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: Provide accurate, student-related data and efficient processes to students and staff.

Outcome: Efficiency and Effectiveness
SISOPs services are efficient and effective in ensuring accurate, student-related data and processes.

Assessment Year: 2012-2013
Start Date: 10/03/2012
Outcome Status: Active

<table>
<thead>
<tr>
<th>Means of Assessment</th>
<th>Assessment Measure</th>
<th>Criterion</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests for support and services are met in a timely and reasonable manner and are tracked from submission to completion.</td>
<td>75% of the requests for support/service are met within the priority time-line.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Assessment Measure Category: Internal Tracking

<table>
<thead>
<tr>
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<tr>
<td>Student and employee satisfaction surveys that ask about their satisfaction with the systems supporting student-related processes.</td>
<td>Students and employees are satisfied with the systems and the processes that support student education at GBC.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Assessment Measure Category: Survey

Related Items

NWCCU - Core Themes
* 2.1 Build Bridges - Facilitate seamless transfer of students between high school, community college, and universities
* 3.3 Serve Rural Nevada - Provide needed services to students at all GBC sites

VP - Student Services
* 2012-2017 Priority 1: Increase the number of student recruitments, increase the number of applications for admission, increase the numbers of those that enroll, and increase the number of graduates.
* 2012-2017 Priority 2: Continue to support Student Services operations for students enrolling on-line and for students enrolling in on-line courses and at all GBC Centers.

Outcome: Technical Efficiency Initiatives
Initiatives bringing technical efficiencies to GBC will be explored, vendors researched and costs analyzed so that administration and colleagues within Student Services can evaluate them for implementation.

Assessment Year: 2012-2013
Start Date: 08/25/2012
Outcome Status: Active

<table>
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</tr>
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<tbody>
<tr>
<td>The number of technical efficiency initiatives that are implemented per year as a result of research, exploration, and discussion.</td>
<td>At least one out of three to five fully researched initiatives are implemented per year.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Assessment Measure Category: Internal Tracking
NWCCU - Core Themes
* 3.3 Serve Rural Nevada - Provide needed services to students at all GBC sites

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