

Operational Outcomes Report - 4 Column

Great Basin College

Operational (Student Services) - Admissions and Records

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The mission of the Admissions and Records is to provide a caring, supportive, and professional atmosphere to enhance student confidence and academic success. This is accomplished by providing detail-oriented guidance to students (and faculty) throughout their educational process, from application and registration through graduation.

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
<p>Operational (Student Services) - Admissions and Records - Students' seamless experience at GBC - Students should have a seamless experience throughout their time at GBC, from admission to graduation.</p> <p>Assessment Years: 2011-2012</p> <p>Start Date: 07/25/2012</p> <p>Outcome Status: Active</p>	<p>Assessment Measure: The A & R calendar will document the schedule for every query, process, and batch job done on a daily, weekly, monthly, and other regular basis.</p> <p>Assessment Measure Category: Internal Tracking</p> <p>Criterion: 100% of the scheduled processes in Admissions and Records are listed on the calendar.</p>	<p>03/08/2013 - The A & R calendar is now 100% complete and has been shared with other offices. The A & R processing dates are now coordinated with student financials, SYSOPS, and reporting.</p> <p>Criterion Met: Yes</p> <p>Reporting Period: 2012-2013</p>	
		<p>07/25/2012 - The calendar is approximately 25% completed.</p> <p>Criterion Met: No</p> <p>Reporting Period: 2011-2012</p>	<p>07/25/2012 - We will continue to work on the calendar and will review it at 12 months and 24 months when it should be completed.</p> <hr/> <p>07/25/2012 - Viewing the first steps we have made on these tasks, it is clear that there are many gaps and that all of these tools that we hope to use in our office need to be great expanded upon. The process is just beginning. Over the next 12 months I anticipate that we will be able to create increasingly thorough documents that will be of enormous help to staff within our office and beyond, which will in turn greatly enhance the students' experiences at GBC.</p>

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
	<p>Assessment Measure: The A & R handbook will have current and comprehensive instructions for all necessary processes in the office.</p> <p>Assessment Measure Category: Internal Tracking</p> <p>Criterion: 100% of all office processes are fully documented in the handbook.</p>	<p>03/08/2013 - The Draft A & R Handbook is complete and now being reviewed by the center directors. Estimated completion date is June 30, 2013.</p> <p>Criterion Met: No</p> <p>Reporting Period: 2012-2013</p>	
		<p>07/27/2012 - Documentation of processes and specific procedures is about 25% completed.</p> <p>Criterion Met: No</p> <p>Reporting Period: 2011-2012</p>	<p>07/27/2012 - We will have a rough draft of the documents by September 2012 and then will review them in 12 months, 24 months, and 36 months to make sure they contain all the necessary information. We can have staff, both within Admissions & Records, and elsewhere (such as at the Centers), evaluate the materials to assure no necessary components are absent. The handbooks could also be tested by new employees to assure they are complete and easy to follow. Viewing the first steps we have made on these tasks, it is clear that there are many gaps and that all of these tools that we hope to use in our office need to be great expanded upon. The process is just beginning. Over the next 12 months I anticipate that we will be able to create increasingly thorough documents that will be of enormous help to staff within our office and beyond, which will in turn greatly enhance the students' experiences at GBC.</p>

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	<p>Assessment Measure: Create a list of tasks performed by each position in the office, including a back-up person for each task to assure that there is consistent cross-training for all procedures.</p> <p>Assessment Measure Category: Internal Tracking</p> <p>Criterion: 100% of the staff know where to find the documentation and who is trained and cross-trained on each task.</p>	<p>03/08/2013 - This is now 60% complete. Estimated completion date is August, 2013.</p> <p>Criterion Met: No</p> <p>Reporting Period: 2012-2013</p>	
	<p>Assessment Measure: 100% of the staff know where to find the documentation and who is trained and cross-trained on each task.</p>	<p>07/27/2012 - The position task list is about 50% complete.</p> <p>Criterion Met: No</p> <p>Reporting Period: 2011-2012</p>	<p>07/27/2012 - We will have a rough draft of the documents by September 2012 and then will review them in 12 months, 24 months, and 36 months to make sure they contain all the necessary information. Over the next 12 months I anticipate that we will be able to create increasingly thorough documents that will be of enormous help to staff within our office and beyond, which will in turn greatly enhance the students' experiences at GBC.</p>
	<p>Assessment Measure: Create a list of processes and determine eligibility for automation. Automate those for which it is appropriate.</p> <p>Assessment Measure Category: Internal Tracking</p> <p>Criterion: 100% of those processes that can be automated or supported by automated processes are fully functioning.</p>	<p>07/27/2012 - Approximately 10% of the processes have automated sub-processes in place. Not all have been evaluated for automation.</p> <p>Criterion Met: No</p> <p>Reporting Period: 2011-2012</p>	<p>07/27/2012 - We will have a rough draft of the documents by September 2012 and then will review them in 12 months, 24 months, and 36 months to make sure they contain all the necessary information. We can have staff, both within Admissions & Records, and SIS Operations provide input and evaluate the automation processes.</p>
	<p>Assessment Measure: Internal A & R handbook will have current and comprehensive instructions with detail for all processes in the office.</p> <p>Assessment Measure Category:</p>	<p>03/08/2013 - This is now 40% complete with an expected completion date of June, 2014.</p> <p>Criterion Met: No</p> <p>Reporting Period:</p>	

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	<p>Internal Tracking</p> <p>Criterion: 100% of all office processes are fully documented in the handbook.</p>	<p>2012-2013</p>	
	<p>Assessment Measure: Student satisfaction with admissions, registration, and graduation processes.</p> <p>Assessment Measure Category: Survey</p> <p>Criterion: Students are satisfied with the various services that Admissions and Records provides.</p>	<p>04/01/2013 - The fall 2012, student satisfaction survey results indicate that: 1) No. 71 "Online registration is convenient" -- students reported this to be a strength (both important to students and very satisfied with) for GBC overall and for students in internet classes, Elko, Ely, Winnemucca, and Pahrump, while students at other locations did not rate it as important; 2) No. 5 "The personnel involved in registration are helpful" -- is a strength (both important and satisfactory) for students in Ely, in primarily internet classes, and in other locations. None of the other students reported this to be important to them; 3) No. 35 "Policies and procedures regarding registration and course selection are clear and well-publicized" -- overall, GBC students and students in internet classes rated this as a strength (both important and satisfactory) while others did not rate it as important; 4) No. 43 "Class change (drop/add) policies are reasonable" -- overall, GBC students and those in Pahrump and at other locations rated this as a strength while students elsewhere did not find it to be important; 5) No. 41 "Admissions staff are knowledgeable" is rated as a strength for GBC students overall and for those in internet classes while it's not rated as important for other students. Other statements were not found to be considered important, such as No. 49 "Admissions counselors respond to prospective students' unique needs and requests" and No. 56 "The business office is open during hours which are convenient for most students." One statement rated as a challenge for students overall, in Ely, Pahrump, Winnemucca, and at other locations is No. 63 "I seldom get the 'run-around' when seeking information on this campus." Students in Elko and in primarily</p>	

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		internet classes did not rate that as important. Criterion Met: Yes Reporting Period: 2012-2013	
Operational (Student Services) - Admissions and Records - Degree Audits - Degree Audits and What If scenarios accurately reflect a student's academic record and are easily and fully run and interpreted by both advisors and students. Assessment Years: 2012-2013	Assessment Measure: Transfer courses and credits are articulated and entered into the system so they are fully available for student and advisor use. Assessment Measure Category: Internal Tracking Criterion: Within 4 - 6 weeks of receipt	03/08/2013 - We are not meeting this goal. Will check electronic log for incoming and completion dates to track length of time. Criterion Met: No Reporting Period: 2012-2013	
Start Date: 03/08/2013 Outcome Status: Active	Assessment Measure: Student satisfaciton survey results. Assessment Measure Category: Survey Criterion: Student satisfaction with accessibility to and accuracy of information about program requirements.	04/01/2013 - The fall 2012, student satisfaction survey results indicate that students rate No. 66 "Program requirements are clear and reasonable" with mixed results. It's rated as a strength (both important and satisfactory) for GBC students overall, students in Ely, Pahrump at at other locations. It's rated as a challenge (both important and unsatisfactory) for students in Winnemucca and it's relatively not important to students in Elko and in primarily internet classes. Criterion Met: N/A Reporting Period: 2012-2013	