

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:		Philip Weast, Dean	Curriculum/Department:	Student/Enrollment Services
Purpose/Mission Statement			Vision Statement, 3-5 years	
To identify, recruit, enroll and retain students through effective student-centered programs and services.			To create and sustain an enrollment process that is driven by service to students and is focused on achieving enrollment goals through the planning and implementation of effective strategies for marketing, recruiting, enrolling and retaining students.	
Departmental Strengths			Departmental Weaknesses	
<ul style="list-style-type: none"> • A dedicated, well-trained staff. • A staff that is enthusiastic about their work and energized by new ideas for working with students. 			<ul style="list-style-type: none"> • Offices are not designed to accommodate students' needs or facilitate efficient service in meeting those needs. • Staffing is at minimal levels overall. 	
Departmental Opportunities			Departmental Threats	
<ul style="list-style-type: none"> • Enjoys a good reputation for its level of service. 			<ul style="list-style-type: none"> • Uncertainty over enrollment affected by various external events including the economy. 	
College Goals	2006-2007 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)		Plan of Action (including resources needed)
3	1. Implement the Colleague student information system.	<ul style="list-style-type: none"> • Staff will complete training and set-up of the new system. • Staff and faculty are trained to use the new system for registering students for Fall 2007. 		<ul style="list-style-type: none"> • Attend Colleague training • Complete conversions on schedule. • Develop work-flows. • Create and implement training workshops for advisors.
2	2. Focus the work of Retention Committee on developing strategies for continuing the retention strategies implemented during the Title 3 grant.	<ul style="list-style-type: none"> • Early Alert is implemented. • CSI is administered and the results used. • A specific student cohort is identified and receives special attention. 		<ul style="list-style-type: none"> • Develop a process for re-implementing Early Alert intervention. • Develop a strategy for regularly utilizing the CSI. • Implement a retention strategy that focuses on a specific new student cohort. • Review the results of the Under Prepared Student Advising initiative implemented this year. • Improve Orientation – both live and online

			programs
2,3	3. Improve communications with inquiries, prospects and applicants for admission.	<ul style="list-style-type: none"> • System of sustained contact and information flow is in effect. • A plan for telephone contacts and mailings in defined and activated. • Telephone answering in the department is improved with someone answering the phone at all times. 	<ul style="list-style-type: none"> • Design a workflow for communicating with everyone interested in attending SCC. • Develop a system of letters, postcards and other mailings with time lines for use and who is responsible. • Targeted communication to inquiries, prospects, applicants, no shows, non-returnees, purged for non-payment and complete withdrawals. • (See attached Admissions Recruiting plan)

Criteria Results Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.
1. Implement the Colleague student information system. <ol style="list-style-type: none"> Staff will complete training and set-up of the new system. Staff and faculty are trained to use the new system for registering students for Fall 2007. 	<ol style="list-style-type: none"> All staff participated in training to set up Colleague. The system was implemented on schedule in April 2007 with Fall 2007 early registration. Dual entry into the new and legacy systems continued until September. Faculty advisors were trained in February and March prior to implementation of the system. Fall 2007 registration went smoothly.
2. Improve communications with inquiries, prospects and applicants for admission. <ol style="list-style-type: none"> System of sustained contact and information flow is in effect. A plan for telephone contacts and mailings in defined and activated. Telephone answering in the department is improved with someone answering the phone at all times. 	<ol style="list-style-type: none"> A full-time front reception administrative assistant was hired to answer telephone calls and be the first point of contact in the department. The front counter was built to give focus to this position. Telephone answering improved significantly A prospective student data base was implemented. The front assistant communicated with prospects and applicants via phone, email and mail.
3. Focus the work of Retention Committee on developing strategies for continuing the retention strategies implemented during the Title 3 grant.	The committee did not meet during the year.

College Goals	2007-2008 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
3	1. Continue year two of Colleague implementation that includes activating web advisor and the portal.	<ul style="list-style-type: none"> • Web Advisor – the online access to Colleague will be used by students to access their class schedule, transcripts, and invoices. • Web Advisor – the online access to Colleague will be used by faculty and staff to access class rosters, enter grades and access student transcripts. 	<ul style="list-style-type: none"> • Design of the portal will be finalized in late Fall 2007. • Student and faculty access to student transcripts will be available by December. • Web Advisor will provide additional access to faculty during the Spring 2008. Training of faculty will take place during this period.
2,3	2. Implement a campus-wide plan for improving student life.	<ul style="list-style-type: none"> • Student Life Committee assumes responsibility for planning and implementing student activity events and programs. • Students, faculty and staff work together in student life programs. • Student Life events and programs will be more varied and diverse and impact more students and faculty. 	<ul style="list-style-type: none"> • Form a college-wide Student Life Committee with faculty, staff and student representatives. The committee will have responsibility for overseeing the Student Activity Fee budget and planning campus student activity events. • Form a Club Council to coordinate club activities and to disburse funds to clubs. Representatives from the Club Council will serve on the Student Life Committee. • The Club Council chairperson will serve as the student representative to the Board of Trustees.
2	3. Reactivate the Retention Committee.	<ul style="list-style-type: none"> • Committee develops strategies for improving persistence and retention. • Plan is in place for use during the Fall 2008 semester. 	<ul style="list-style-type: none"> • The committee will meet in mid fall semester to discuss retention. • Plan will be developed during the spring semester for implementation during the 2008 Fall.
2,7	4. To keep the Office of Student Services focused on customer service and communication.	<ul style="list-style-type: none"> • Telephone calls are answered and voicemails are returned. 	<ul style="list-style-type: none"> • Service workshop for staff.

		<ul style="list-style-type: none">• Prospects and applicants receive timely information through calls, emails and mail.	<ul style="list-style-type: none">• Logging of voicemails and return calls.
7	5. To sustain the growth in enrollment.	<ul style="list-style-type: none">• Enrollment continues to grow by 3-5% annually.	<ul style="list-style-type: none">• Support the recruiting process.• Support the career planning process.

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:	Matthew Chadwick	Curriculum/Department:	Admissions Officer/Recruiting
Purpose/Mission Statement		Vision Statement, 3-5 years	
To identify, recruit, enroll and retain students through effective student-centered programs and services.		To create and sustain an enrollment process that is driven by service to students and is focused on achieving enrollment goals through the planning and implementation of effective strategies for marketing, recruiting, enrolling and retaining students.	
Departmental Strengths		Departmental Weaknesses	
<ul style="list-style-type: none"> • Experienced recruiter with excellent marketing, organization and presentation skills. 		<ul style="list-style-type: none"> • Very limited assistance received in developing and implementing marketing strategies. • Recruiting materials are no longer available. We will need to work around budget constraints to develop new materials. 	
Departmental Opportunities		Departmental Threats	
<ul style="list-style-type: none"> • Access to service area schools is open and welcomed. • Access to community events and organizations is welcomed. 		<ul style="list-style-type: none"> • Successful recruiting is impacted by competition from other colleges and universities. • Successful recruiting is influenced by the status of the local economy. • We must plan ahead for the development of relevant recruitment/marketing materials. Each January, materials should be designed and bid out, with receipt by May 1 of each year. Without these, we're dead in the water. 	
College Goals	2006-2007 Department Outcomes/Goals	Success Criteria <small>(Method for measuring extent to which outcome is achieved)</small>	Plan of Action <small>(including resources needed)</small>
7	1. Further improve communications with suspect and prospect students in an effort to improve the suspect to matriculant ratio. a.k.a. Follow-up	<ul style="list-style-type: none"> • Communication techniques and initiatives are successfully implemented. • Enrolled students are surveyed to evaluate the level(s) of communication they received from SCC. 	<ul style="list-style-type: none"> ➤ Integrate the SCC Student Ambassadors into the communication plan, having them contact prospective students through telemarketing campaigns, follow-up with students from their campus tours by letter and phone, and include them in admissions recruitment plan for high school & adult students. ➤ Continue to follow-up with students who have completed "Student Information Cards" and/or requested information from the website

by mailing information packets within two business days of receiving requests. After two weeks, prospects should receive a phone call asking if information was received and if they have questions about it.

- Spend less time initiating high school visits during lunch periods and spend more time working with faculty to get them into the high schools, as stated in goal #2. Plug the ambassadors into high school lunch visit opportunities when available.
- Continue mailing postcard reminders to prospective students with regard to information pertaining to registration & financial aid dates, new program information, etc.
- Continue to contact students who have submitted applications to SCC by phone, as well as by letter.
- Continue to call students who previously registered for classes, but either did not pay and were purged or did not show up to class throughout the drop/add period.
- Work with PIO's to promote college fair events, and other recruitment activities in local media outlets.
- Distribute prospective student information to SCC Faculty so they can contact prospects interested in their academic programs. This includes prospect and no-show lists.
- Program faculty should write a general letter that introduces themselves and describes their program that can be included in information packets distributed by the Office of Admissions.
- Program flatsheets will continue to be updated to reflect the latest curriculum information and

			will continue to be mailed to all students requesting specific program information.
7	2. Further integrate SCC Faculty into the high school recruitment initiative by getting them into classrooms to give presentations and speak with prospective students.	<ul style="list-style-type: none"> • SCC faculty members receive more requests to visit and present to high school subject classes. Requests over the next nine months will be compared to previous years data. 	<ul style="list-style-type: none"> ➤ Utilize the SCC Speakers Bureau as a means of getting faculty into the high school classrooms. ➤ Solicit the help of high school guidance counselors by having them ask teachers about available times and dates for SCC faculty to present. ➤ Contact teachers with whom relationships are already developed about letting SCC faculty speak with classes in addition to the Admissions Officer. ➤ Speak with teachers who know they will be absent and request that SCC faculty be able to present to their classes with the assistance of the designated substitute teacher. (Note that SCC Faculty will not be allowed to substitute in lieu of the regular teacher unless previously certified to do so.)
7	3. Initiate a more targeted recruitment process for designated programs with enrollment needs.	<ul style="list-style-type: none"> • Enrollment increases with each program. 	<ul style="list-style-type: none"> ➤ Coordinate the development of recruitment/marketing plans with program coordinators. ➤ Utilize local media to promote programs, and get faculty into the high schools.
7	4. Complete work on SCC Search Mailer and new admissions publications.	<ul style="list-style-type: none"> • New publications for 2007-08 academic year are created. 	<ul style="list-style-type: none"> ➤ Publications are already in the design phase for the Search Mailer and Viewbook. ➤ “SCC At A Glance” is complete and ready to print. ➤ Bids should be made by February to ensure delivery by May of new recruitment materials.

Be sure to utilize most current data available	improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.
Coordinate a Spring Open House event for prospective students.	It was decided that a spring open house event would not yield a successful return on investment. Focus was instead placed on the SCC Academic Challenge, Career Fair, and campus tours for individual and group prospects.
Complete work on SCC Search Mailer and new admissions publications.	Money was not allocated for these projects.
Initiate a more targeted recruitment process for designated programs with enrollment needs.	Admissions recruitment plans were created and implemented for the following academic programs: EMS, Civil Eng. Tech, Macon Campus College Transfer program, Cyber Crime, EMS-Diploma, Fine Arts AA, Medical Assisting, OST, Paralegal, Phlebotomy, Sonography. Enrollment was up with all except four of these programs. Enrollment was significantly down with only one program, OST.
Further improve communications with suspect and prospect students in an effort to improve the suspect to matriculant ratio. a.k.a. Follow-up	The enrollment for Fall 2006 increased 3% over the previous fall. The Spring 2007 enrollment increased 3% over the previous spring. Summer 07 enrollment had a slight increase over the previous summer.

College Goals	2007-2008 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
3,7	1. Create relevant recruitment publications for 2007-2009 academic years.	<ul style="list-style-type: none"> • Money is allocated for printing of SCC Search Mailer, folder, and other necessary publications. • Publications are printed and delivered before the start of the next recruitment cycle (Aug – May). 	<ul style="list-style-type: none"> ➤ Search Mailer has been completed and initially approved. Bids have been received and once money is been allocated for production, we will proceed with printing. ➤ New publications highlighting our rank of 4th nationally are being created and distributed with 07-08 recruitment materials. ➤ Additional publications; postcards, viewbook, search mailer, etc, should be approved and sent for printing no later than March 1 of each year so that new publications will be received by the start of the recruitment cycle.
3,7	2. Initiate a more targeted recruitment process for designated programs with enrollment needs.	<ul style="list-style-type: none"> • Enrollment increases with each program. 	<ul style="list-style-type: none"> ➤ Coordinate the development of recruitment/marketing plans with program coordinators. ➤ Utilize local media to promote programs, and get faculty into the high schools.
7	3. Continue to be a presence in the schools and local community.	<ul style="list-style-type: none"> • Time should be allocated to school class presentations, lunch 	<ul style="list-style-type: none"> ➤ Schedule high school and middle school class presentations for Admissions staff and SCC faculty. Also, schedule lunch visits, On-site

		<p>visits and other events.</p> <ul style="list-style-type: none"> • As available, participation in community events. 	<p>Admissions Day, and other activities to increase the presence in local schools.</p> <ul style="list-style-type: none"> ➤ As business see the need to improve their workforce, or to lay off their work force, be available to assist.
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PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:		Patty Kirkley, Coordinator	Curriculum/Department:	Career Center
Purpose/Mission Statement		Vision Statement, 3-5 years		
To offer a broad range of career services and resources to prepare SCC students to transition to productive academic endeavors and satisfying employment.		Create a comprehensive career counseling and resource center dedicated to empowering students as active participants in their own career development. Through career exploration and experiential opportunities, students will be motivated to expand their knowledge of themselves and the world of work in a dynamic global community.		
Departmental Strengths		Departmental Weaknesses		
<ul style="list-style-type: none"> • New career counselor who will work to build relationships with faculty and staff and to make resources available to students and alumni. 		<ul style="list-style-type: none"> • Overcoming lack of services in past. 		
Departmental Opportunities		Departmental Threats		
<ul style="list-style-type: none"> • Strong working relationships with faculty and staff • Developing partnerships with area agencies such as ESC/JobLink. • Working with area businesses. 		<ul style="list-style-type: none"> • 		
College Goals	2007-2008 Department Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)	
2,7	1. Conduct an outreach initiative to share career center services and plans with deans, faculty/staff, and students. Develop working relationships that engender student interest in using career services and resources.	<ul style="list-style-type: none"> • Presentations to at least 10-15 classes each semester. • Career-related seminars offered each semester (5 or more each semester) • Increased student appointments for assessment and counseling. Positive feedback on surveys. 	<ul style="list-style-type: none"> ➤ Meet with each of the deans and ask to attend their division meetings. ➤ Send e-mail to faculty/staff and students sharing Career Center services and resources. ➤ Meet with key stakeholders such as Student Support Services, Foundation, Library, LAC, etc. to ensure their support and interest in career services. ➤ Meet with faculty/staff who offered workshops or seminars previous year to develop collaborative relationships. <p>Develop survey to give students opportunity to provide feedback on services/seminars.</p>	

2,3,7	<p>2. Develop supporting information (both print and web) to give students rich and robust resources to facilitate career planning, preparation, and job placement.</p>	<ul style="list-style-type: none"> • Flat sheets about Career Center services and resources available across campus. • Web information re-designed to facilitate student’s access to career resources. 	<ul style="list-style-type: none"> ➤ Work with PIO office to develop attractive “logo” with byline for the Career Center. ➤ Write verbiage for flat sheet. ➤ Print Career Center flat sheets. Distribute in strategic locations around campus. ➤ Evaluate resources and tools that would be valuable to SCC students. ➤ Work with web master to make the Career Center more visible and to add robust content. ➤ Notify students of resources available.
7	<p>3. Build relationships with key employers and community organizations.</p>	<ul style="list-style-type: none"> • More employers participate in Career Fair. • More employers post jobs than in the past. 	<ul style="list-style-type: none"> ➤ Establish date of Career Fair and publish in early October. ➤ Send “hold the date” notice to employers who were targeted for last year’s fair. ➤ Notify faculty and staff and encourage them to promote to students. ➤ Set up registration system for employers. ➤ Send e-mail to students. ➤ Obtain mailing list from local Chambers of Commerce and send out information encouraging employers to post positions. ➤ Follow up contacts with employers to ensure participation in the Career Fair.
2,3	<p>4. Evaluate tools and make decisions about assessment instruments, resource materials, and effective job board for students and alumni.</p>	<ul style="list-style-type: none"> • Wider array of tools and resources available to students in accessible location. 	<ul style="list-style-type: none"> ➤ Review assessment tools to ensure SCC Career Center has broad range of tools to help our students transition into the world of work. ➤ Make resources and tools available on the web.

<p>Criteria Results for 2006-07 Outcomes Be sure to utilize most current data available</p>	<p>End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.</p>
<p>The Career Office was closed in February when the former employee left the college. This office was reopened under a new Career Counselor in August.</p>	

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:		Jan Smith, Coordinator	Curriculum/Department:	Testing/Enrollment Counseling
Purpose/Mission Statement		Vision Statement, 3-5 years		
To identify, recruit, enroll and retain students through effective student-centered programs and services. (Student Services Dept.)		To create and sustain an enrollment process that is driven by service to students and is focused on achieving enrollment goals through the planning and implementation of effective strategies for marketing, recruiting, enrolling and retaining students. (Student Services Dept.)		
Departmental Strengths		Departmental Weaknesses		
<ul style="list-style-type: none"> • Experienced staff member • Up-to-date equipment 		<ul style="list-style-type: none"> • Only 1 person coordinates all testing • Uncertainty in the procedures to use in to test college students seeking to enroll in advanced math courses 		
Departmental Opportunities		Departmental Threats		
<ul style="list-style-type: none"> • Work with the service area high schools is getting more students tested prior to their taking SCC courses • Work with high school students serves as a recruiting function as well 		<ul style="list-style-type: none"> • High school personnel allowing students to take repeat tests to make “better” scores • Uncertainty in the procedures to use in to test high school students seeking to enroll in advanced math courses 		
College Goals	2006-2007 Department Outcomes/Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)	
3	1. Accuplacer training on their new platform	Increase familiarity with the new changes in the Accuplacer Test.	Attend training workshops. Read material when it becomes available.	
3,7	2. Improve policies and communication between off campus testing sites.	Update procedures on off campus testing and inform all test administrators.	Review policies and procedures and communicate them to all off campus testing sites.	
3	3. Decrease number of long distance testing proctor sessions.	Lower the number of test sessions in the testing center, but maintain it as a service to the community.	Check with areas of the college to see their availability to assist with proctoring.	
3,7	4. Increase New Century Scholars awareness of transfer requirements needed.	Student understanding of what is required to transfer and keep their NCS eligibility.	Send letters to NCS students with requirement information. Send email to advisors who advise in these programs.	
3	5. Learn the testing factors associated with the	Familiar with the new Colleague	Attend training sessions when available.	

	conversion to Colleague.	System.	
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Criteria Results for 2006-07 Outcomes Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.
1. Attended workshops and utilized material available to learn the new platform system	Obtained information necessary to change over, will be able to continuing testing service from College Board with no interruption of testing service.
2. Communication is improved. All test administrations are reported upon completion.	This awareness enables students score reports to be downloaded in a more time efficient manor.
3. Long distant proctoring for outside students decreased significantly.	The staff from the Learning Resource Center is now the contact for any student needing long distant test proctoring.
4. Sent letters to all New Century Scholars Students with transfer requirements stated.	
5. Test scores are being entered into Colleague. Becoming more familiar with Testing Summary Page.	Students test scores are now available for access.

College Goals	2007-2008 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
3	1. Continue learning about Accuplacer's New Platform and its capabilities.	<ul style="list-style-type: none"> Implement new changes and become more familiar with them. 	<ul style="list-style-type: none"> Review training CD and participate in electronic discussion group email to learn more about the updates and modifications to the system.
3, 7	2. Teach all testing proctors the new administration duties of the Accuplacer Test.	<ul style="list-style-type: none"> Ensure the change to the new platform is consistent with all proctors and that they can easily switch over and continue to test students. 	<ul style="list-style-type: none"> Meet with each proctor one-on-one for training. Provide a handout they can use.
3	3. Increase knowledge on student records in Colleague.	<ul style="list-style-type: none"> Increase knowledge on how to find student information. 	<ul style="list-style-type: none"> Attend training sessions when available. Practice locating information in different menus.
3	4. Automatic score uploading for the Accuplacer test.	<ul style="list-style-type: none"> Coordinate with IT department for uploading of student test scores. 	<ul style="list-style-type: none"> Meet with the IT staff. Become familiar with the process of uploading scores.

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:		Melody Lawrence, Director	Curriculum/Department:	Financial Aid
Purpose/Mission Statement		Vision Statement, 3-5 years		
To identify, recruit, enroll and retain students through effective student-centered programs and services. (Student Services Dept.)		To create and sustain an enrollment process that is driven by service to students and is focused on achieving enrollment goals through the planning and implementation of effective strategies for marketing, recruiting, enrolling and retaining students. (Student Services Dept.)		
Departmental Strengths		Departmental Weaknesses		
<ul style="list-style-type: none"> • Well trained and experienced staff. • Staff extremely hard working and dedicated to serving students. 		<ul style="list-style-type: none"> • Access to private scholarships and grants limited. • Department is understaffed, so time for administrative activities to assure compliance is extremely limited. Overtime may lead to burnout. 		
Departmental Opportunities		Departmental Threats		
<ul style="list-style-type: none"> • Access to all federal and state financial aid resources. • Good support from CFNC/NCSEAA. 		<ul style="list-style-type: none"> • Changes in the federal aid programs could have negative consequences for students. • Addition of new federal and state aid programs bring increased challenges to effectively administer and manage. 		
College Goals	2006-2007 Department Outcomes/Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)	
3	1. Implement conversion to Colleague software.	<ul style="list-style-type: none"> • System is set up and processing 2007-08 financial aid by Spring 2007. • New workflows have been designed and implemented. 	<ul style="list-style-type: none"> a. Attend all training and participate in all system tests and conversions. b. Customize setup to meet local requirements. 	
3,7	2. Work with SCC Webmaster to update FA section of web site.	<ul style="list-style-type: none"> • Site has been updated and simplified. • Site is more student-friendly. 	<ul style="list-style-type: none"> c. Develop a plan with the Webmaster for updating site. d. Make majority of FA forms available on-line. 	

Criteria Results for 2006-07 Outcomes Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.
1. Conversion to Colleague successfully implemented. FA applications processed, students verified and awarded, aid disbursed to students. Some reporting functions not yet learned.	FAO is able to process student financial aid, including interfaces with the Dept of Ed and the SCC Business Office.
2. Scholarship information and forms links kept up to date on web site, but overall site layout not updated.	Students are able to use web site to find information, but it could be easier to use.

College Goals	2007-2008 Department Outcomes/Goals	Success Criteria <small>(e.g. outcomes, enrollment increases)</small>	Plan of Action <small>(including resources needed)</small>
3,7	1. Work with SCC Webmaster to update FA section of web site.	<ul style="list-style-type: none"> • Site has been updated and simplified. • Site is more student-friendly. 	<ul style="list-style-type: none"> • Develop a plan with the Webmaster for updating site. • Make majority of FA forms available on-line.
3	2. Transition VA services out of FA Office.	<ul style="list-style-type: none"> • VA function resides elsewhere. 	<ul style="list-style-type: none"> • Provide training and materials to another office.
3	3. Document current processes and policies.	<ul style="list-style-type: none"> • Required sections of P&P manual are complete. • Colleague processes are documented in a working format. 	<ul style="list-style-type: none"> • Review departmental calendar and schedule weeks needed to write manual. • Assign to staff member.
3	4. Develop tracking data to measure volume and trends in FA applicants.	<ul style="list-style-type: none"> • Able to answer questions about application data and make predictions. 	<ul style="list-style-type: none"> • Develop list of items to measure and meet with IT to write queries, reports.
3	5. Achieve efficiencies in office through effective system utilization, appropriate organization of job duties, cross training, etc.	<ul style="list-style-type: none"> • Processing is quicker, students receive products earlier, work loads are more balanced, staff is working less overtime. 	<ul style="list-style-type: none"> • Visit well-run FA offices. • Set up office calendar to track deadlines.

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:		Christy Deaver, Registrar	Curriculum/Department:	Registrar's Office
Purpose/Mission Statement			Vision Statement, 3-5 years	
To identify, recruit, enroll and retain students through effective student-centered programs and services. (Student Services Dept.)			To create and sustain an enrollment process that is driven by service to students and is focused on achieving enrollment goals through the planning and implementation of effective strategies for marketing, recruiting, enrolling and retaining students. (Student Services Dept.)	
Departmental Strengths			Departmental Weaknesses	
<ul style="list-style-type: none"> • Well organized with well-trained staff • Good working relationship with the faculty and staff • Paper student records secured in a fire-proof cabinet 			<ul style="list-style-type: none"> • Imaging process inadequate for needs • Staffing inadequate for efficiency 	
Departmental Opportunities			Departmental Threats	
<ul style="list-style-type: none"> • New student information system will provide greater flexibility in record-keeping, registration and report production. 			<ul style="list-style-type: none"> • New student information system training and implementation will be time consuming and reduce the department's overall efficiency in the initial stages. 	
College Goals	2006-2007 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)	
3	1. Continued preparations for transition to new student information system.	<ul style="list-style-type: none"> • Attended trainings that made our office more proficient in the new student records software. 	<ul style="list-style-type: none"> • Attended workshops on Colleague system • Served coordinator for transition • Continued to work with the IT coordinator 	
3	2. Continued to redesign forms used by the Registrar's Office to be consistent with the new student information system.	<ul style="list-style-type: none"> • Have more appropriate forms to match the new software system 	<ul style="list-style-type: none"> • Developed forms that were essential and eliminated where necessary • Worked with faculty and staff to improve processing 	
3	3. Continued to work with IT in identifying new imaging software for implementation.	<ul style="list-style-type: none"> • Continue to identify new imaging software to implement 	<ul style="list-style-type: none"> • Identify the best software for the price • Acquire and implement the software 	
3	4. Continued to improve the security of the paper records.	<ul style="list-style-type: none"> • Purchased new fire-proof cabinet 	<ul style="list-style-type: none"> • Purchase additional fireproof cabinet 	

Criteria Results Be sure to utilize most current data available		End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.	
Training on registration processes in new Colleague system for faculty/staff		More faculty and staff are aware of and trained to use the new Colleague software	
Better design of office forms to match new software system		This has helped meet the needs of faculty, staff and students	
College Goals	2007-2008 Department Outcomes/Goals	Success Criteria <small>(e.g. outcomes, enrollment increases)</small>	Plan of Action <small>(including resources needed)</small>
3	1. Continue to streamline processes with Colleague.	<ul style="list-style-type: none"> Continue to gain knowledge on the system. 	<ul style="list-style-type: none"> Continue to attend trainings and workshops related to Colleague Continue to work closely with IT to put better procedures in place for reporting
3	2. Continue to work with IT in identifying new imaging software for implementation	<ul style="list-style-type: none"> Identify, acquire and implement software 	<ul style="list-style-type: none"> Identify best software for the price Streamline the process of imaging
3	3. Continue to train faculty on new software and better processes for obtaining student information.	<ul style="list-style-type: none"> Faculty have a better understanding of the software and its capabilities 	<ul style="list-style-type: none"> Continued workshops for faculty Be readily available for in-office training for new faculty