the telephone. - Use SAGSTDN to build the password.	With OIT support, we are in the process of creating a method for students to be able to securely retrieve the Student Identification Number through their MyPage. Current SLCC website login practices are updated and align with other Utah institutions.
Data Center		
Incoming Phones	**Joyce** - Reorganized incoming telephone received calls. - Identify source of transfer calls. - Provide training to key staff members.	A telephone schedule has been implemented for each staff member. This will help organize and ensure enough time for the Banner and document processes essential for students. A survey of both the Contact Center and Student Services Staff at multiple campuses was used to identify the purpose and source of calls transferred to the Data Center. Training was then provided for all campuses, the Contact Center and within the Office of the Registrar and Academic Records to help staff find and communicate common information needed by students and available without a transfer. Although the specialized work of the Data Center leads to a substantial number of phone calls, the number of inappropriate transfers has lessened.
Office Reorganization	**Joyce** - Move Data Center Coordinator's office	The Coordinator's office was moved in March of 2013. It had been located next to the Reception Counter of the Office of the Registrar and Academic Records. The location caused frequent interruptions which shortened the time available for needed technical projects. The office is now in a quieter space located in the back of the Office. This has been a great help and has made it possible for the Coordinator to stay focused on her own responsibilities. It also provides a more private atmosphere for students needing help from the Coordinator for sensitive record changes.
Securely Deliver SID	**Joyce** - Research other institutions policy and processes. - Work with ES Technical Team to follow through with implementation.	This project has been combined with the Security Password project.
Revamp Admission Application Process	**Joyce** - Organize a committee with various departments. - Combine and organize various admission forms and online	Feedback on the application was obtained from Data Center and Student Express employees, the Contact Center as well as students that had recently completed the admissions application. With this vital

	applications	feedback, proposals for upgrading the application were taken to the Assistant Provost, OIT and eventually became part of the agenda for the Vice-President's Student Analytics Intake Committee. As a direct result of this process, the upgrade of the admission application has been made a priority. A few small projects with verbiage have been accomplished and larger changes are scheduled. As a starting point, a committee is meeting to change the application by removing all but required question/information and modernizing the verbiage to be more casual and student friendly. Also, including pop-up explanation of terms and a more pleasing layout is being reviewed. Marketing has been asked to make changes to the website and the lead-in to the application. A revamp of the application's major/program selection may be on hold as the college has found a product that includes a more generic application form that can be modified faster and easier than the present home grown application. This emphasis on this project has also led to using a modified version of the Admission Application as an online source for the Admissions Update Applications that had been available only as paper forms. Work has begun and all are expected to be in use by June.
Transcript Evaluation		
Paperless Environment	**LaDawn and Carol** - Review current organizational storage plan.	Vendors have been researched that would assist with a paperless environment. Because the technology is fairly new and the expense is not within the current budget, we have not set an action plan. The mention of space issues was to demonstrate how well the department works within its limitations. While transcripts are often received electronically, the current evaluators prefer to evaluate based on a paper file for each student. There are multiple transcripts per students and it is easy to access and review when any questions are raised or updates need to be made.
Meet with Aerospace/Aviation	**LaDawn** - Organize a meeting to discuss current practices with Aerospace/Aviation and Related Technologies.	The Manager had several meetings with the Associate Dean of Aviation & Related Technologies. It was decided that key faculty will work on a list for common course articulations from frequent Aviation related transfer institutions. Policy updates have been clarified; discussions included graduation, residency and credit for prior experiential and noncredit learning. Input was received on how to move forward with evaluations.

Graduation Office		
Degree Works Representation	**Linda and Tyler** - Work closely with Degree Works implementation. Keep communication lines open. - Update the repeat policy. - Update the substitution policy.	The Graduation Office has participated on the DegreeWorks implementation committee throughout this last year. There have been several major changes to the graduation process. While DegreeWorks implementation has a good foundation, there are still remaining pieces of the implementation that need to be addressed. Curriculum & Graduation Standards Policy approved 12 February 2014. This new policy addresses the repeat and substitution process.
Outsource Diploma Mailing	**MaryEtta and Linda** - Research possible vendors for outsourcing. - Organize the transition	Vendors were invited to bid on graduation diplomas and mailings. Jostens was awarded the contract which began Fall of 2013.
Curriculum Committee Member	**MaryEtta** - Contact Roger Johnson and request Linda represent the Graduation Office as a committee member.	This year the Curriculum Committee reorganized. As a result, committee members are appointed. The graduation coordinator is not an appointed member, however will continue to attend the meetings without voting rights.
Student Express		
Incorporate Enrollment Services Functions Within Student Express	**MaryEtta and Kathy** - Transition Frontline Reception responsibilities under Student Express Coordinator. - Incorporate frontline functions to Student Express. (Transcripts/verifications) - Close Frontline Reception so Enrollment Services area will focus on productivity without interruptions.	The Student Express Coordinator met with the Registrar and Assistant Registrar to discuss the transition of the ORAR frontline responsibilities and staff. The decision was made to move the frontline reception staff under the Student Express Coordinator 2013 Fall. As a result, there is a larger pool of individuals to cover both the frontlines and Student Express. In addition, it has freed up the Assistant Registrar to concentrate on more technology related duties. Incorporating the transcript and verification process within Student Express was discussed with Student Services administration. Because frontline reception will remain accessible within the Office of the Registrar and Academic Records, it was decided by administration that these processes should remain at the frontline reception at this time. It was determined that many of our students require assistance for services located within the area of the Office of the Registrar and Academic Records. Administration decided that the frontline reception will remain open at this time in addition to the services offered by Student Express.
Address Visual Noise	**Kathy** - Conduct a visual noise analyses surrounding Student Express - Work with Auxiliary Services to rearrange the visual clutter.	The Student Express Coordinator conducted a visual noise analysis with the Institutional Marketing Office. In conjunction with the results from the visual noise, the Student Express Coordinator met and worked with Director of Auxiliary Services. Unneeded posters and signage surrounding Student Express was removed to reduce visual clutter.

Queuing System	**MaryEtta** - Purchase UVU Queuing System. **Kathy** - Organize and create organizational flow	The Registrar and Student Express Coordinator visited Utah Valley University (UVU) on March 13, 2013. We observed UVU's college's OneStop queuing system to see if it meets the needs of Student Express's organization flow demands. After evaluating the pros and cons of a queuing system, administration decided against the purchase or implementation at this time. The Student Express Coordinator purchased additional directional and hanging signs using SLCC branding to better direct students to the Student Express waiting area. They have been in place since January 2014 and have improved the flow and accessibility for students.
Admission Office	This project was put on hold by administration.	