

## Enrollment Services Phase I Program Review Action Plan

June 7, 2013

Short and long-term goals have been developed as a result of the self-study process. This includes recommendations made by the site review team, the Assistant Vice President of Student Enrollment Services and the Vice President of Student Services.

The areas that participated in the Program Review were Front Lines, Data Center, Transcript Evaluation, Graduation and Student Express. This document will be a working document for the five areas of responsibility and also for other areas within Enrollment Services as they pertain to Enrollment Services all together. The Registrar will take responsibility for the recommendations that pertain to the office as a whole.

Progress toward these goals will be reported on and reviewed within six months of Program Review (October 2013) and then every year as part of the annual assessment and highlights reports.

*ST = Short Term Goal (up to 6 months to complete)*

*LT = Long Term Goal (one year or more to complete; some items may not start until one or two years later)*

Recommendation/ Goal	ST LT	Action	Timeline	Progress Reports October 2013 March 2014
Registrar				
Banner/Technology FT Position	ST	<b>MaryEtta</b> - Continue to request position through annual budget process. - Write a job description for this position	September 2013 September 2013	
Enrollment Services Technical Committee	ST	<b>MaryEtta</b> - Organize an ES Technical Team of 5 current staff members who will commit every Tuesday for technical and Enrollment Services projects. <b>Committee Members (Ologa, Ryan, Tyler, Joyce, Denise MaryEtta, Carrie)</b> - Meet as a committee every Tuesday morning and prioritize OIT and ES technical projects. Organize the day and upcoming week responsibilities and timelines.	Completed  Ongoing	
Technical Needs	LT	<b>MaryEtta</b> (Technical Position will assume responsibility when hired.) - Lead ES Technical team. - Track and coordinate ES technical needs weekly on Technical Tuesdays. <b>ES Technical Team</b> - Invent technical enhancements.	Ongoing	
Reinvent ES Office Titles	ST	<b>CORE (LaDawn, Kathy, Joyce, Linda, Carrie, Ologa and MaryEtta)</b> - Research other institutional organizations for inventive names/titles for Enrollment Services. - Use titles that reflect what the areas of responsibilities represents. <b>MaryEtta</b> - Develop a strategy to implement title changes - Change name of Enrollment Services, Student Express, Data Center, Transcript Evaluation and SAT MIS.	August 2013  March 2014	

FERPA Channel	ST	<b>MaryEtta</b> - Create an interactive webpage channel.	October 2013	
Update Online and Interactive Forms	LT	<b>Ologa and Technical Team</b> - Reevaluate all ES forms. - Create online interactive forms. - Transition from paper and PDF forms to online interactive (some through AXIOM).	March 2014 Ongoing	
Communication with the Scheduling Office	ST	<b>MaryEtta</b> - Communicate with Nate Southerland. - Organize a standing monthly meeting with the Scheduling Office.	Completed August 2013	
Front Lines				
Security Password	LT	<b>ES Technical Team Project</b> Create a security student password for delivery of student information over the telephone. - Use SAGSTDN to build the password.	April 2014	
Data Center				
Incoming Phones	ST	<b>Joyce</b> - Reorganized incoming telephone received calls. - Identify source of transfer calls. - Provide training to key staff members.	July 2013	
Office Reorganization	ST	<b>Joyce</b> - Move Data Center Coordinator's office	Completed	
Securely Deliver SID	LT	<b>Joyce</b> - Research other institutions policy and processes. - Work with ES Technical Team to follow through with implementation.	September 2013 March 2014	
Revamp Admission Application Process	LT	<b>Joyce</b> - Organize a committee with various departments. - Combine and organize various admission forms and online applications	September 2013 November 2013	
Transcript Evaluation				
Paperless Environment	LT	<b>LaDawn and Carol</b> - Review current organizational storage plan.	November 2013	
Meet with Aerospace/Aviation	ST	<b>LaDawn</b> - Organize a meeting to discuss current practices with Aerospace/Aviation and Related Technologies.	August 2013	
Graduation Office				
Degree Works Representation	ST	<b>Linda and Tyler</b> - Work closely with Degree Works implementation. Keep communication lines open. - Update the repeat policy. - Update the substitution policy.	Ongoing August 2013 August 2013	
Outsource Diploma Mailing	LT	<b>MaryEtta and Linda</b> - Research possible vendors for outsourcing. - Organize the transition	September 2013 March 2014	
Curriculum Committee Member	ST	<b>MaryEtta</b> - Contact Roger Johnson and request Linda represent the Graduation Office as a committee member.	July 2013	

Student Express				
Incorporate Enrollment Services Functions Within Student Express	LT	<b>MaryEtta and Kathy</b> - 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.	Completed August 2013 <i>On hold until approved.</i>	
Address Visual Noise	ST	<b>Kathy</b> - Conduct a visual noise analyses surrounding Student Express - Work with Auxiliary Services to rearrange the visual clutter.	September 2013 November 2013	
Queuing System		<b>MaryEtta</b> - Purchase UVU Queuing System. <b>Kathy</b> - Organize and create organizational flow	<i>On hold until approved.</i>	
Admission Office	LT		<i>On hold until approved.</i>	