



**GARDEN CITY**  
COMMUNITY COLLEGE

**NON-ACADEMIC  
DEPARTMENTAL REVIEW**

July 2022

***Records/Registration Department***  
**(Registrar's Office)**



**GARDEN CITY**  
COMMUNITY COLLEGE

## **Non-Academic Departmental Review Self-Study**

**Department:** Registrar's Office

**Department Head:** Nancy Unruh, Registrar

**Submitted by:** Nancy Unruh

**Submission Date:** July 2022

### ***INSTRUCTIONS:***

*Complete this form using department documentation and your own observations. This self-study is designed to be a narrative document and all responses to questions should be supported by rationale, explanation and or specific documentation.*

**All documentation provided for the Non-Academic Departmental Review Self-Study should include the previous five years, beginning with the 2017-2018 academic year.**

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## 1: Non-Academic Departmental Review Participants

List the names of **your department personnel** who contributed to the writing of this report and their position/association within your department.

Name	Association/Dept Role
Nancy Unruh	Registrar
Donna Boese	Assistant Registrar
Louise Lurtz	Records Assistant
Ruby Solorzano	Financial Aid/Records Office Assistant

## 2: Departmental Profile

### A. Mission/Purpose

1. What is the mission of the department and how does it align with the institutional mission and other strategic priorities?

The Records/Registration Department (Registrar's Office), through a commitment to equal partnership with instruction and other student service areas, provides continuous exemplary service to students, staff, and administration, while upholding and maintaining the college's policies and procedures. The Records/Registration Department (Registrar's Office) is committed to the protection and integrity of the student academic record.

The Registration/Records Department (Registrar's Office) is dedicated to the College's mission of "producing positive contributors to the economic and social well-being of society." We strive to provide exceptional service and academic information to our constituents (i.e., prospective/current/former students, faculty and staff members, and community members).

The four pillars, listed below, of the GCCC Strategic Plan represent basic requirements for institutional and academic excellence.

1. Student Success
2. Institutional Partnerships
3. Human, Physical, and Financial Resources
4. Sustainable Infrastructure

Examples of collaborative efforts are listed below.

- Assisted with electronic enrollment (Self-Service) implementation of and training for students and advisors.
- Served as chair and co-chair for Retention Committee.
- Promoted awareness and participation in Reverse Transfer process and degree completion.
- Maintain a professional relationship with office staff members, as well as other constituents (i.e., current/former students, faculty members, and staff members).
- Assist students with their academic records as they progress towards their educational goals.
- Participate in and assist with the registration process through Self-Service.
- Serve as a resource for academic regulations, policies, and procedures.
- Provide information related to academic records to students, faculty, staff, and advisors.

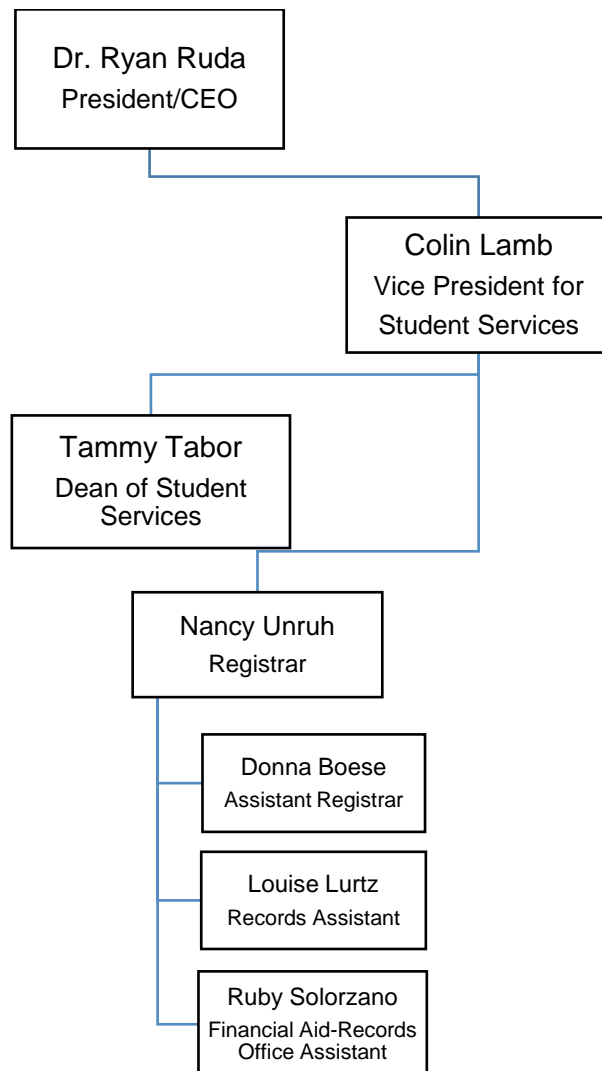
## B. Human Resources

*Combine all Sub-units for analysis.*

1. How does the department assure that all personnel are qualified for their position?

With the assistance of the Human Resources Office, the College assures that all personnel are qualified for the position first before the interview process. Selection for a position within the department is made based upon those individuals who can adhere to the requirements for each position. Training and resources are provided to each new employee for each specific position, as well as for an overall knowledge base for the Registrar's Office. Ongoing training and evaluation are completed on a regular basis.

2. Include an organizational chart with names and titles.



3. List departmental, divisional, College, professional, or community committee or board activities and leadership roles, if applicable, of each full-time employee for the past **five** years.

**Nancy Unruh**

- Garden City Community College (GCCC)
  - Academic Calendar Committee
  - Core Curriculum Committee
  - Curriculum & Instruction Committee
  - Enrollment Retention Committee
  - SEM Core Committee
  - CampusWorks SEM Core Team (and Point of Contact)
  - Refund Appeals Committee
  - Residency Appeals Committee
  - EAB Navigate Implementation Team
  - Datacore Group
  - IPEDS Keyholder
  - 2021-22 GCCC Leadership Class
- GCCC Endowment Phonathon and Auction
- Broncbuster Athletic Association
  - Assist with ticket gates (football and basketball)
- High School Alumni Association
  - Serve on Scholarship Committee
- Involved with local church

**Donna Boese**

- Board of Trustees, MidAmerican Nazarene University
- Involved with local church
- 2022-23 GCCC Leadership Class

4. List names and anticipated dates of retirement (month, year) within the next five years.

NAME	MONTH	YEAR

5. How are the results of employee evaluations used in identifying professional development needs?

Employee evaluations provide for annual two-way communication with the supervisor and employee. While our department has ongoing dialog about necessary or desired training, the evaluation provides for a time to discuss long-range planning and professional development needs.

Each staff member completes a self-evaluation, and the supervisor completes an evaluation on each staff member. The supervisor then meets with each staff member individually, and they both discuss accomplishments, improvements, performance, and goals.

6. What department-specific professional development opportunities are offered/provided by the department?

Staff members of the Records/Registration Department (Registrar's Office) attend state and national professional organization meetings, workshops, and conferences. Attendance and participation are important to keep up to date with regulations, best practices, technology, and changes, as well as to have the opportunity to network with other colleagues within the profession.

- Professional Organizations (memberships):
  - **KACRAO** (Kansas Association of Collegiate Registrars and Admissions Officers)
    - A voluntary and non-profit professional educational association of more than 400 higher education administrators who represent nearly 80 institutions and agencies in the State of Kansas.
    - Affiliated with the American Association of Collegiate Registrars and Admissions Officers (AACRAO).
    - Contributes to the advancement of higher education to its fullest and broadest aspects by promoting the professional development of its members and the use of high standards of professional ethics.
    - Fosters a spirit of unity, cooperation, and an exchange of ideas through meetings, workshops, and publications; and fosters relationships with AACRAO and other professional associations whose objectives and purposes are consistent with those of the Association.
  - **AACRAO** (American Association of Collegiate Registrars and Admissions Officers)
    - A non-profit, voluntary, professional association of more than 11,000 higher education professionals who represent approximately 2,600 institutions in more than 40 countries.
    - Its mission is to provide professional development, guidelines, and voluntary standards to be used by higher education officials regarding the best practices in records management, admissions, enrollment management, administrative information technology, and student services.
    - Represents institutions in every part of the higher education community, from large public institutions to small, private liberal arts colleges.
    - Promotes the well-being and advancement of professionals in the higher education community by engaging members in the collaborative pursuit of excellence in admissions, registration, and enrollment services.
    - Provides relevant programs, professional development tools, and information resources necessary to chart the course for professional success.

Ongoing staff training occurs as needed within the office with various software (i.e., Colleague/Datatel, Perceptive Content (imaging), reporting writing, and Microsoft products). Staff members complete the required annual employee online training through ALICE emergency and SafeColleges (FERPA, Bloodborne Pathogens, Discrimination, and Sexual Harassment), as well as attend in-service sessions offered on campus.

7. Show evidence that employees have continued their professional development by attaching a list of current full-time employees who participated in professional development activities during the past **five** years, and those activities.

**Nancy Unruh**

- Kansas Board of Regents (KBOR)
  - Attend data conferences (virtual)
  - Participate in various webinars for Kansas Higher Educational Data System (KHEDS) and Kansas Promise Act
- Veterans Affairs (VA)
  - Compliance webinars and trainings
- Kansas Association of Collegiate Registrars and Admissions Officers (KACRAO)
  - Attend annual conferences
  - Attend or participate in professional development workshops or webinars offered
- American Association of Collegiate Registrars and Admissions Officers (AACRAO)
  - Attend annual conferences
  - Participate in professional development webinars offered
- National Student Clearinghouse (NSC)
  - Participate in professional development webinars offered

- On-campus Professional Development
  - Using the Phish Alert Button - Basic Use
  - 2022 Kevin Mitnick Security Awareness Training
  - ALICE trainings and refresher course (Navigate 360)
  - Safe College Trainings (Vector Solutions)
    - FERPA: Confidentiality of Records: Full Course – 2/15/2022, 9/30/2020, 8/11/2020
    - Discrimination Awareness in the Workplace: Full Course – 11/28/2019
    - Title IX: Roles of Employees: Full Course – 9/23/2020, 11/29/2019
    - Sexual Harassment: Staff-to-Staff: Full Course – 11/29/2019
    - Bloodborne Pathogen Exposure Prevention: Full Course – 10/4/2021, 10/21/2020
    - Student Engagement Tracking in the GCCC Mobile App: Custom – 7/27/2021

### **Donna Boese**

- Veterans Affairs (VA) - trainings
  - VRRAP Registration Process & Enrollment Certifications Conference Training (webinar)
  - Institutions of Higher Learning Programs
  - VA Once Remarks (we report certifications for VA through VA Once)
  - Advanced Certifying Official (SCO) Conference Training
  - Several SCO trainings with ELR (Education Liaison Representative)
- Kansas Association of Collegiate Registrars & Admissions Officers (KACRAO)
  - Attend annual conference
  - Attend or participate in professional development workshops or webinars offered
- National Student Clearinghouse (NSC)
  - Participate in professional development webinars offered
- On-campus Professional Development
  - 2022 Kevin Mitnick Security Awareness Training - April 25, 2022
  - Using the Phish Alert Button - Basic Use - May 2, 2022
  - Safe College Trainings (Vector Solutions)
    - FERPA: Confidentiality of Records: Full Course – 2/1/2022, 9/22/2020
    - Discrimination Awareness in the Workplace: Full Course – 11/14/2019
    - Title IX: Roles of Employees: Full Course – 10/31/2019, 9/22/2020
    - Sexual Harassment: Staff-to-Staff: Full Course – 10/31/2019
    - Bloodborne Pathogen Exposure Prevention: Full Course – 10/8/2021, 10/13/2020
    - Student Engagement Tracking in the GCCC Mobile App: Custom – 7/28/2021
  - Alice Training - November 11, 2016
  - Alice Training (refresher) February 2022
  - Departmental training with FERPA, Colleague/Datatel, practices, and procedures

### **Louise Lurtz**

- On-campus Professional Development
  - Using the Phish Alert Button - Basic Use
  - Safe College Trainings (Vector Solutions)
    - FERPA: Confidentiality of Records: Full Course – 2/1/2022, 9/30/2020
    - Title IX: Roles of Employees: Full Course – 9/30/2020
    - Bloodborne Pathogen Exposure Prevention: Full Course – 10/31/2021, 11/10/2020
  - Departmental training with FERPA, Colleague/Datatel, practices, and procedures

### **Ruby Solorzano**

- On-campus Professional Development
  - Safe College Trainings (Vector Solutions)
    - FERPA: Confidentiality of Records: Full Course – 3/28/2022
    - Bloodborne Pathogen Exposure Prevention: Full Course – 3/28/2022
    - Sexual Harassment: Staff-to-Staff: Full Course – 3/28/2022
    - Title IX: Roles of Employees: Full Course – 3/28/2022
    - Discrimination Awareness in the Workplace: Full Course – 3/28/2022
  - ALICE trainings
  - Departmental training with FERPA, Colleague/Datatel, practices, and procedures
- Kansas Board of Regents – participated in webinars for:
  - Promise Act 2.0 -What Has Changed?
  - Promise Act 2.0 How Do I Process Summer Applications?
  - Kansas Promise Data Collection
  - Promise Act Trailer Bill Briefing
  - Promise Act 2.0 – Promise Act SFA Data Submission Overview



## C. Description of the Department and the Customers/Clients Served

1. What are the key functions, processes and services provided by the department? Include production level data such as students/customers served, transactions processed, etc. Explain any compliance duties or responsibilities.

The Records/Registration Department (hereinafter referred to as Registrar's Office) has several distinct functions that are not encapsulated by the current department title. The Registrar's Office is comprised of several specific units with different functional roles. These units are:

- A. Registration
  - a. Online management
  - b. Assistance to students, faculty, and advisors (faculty/staff)
  - c. Process schedule changes (adds/drops) after refund dates
- B. Academic Records
  - a. Transcripts
  - b. Academic programs
  - c. Petitions (residency, grades, academic renewal)
  - d. Document management
  - e. Confidentiality of student academic records
- C. Residency
- D. Academic Catalog
- E. Academic Calendar
- F. Academic and Registration Dates
- G. Curriculum Management
  - a. New course setup
  - b. Course schedule revisions
- H. Degree Audit (maintenance and updates)
- I. Graduation
  - a. Degree and Certificate Program Evaluations
  - b. Graduation Substitutions
  - c. Degree and Certificate Deficiencies
  - d. Posting of credentials to academic records
- J. Verify and Certify Eligibility (Veterans Affairs and athletic)
- K. Course Roster Certification (Census)
- L. Faculty and Instructional Support
- M. Student Data and Follow-up
- N. Management of Information System (Colleague/Datatel) within department
  - a. Test new upgrades to existing technologies
  - b. Identify and report problems with SIS
  - c. Ensure functionality of system from staff, faculty, and student user perspectives
- O. Academic Probations, Dismissals, and Renewals
- P. Commencement Ceremony
- Q. Record Retention – adhere to the retention schedule and standards as recommended by AACRAO
- R. Document Imaging - prepare and scan academic record documents for retention
- S. FERPA (Family Educational Rights and Privacy Act)
- T. Veterans Affairs (VA) – serve as Student Certifying Official (SCO) and VA Representative
- U. Transcripts (incoming and outgoing)
  - a. Evaluate external transcripts (coursework) and external credit sources (AP/CLEP exams, and Prior Learning Credit)
  - b. Post evaluated credit to student academic records (external coursework, AP/CLEP exams, Prior Learning Credit, and Credit by Exam)
- V. National Student Clearinghouse
  - a. Enrollment Verification submissions
  - b. Degree Verification submissions

2. What impact do those services have on students and other key stakeholders? What are the department's enhancements to the institution?

The Registrar's Office supports "everyone" and enhances the institution in that it strives to uphold the academic integrity of GCCC. Adhering to academic integrity is vitally important to all of us, but a big responsibility of the Registrar's Office is to be the enforcer of policy.

The Registrar's Office provides services to our students, faculty, and staff members with various types of services, from information and transcript requests to serving as a resource for regulations, policies, and procedures, as well as assisting with Self-Service processes and/or how to do a task or where to find information needed.

Document, document, and document! The ongoing task of maintaining student records can become a challenge if appropriate documentation is not available. Name changes, grade changes, and major/program changes are just a few items that we need documentation to maintain a student record.

3. Discuss how the department utilizes appropriate technology to provide services to its stakeholders.

- Self-Service
  - Use to search for course sections.
  - Promote usage of application to students, faculty, and staff members.
  - Provide on-demand short training sessions to students, faculty, and staff members.
- National Student Clearinghouse
  - Promote usage to request electronic transcript delivery.
- BusterBiz app and GCCC website
  - Use for online lookup of various items.
  - Review email messages.
  - Promote usage of for online access of various items, including Bustermail.

4. Describe any existing continuous improvement activities.

- Self-Service
  - Maintenance of degree audit and curriculum tracks (4-semester plans)
- Research new ways to communicate to current and former students.
- Research additional training and/or professional development opportunities for current staff members.

5. Provide any other relevant information needed for a complete understanding of your department.

The Registrar's Office currently resides in the Student and Community Services Center (SCSC). During regular office hours, students, faculty, and staff members are served on a walk-in basis in the office area, by appointment (if requested or for resolution of specific issues), by telephone, by voicemail, and by email provided on the College website. A recent option, Ocelot Chatbot, has been implemented, which is where Billy Buster is available on our website to answer general questions and relays specific questions related to the Registrar's Office.

During the Fall and Spring semesters, and along with other Student Services offices, the Registrar's Office is open 8:00 AM – 4:30 PM, Monday thru Thursday and 8:00 AM – 4:00 PM on Friday. During the Summer term, the offices are open 8:00 AM – 4:00 PM, Monday thru Thursday and 8:00 AM – 12:00 PM on Friday. At the beginning of each Fall and Spring semester, we provide extended hours prior to and during the first week of the semester.

Since technology is constantly changing, we need to continue to take advantage of trainings, webinars, etc. Because of this, we need to research and potentially implement new and different ways to improve our policies and procedures to meet the needs of our students and uphold academic policy and integrity. With changes over the past few years (i.e., cancelled conferences, travel restrictions, etc.), we continued to take advantage of training opportunities through webinars, zoom sessions, and virtual conferences. This change has provided a new way to obtain training; however, in-person options have its networking advantages.

### 3: Departmental Resources

1. Describe the overall adequacy of resources (human, technological, capital, facilities, and fiscal) available to the department for providing effective service delivery and achieving outcomes. If additional resources are needed, please provide data, and describe how those resources would improve services.

*Include documentation if requesting additional resources.*

The Registrar's Office is currently in a state of transition. Along with the Student Services division, a proposal was submitted to President's Cabinet (during the 2019-2020 academic year) to add a new position for a Records Assistant position. The proposal also included realignment of existing positions for the Registrar and Assistant Registrar. The plan was submitted to support GCCC in achieving its goals for improving support for students, faculty members, and staff members by providing extended services within the areas of retention, student planning, advising, transfer course evaluations, and degree evaluations. The Registrar's Office was lacking in resources to provide additional assistance for student planning (through Self Service), the available time to research specific transfer course evaluations, as well as to complete degree evaluations in a timely manner. Goals and benefits of this proposal were also outlined in the proposal.

In early 2020, the proposal was approved. Then the pandemic struck, and we started working remotely (from mid-March to early July). Next, we faced adjustments post-pandemic. Along with many others, the staff members worked very hard and did an excellent job during and after the pandemic. Adjustments were made with registration and transcript processing, as well as maintaining other academic records.

By late 2020, the decision to hire a full-time Records Assistant was not in the works. The next proposal (and approval) included collaboration with the Financial Aid Office to hire a full-time, shared position. In August 2021, a Financial Aid/Records Office Assistant was hired. This position is shared by the Financial Aid Office and the Registrar's Office. In March 2022, the first person separated from, and the second person was hired for, this position.

With the new position (part-time instead of a full-time position originally planned), we are still in process of realigning duties among staff members within the Registrar's Office.

## 4: Departmental Innovation

1. Does the department engage in extracurricular activities as a service to the students and community (yes or no)?

*If yes, list activities and explain how they benefit the students and/or community (e.g. fliers, internal department documentation)*

Yes, the Registrar's Office supports and engages in campus activities.

- 911 Remember Ceremony
- Sporting events
- Fine Arts events
- TRiO/SSS events
- Red Flag Campaign
- Endowment Phonathon and Auction

2. What innovative ideas have been incorporated into the operation of the department during the last five years? Discuss the results and provide documentation.

- Self-Service (for students, faculty, and staff members): promotion and training of services available.
  - Course Search for Sections
  - Advising, planning, and registration
  - Course Roster
  - Grade Entry
  - Curriculum Tracks (4-semester plans)
  - Degree Audit
- Electronic Transcripts
  - Continued promotion of electronic vs. manual option
- Perceptive Content (imaging/scanning software)
  - Collaborated with Admissions and Advising Office to strengthen student advising sessions
  - Students' external transcripts are now accessible in imaged/scanned form from advisors' computers.
  - This avoids interruption by not having to pull paper files or transcripts.

## 5: Outcomes, Assessment Measures, Targets of Achievement, and Prior Results

1. If data has previously been gathered, list the intended objectives for the department for the past three years and cite the institutional Essential Skills and other Strategic Plan priorities that each objective supports.

N/A

2. Describe the data gathering process and give results.

### **Community College Survey of Student Engagement (CCSSE)**

### **Attachment A**

- Data is gathered from a nationally recognized research center, Community College Survey of Student Engagement (CCSSE). It is a national survey focused on teaching, learning, and retention in community colleges. It is also known as one of the best indicators for determining student level of satisfaction with their engagement to colleges. CCSSE research has shown that the more actively engaged students are, with faculty and staff members, and with other students, and with the subject area being learned, the more likely they are to persist in their college studies and will achieve at high levels.
- The survey has been administered in classes randomly selected by CCSSE to ensure a representative sample, as well as to preserve the integrity of the survey results. This tool assists colleges to identify areas of improvement for our programs and services for students.

### **CCCC Satisfaction Survey – Office of the Registrar**

### **Attachment B**

- This survey was conducted electronically in May 2018 and was sent to students, faculty members, and staff members.
- A total of 114 people responded to the questions.
- Questions included:
  - How often have you interacted with the Registrar's Office in the past year (include any type of contact)?
    - The type of contact was...
      - In person
      - By phone
      - By email
  - Please indicate your association to Garden City Community College
    - Current student
    - Prospective student
    - Faculty
    - Staff
    - Parent of student
    - Alumni
    - Other (please specify)
  - What was the purpose of your visit to the Office of the Registrar?
    - 33 options available to select from
  - In general, how do you prefer to receive information or have your questions answered?
    - In person
    - Phone
    - E-mail
    - Mail
    - Website
    - Other (please specify)
  - Overall, please rate the level of service provided during your recent contact.
    - Excellent
    - Very good
    - Average
    - Poor
    - Very poor

- How well did the staff member understand your questions and concerns?
  - Extremely well
  - Very well
  - Somewhat well
  - Not very well
  - Not at all
- How much time did the staff member take to address your questions and concerns?
  - Much less time than expected
  - Less time than expected
  - About what I expected
  - Much longer than expected
  - I did not receive a response
- How satisfied were you with the staff member's attention to detail and thoroughness?
  - Very satisfied
  - Satisfied
  - Somewhat satisfied
  - Dissatisfied
  - Very dissatisfied
- How satisfied were you with the professionalism displayed?
  - Very satisfied
  - Satisfied
  - Somewhat satisfied
  - Dissatisfied
  - Very dissatisfied
- Please indicate the staff member who assisted you during the most recent contact, if known.
- Please take a moment to include any comments, questions, or concerns you may have.

3. Analyze the data by comparing the actual results to the targeted levels of achievement and document what was learned.

**Community College Survey of Student Engagement (CCSSE)**

**Attachment A**

- Student Assessment of Services
  - **Question**
    - Please rate your overall experience with this office or service.
  - **Registrar's/Records Office**
    - Spring 2022
      - 99 students responded this survey question.
      - Over 80% of students rated their overall experience with this office with at least an excellent, good, or average rating.
    - Spring 2021
      - 106 students responded this survey question.
      - Over 85% of students rated their overall experience with this office with at least an excellent, good, or average rating.
  - **Veterans Services**
    - Spring 2022
      - 100 students responded this survey question.
      - 18 of 19 students rated their overall experience with this office with at least an excellent, good, or average rating.
      - The other 81 students who completed this survey did not use this service.
    - Spring 2021
      - 104 responded this survey question.
      - 27 of 27 students rated their overall experience with this office with at least an excellent, good, or average rating.
      - The other 77 students who completed this survey did not use this service.

**GCCC Satisfaction Survey – Office of the Registrar****Attachment B**

- The attachment provides detail of the survey, including data, percentages, and bar graph for each response.
- Regarding the question, “Overall, please rate the level of service provided during your recent contact,” 112 out of 114 persons answered this question (and 2 skipped).
  - Over 83% (94 people) rated the level of service they received as being Excellent / Very good.

<u>Answer Choices</u>	<u>Responses</u>	<u>Percentage</u>
Excellent	53	47.32%
Very good	41	36.61%
Average	12	10.71%
Poor	4	3.57%
Very poor	2	1.79%

4. The department will gather feedback regarding expectations and performance from stakeholders through interviews, surveys, focus groups or other appropriate measures. This feedback shall be considered when selecting performance measures and when continuous improvement plans are developed. Describe what changes have been made in response to these measures.

*Attach copies of any stakeholder survey results for your department.*

5. Use the results to develop a Continuous Improvement Plan for the department, improving efficiencies based on targeted outcomes. Include consideration for resources, processes, data collection, analysis and timelines for monitoring and assessing the results. List intended outcomes for the department that insure alignment with institutional Essential Skills and other strategic priorities.

For each outcome identify at least one method of measurement that will be used to assess progress toward the outcome. Assessment is strengthened when multiple measures are used. An assessment measure should provide meaningful, actionable data that the department can use to assess efficiency and improve processes.

Describe the target level of achievement for each measure. Levels of achievement shall be:

- Specific and measurable.
- Stated in numerical terms.
- Stated in realistic terms.
- Directly related to the outcome.
- Inclusive of all aspects of the outcome.
- Manageable and practical.

To demonstrate efficiency, determine if external or internal benchmarks are available for comparison.

**Non-Academic Annual Assessment****Attachment C**

## 6: Additional Comments

This space is for the department to add any additional comments to help clarify or explain its functions, if applicable.

The functions of the Registrar's Office are shifting, especially within the area of technology.

- Paper vs. Electronic
  - Student registrations
    - Registrar's Office staff vs. Advisors (faculty & staff)
  - Transcript requests
    - In-house vs. Electronic
  - Incoming and outgoing transcripts
  - Record retention
    - Imaged/scanned documents

### Summary of Official Transcripts Processed (In-house vs. Electronic)

In 2016, the Registrar's Office started using an electronic transcript service through the National Student Clearinghouse (NSC or Clearinghouse). We began by offering the online request service in addition to the manual in-house request service.

- **Manual In-house Service**
  - A student requests an official transcript in person through the following steps:
    - Completes a transcript request form.
    - Clears any College financial obligations with the Business Office.
    - Submits appropriate payment (per request) to send transcript.
  - Registrar's Office completes the following steps:
    - Processes the official transcript using Colleague/Datatel.
    - Prints the official transcript on secure transcript paper.
    - Prepares the official transcript for mailing.
    - Sends the official transcript through U.S. mail or FedEx.
  - Total official transcripts (manual in-house)
    - Between 2016 and 2021, manual in-house transcripts have decreased just under 90 percent.

Official Transcripts Processed (manual in-house)							
	2016	2017	2018	2019	2020	2021	2022
January	193	278	263	158	124	22	11
February	139	128	120	100	62	22	5
March	204	144	46	24	51	15	10
April	209	125	129	84	29	19	7
May	257	286	220	147	47	31	61
June	165	180	141	87	76	23	7
July	204	208	174	104	74	23	3
August	240	248	217	137	76	20	
September	107	101	64	92	77	7	
October	114	104	82	79	51	4	
November	109	87	63	58	37	6	
December	79	90	47	73	20	15	
<b>Annual Totals</b>	<b>2020</b>	<b>1979</b>	<b>1566</b>	<b>1143</b>	<b>724</b>	<b>207</b>	<b>104</b>



- **Electronic Service**

- A student requests an official transcript online through the National Student Clearinghouse through the following steps:
  - Selects the option, 'Get My Transcript' on the GCCC website or goes to this link: [www.getmytranscript.com](http://www.getmytranscript.com).
  - Completes the transcript request form online.
  - Submits electronic signature (first time) with the Clearinghouse to authorize permission for the Clearinghouse to secure official transcript from GCCC and send electronically to recipient indicated in request.
  - Submits appropriate payment (per request) to send transcript.
  - Email correspondence from the Clearinghouse is generated and sent to student for the following:
    - Request has been received and is in process.
    - If there are any financial obligations with the College and if the student is required to contact the College.
    - Transcript has been generated and electronically sent.
- Total official transcripts (manual in-house)
  - Between 2016 and 2021, electronic transcripts have increased 72 percent.

<b>Official (Electronic) Transcripts Processed</b>							
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
January	0	274	279	263	268	277	328
February	0	170	146	161	162	183	169
March	0	158	150	171	102	162	118
April	46	146	180	165	159	184	181
May	164	265	305	259	285	262	272
June	183	233	252	221	298	296	305
July	233	258	326	234	253	270	295
August	305	340	365	289	314	319	
September	137	137	146	157	176	184	
October	159	150	154	150	179	158	
November	145	162	150	138	141	170	
December	143	199	154	157	189	147	
<b>Annual Totals</b>	<b>1515</b>	<b>2492</b>	<b>2607</b>	<b>2365</b>	<b>2526</b>	<b>2612</b>	<b>1668</b>

## 7: Executive Summary

### 1. Briefly describe how the department review was conducted:

The Registrar completed the department review. The review was then emailed to the Dean of Student Services and Vice President for Student Services for their review and approval. Lastly, the review was sent to College Council for final approval.

### 2. Describe the MAJOR conclusions regarding the present state of the department:

The Registrar's Office is committed to serving students, faculty, and staff members. All staff members within the office need to be involved in the departmental assessment and review process.

### 3. Briefly describe the goals and objectives of the department:

- Performance Objectives (assessment)
  - Administer an efficient registration and course scheduling process to deliver the College's curriculum in accordance with its policies and regulations.
  - Ensure the College maintains accurate academic personal and enrollment records for its entire student population, both past and present, and provide access to data derived from these records only when appropriate.
- 2022-23 Budget Initiatives
  - Retain online catalog access through CollegeSource annual subscription. **(In Process)**
  - Purchase & implement scanners for each workstation. **(In Process)**
  - Replace printers in offices for Registrar and Assistant Registrar. **(Completed)**
- Completed Goals
  - Begin processing non-credit course registrations for Continuing Education (CE) on a full-time basis.
- Current Goals **(In Process)**
  - Implement electronic certification (census) roster in Self-Service.
  - Update transfer course equivalencies with systemwide transfer database through Kansas Board of Regents (KBOR).
  - Financial Aid/Records Assistant:
    - Assist Dean of Student Services and Assistant Registrar with athletic eligibility.
    - Assist Director of Advising with processing of Cleanup Roster process.
    - Assist Assistant Registrar with distribution and processing of Certification Rosters.
    - Assist with scanning of academic records for Registrar's Office.
- Long-term Goals (2023-2026)
  - Streamline processes (i.e., paperless, electronic signatures, etc.).
  - Determine additional options for professional development (online or in-person) for all staff members.
  - Enhance electronic communication utilizing communications management via Colleague/Datatel.
  - Research option to implement Student Photograph display in Colleague/Datatel.
  - Research academic records (data mining) for potential graduates and notify students of potential option to complete a degree or certificate.
  - Research option to consider auto-graduating students.

#### 4. Comment on the progress on previous Departmental Review Action Plans or Recommendations

*Departments completing the review for the first time will not have these items and need not answer this question.*

N/A

#### 5. Describe the department strengths:

The strength of the Registrar's Office lies in the knowledge, skills, and commitment of the staff. We have nearly 50 years of college experience between us (40 years at GCCC). Individually, and, department staff members are committed to providing a range of services to students, as well as assisting faculty and staff members from other areas. All members are engaged and involved in monitoring office practices and recommending changes and corrective actions as needed.

Other strengths include:

- Good customer service – courteous and helpful.
- Provide support to the campus community (i.e., faculty, staff, students).
- Provide information and service to parents and community members regarding enrollment verifications, registration, records, transcripts, etc.
- Good attitude and sense of humor in the workplace.
- Friendliness of staff.

#### 6. Describe what areas need improvement:

- Training Opportunities
  - Determine specific training needed for each staff member, as well as training for the team.
  - Potential training may include records management, computer, or regulations related to postsecondary education.
- Improve Critical Thinking Skills
  - Evaluate work to determine ways to improve quality and efficiency.
  - Develop foresight by determining outcomes of a records-related process.
    - Through an action completed, will the outcome be correct?

#### 7. State the recommendations for the department:

Continue to work towards completing goals and areas of improvement.

<b>8: Departmental Action Plan (with timelines for recommendations)</b>					
	Year 1	Year 2	Year 3	Year 4	Year 5
	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications
<b>Recommendation 1:</b> <b>Measure of Success:</b> Retain online catalog access through CollegeSource annual subscription.	<b>Actions:</b> Completed <b>Budget Implications:</b> \$2,297.90 <b>Timeline:</b> 7/1/2022 – 6/30/2023	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>
<b>Recommendation 2:</b> <b>Measure of Success:</b> Replace printers in offices for Registrar and Assistant Registrar (total = 2).	<b>Actions:</b> Completed <b>Budget Implications:</b> \$1,600.00 <b>Timeline:</b> 7/1/2022 – 6/30/2023	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>
<b>Recommendation 3:</b> <b>Measure of Success:</b> Purchase & implement scanners for each workstation (total = 4).	<b>Actions:</b> In process <b>Budget Implications:</b> \$800.00 <b>Timeline:</b> 7/1/2022 – 6/30/2023	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>	<b>Actions:</b> <b>Budget Implications:</b> <b>Timeline:</b>

## 9: Signature Page and Archiving

---

Department Head/Director

Date

---

Appropriate Vice President

Date

---

Vice President for Instructional Services

Date

---

President

Date

### Archiving:

#### ***Division Leader submits to VP for Instructional Services***

1. A complete electronic version of the Academic Comprehensive Program Review
2. All documentation (electronic)
3. A signed signature page

## Attachment A

Community College Survey of Student Engagement (CCSSE)

Garden City Community College

**Spring 2022** Student Assessment of Services:

***Registrar's Office***

144 - REGISTRAR'S OFFICE Please rate your overall experience with the Registrar's/Records Office.						
Response Option		Weight	Frequency	Percent	Percent Responses	Means
Excellent		(1)	37	37.37%	<div><div></div></div>	2.38
Good		(2)	35	35.35%	<div><div></div></div>	
Average		(3)	10	10.10%	<div><div></div></div>	
Fair		(4)	1	1.01%	<div><div></div></div>	
Poor		(5)	1	1.01%	<div><div></div></div>	
Did Not Use		(6)	15	15.15%	<div><div></div></div>	
					0255075100	Question
Response Rate		Mean	STD			
99/1720 (5.76%)		2.38	1.71			

145 - Registration/Records (SELECT ALL THAT APPLY)						
Response Option		Weight	Frequency	Percent	Percent Responses	Means
The GCCC Academic Catalog meets my needs regarding policies and procedures of the College.		(1)	64	76.19%	<div><div></div></div>	
I need more assistance with the registration process.		(2)	11	13.10%	<div><div></div></div>	
I need more information on accessing my records (transcripts, schedules, etc.) on-line.		(3)	15	17.86%	<div><div></div></div>	
I need more information about transcript evaluation.		(4)	14	16.67%	<div><div></div></div>	
					0255075100	
Response Rate	84/1720 (4.88%)					

146 - How can the Registrar's Office better meet your needs identified in the previous question?	
Response Rate	17/1720 (0.99%)
<ul style="list-style-type: none"> <li>• None</li> <li>• n/s</li> <li>• nothing</li> <li>• Be willing to help me find the materials instead of redirecting me as often as they can</li> <li>• No. have never had an issue. Needs have always been met.</li> <li>• no</li> <li>• Need some more help to transfer my evaluation credits to GCCC.</li> <li>• NA</li> <li>• I am good as of now</li> <li>• No. The lady is very rude. They are not very helpful at all.</li> <li>• nothing they did well</li> <li>• Be more patient.</li> <li>• It's good enough</li> <li>• N/A</li> <li>• to provide me with good learning advice.</li> <li>• N/A</li> <li>• Ty</li> </ul>	

Community College Survey of Student Engagement (CCSSE)  
Garden City Community College

**Spring 2021** Student Assessment of Services:


**Registrar's Office**

142 - REGISTRAR'S OFFICEPlease rate your overall experience with the Registrar's/Records Office.						
Response Option		Weight	Frequency	Percent	Percent Responses	Means
Excellent		(1)	48	45.28%	<div><div></div></div>	<div>2.20</div>
Good		(2)	29	27.36%	<div><div></div></div>	
Average		(3)	14	13.21%	<div><div></div></div>	
Fair		(4)	2	1.89%	<div><div></div></div>	
Poor		(5)	1	0.94%	<div><div></div></div>	
Did Not Use		(6)	12	11.32%	<div><div></div></div>	
					0255075100	Question
Response Rate		Mean	STD			
106/1789 (5.93%)		2.20	1.59			

143 - Registration/Records (SELECT ALL THAT APPLY)									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
The GCCC Academic Catalog meets my needs regarding policies and procedures of the College.	(1)	77	82.80%	<div><div></div></div>					
I need more assistance with the registration process.	(2)	14	15.05%	<div><div></div></div>					
I need more information on accessing my records (transcripts, schedules, etc.) on-line.	(3)	12	12.90%	<div><div></div></div>					
I need more information about transcript evaluation.	(4)	11	11.83%	<div><div></div></div>					
				0	25	50	75	100	
Response Rate	93/1789 (5.2%)								

144 - How can the Registrar's Office better meet your needs identified in the previous question?	
Response Rate	8/1789 (0.45%)
<ul style="list-style-type: none"> <li>To email me</li> <li>N/A</li> <li>Nothing</li> <li>N/a</li> <li>Offer more information on the website</li> <li>I need them to send all the transcripts that I sent them (3 total) to my advisor, Mr. Clint Alexander. thank you!</li> <li>Nothing</li> <li>Nothing</li> </ul>	

Community College Survey of Student Engagement (CCSSE)  
Garden City Community College  
**Spring 2022** Student Assessment of Services: ***Veterans Services***

185 - VETERANS SERVICES Please rate your overall experience with the Veterans Services.									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Excellent	(1)	7	7.00%			5.24			
Good	(2)	6	6.00%						
Average	(3)	5	5.00%						
Fair	(4)	1	1.00%						
Poor	(5)	0	0.00%						
Did Not Use	(6)	81	81.00%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
100/1720 (5.81%)	5.24	1.63							

186 - Please rate the staff's knowledge and understanding of the various benefits offered to veterans and dependents.										
Response Option		Weight	Frequency	Percent	Percent Responses			Means		
Excellent		(1)	7	36.84%	<div><div></div></div>			2.37		
Good		(2)	5	26.32%	<div><div></div></div>					
Average		(3)	4	21.05%	<div><div></div></div>					
Fair		(4)	1	5.26%	<div><div></div></div>					
Poor		(5)	0	0.00%	<div><div></div></div>					
Did Not Use		(6)	2	10.53%	<div><div></div></div>					
					0	25	50	75	100	Question
Response Rate		Mean	STD							
19/1720 (1.1%)		2.37	1.57							

187 - Should there be a Veterans Services representative present at the GCCC orientation?						
Response Option		Weight	Frequency	Percent	Percent Responses	Means
Yes		(1)	14	73.68%	<div><div></div></div>	1.26
No		(2)	5	26.32%	<div><div></div></div>	
					0 25 50 75 100	Question
Response Rate	Mean	STD				
19/1720 (1.1%)	1.26	0.45				

188 - How can the office of Veterans Services better meet your needs?	
Response Rate	4/1720 (0.23%)
<ul style="list-style-type: none"> <li>• NA</li> <li>• None.</li> <li>• when you discuss fully about your needs.</li> <li>• Ty</li> </ul>	



Community College Survey of Student Engagement (CCSSE)  
Garden City Community College  
**Spring 2021** Student Assessment of Services: ***Veterans Services***

183 - VETERANS SERVICESPlease rate your overall experience with the Veterans Services.						
Response Option		Weight	Frequency	Percent	Percent Responses	Means
Excellent		(1)	16	15.38%		4.88
Good		(2)	3	2.88%		
Average		(3)	8	7.69%		
Fair		(4)	0	0.00%		
Poor		(5)	0	0.00%		
Did Not Use		(6)	77	74.04%		
					0 25	Question
Response Rate	Mean	STD				
104/1789 (5.81%)	4.88	1.95				

184 - Please rate the staff's knowledge and understanding of the various benefits offered to veterans and dependents.						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Excellent	(1)	14	51.85%	<div><div></div></div>	<div>1.89</div>	
Good	(2)	8	29.63%	<div><div></div></div>		
Average	(3)	3	11.11%	<div><div></div></div>		
Fair	(4)	0	0.00%			
Poor	(5)	0	0.00%			
Did Not Use	(6)	2	7.41%	<div><div></div></div>		
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
27/1789 (1.51%)	1.89	1.37				

185 - Should there be a Veterans Services representative present at the GCCC orientation?						
Response Option		Weight	Frequency	Percent	Percent Responses	Means
Yes		(1)	20	74.07%	<div><div></div></div>	1.26
No		(2)	7	25.93%	<div><div></div></div>	
					0 25 50 75 100	Question
Response Rate	Mean	STD				
27/1789 (1.51%)	1.26	0.45				

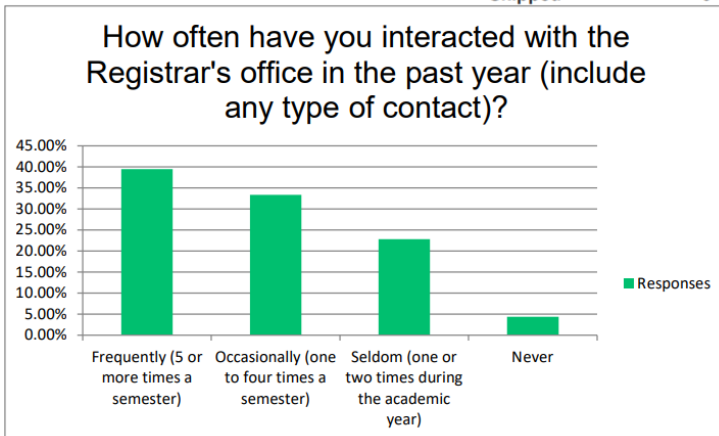
186 - How can the office of Veterans Services better meet your needs?	
Response Rate	4/1789 (0.22%)
<ul style="list-style-type: none"> <li>• I don't know</li> <li>• None</li> <li>• I'm not a vet</li> <li>• By email</li> </ul>	

## Attachment B

### GCCC Satisfaction Survey – Office of the Registrar Garden City Community College May 2018

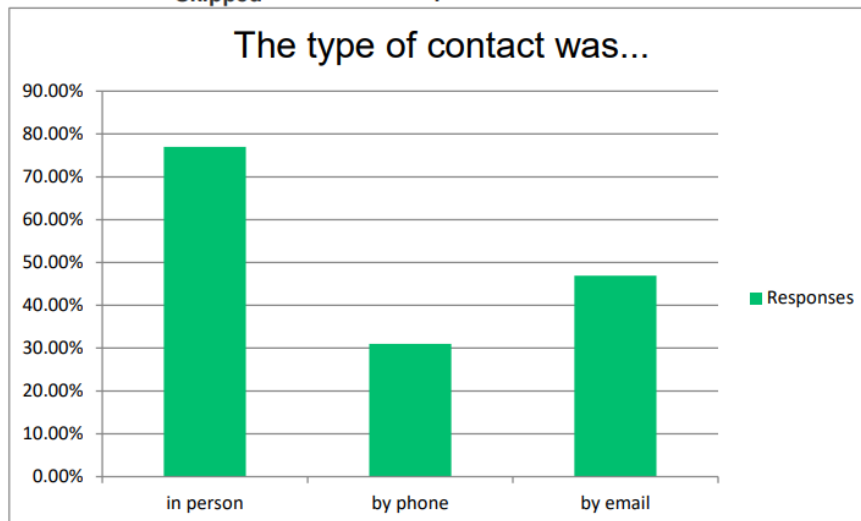
**How often have you interacted with the Registrar's office in the past year (include any type of contact)?**

Answer Choices	Responses	
Frequently (5 or more times a semester)	39.47%	45
Occasionally (one to four times a semester)	33.33%	38
Seldom (one or two times during the academic year)	22.81%	26
Never	4.39%	5
<b>Answered</b>		<b>114</b>
<b>Skipped</b>		<b>0</b>



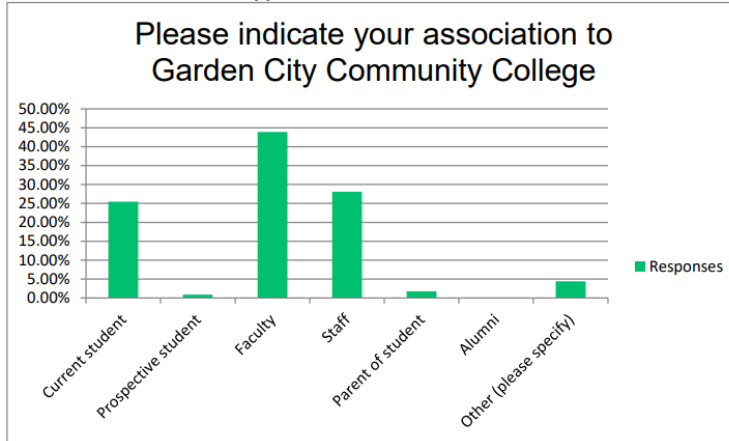
**The type of contact was...**

Answer Choices	Responses	
in person	76.99%	87
by phone	30.97%	35
by email	46.90%	53
<b>Answered</b>		<b>113</b>
<b>Skipped</b>		<b>1</b>



**Please indicate your association to Garden City Community College**

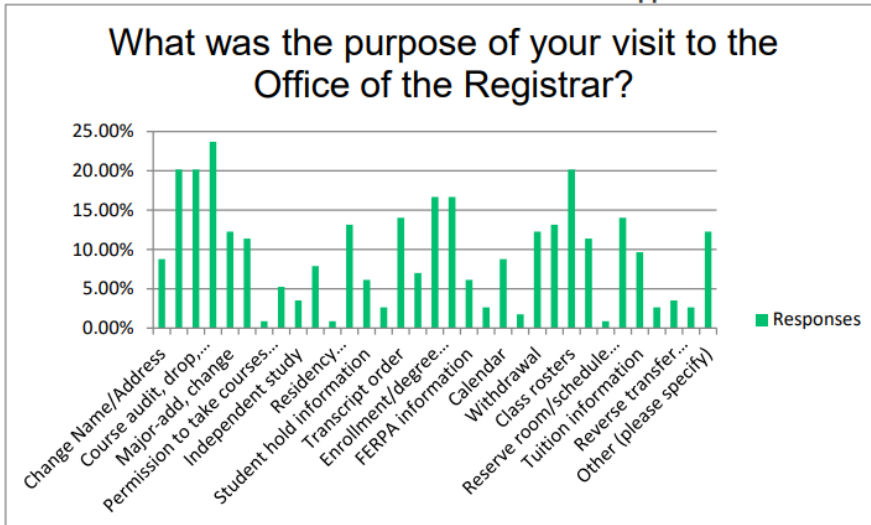
Answer Choices	Responses	
Current student	25.44%	29
Prospective student	0.88%	1
Faculty	43.86%	50
Staff	28.07%	32
Parent of student	1.75%	2
Alumni	0.00%	0
Other (please specify)	4.39%	5
<b>Answered</b>		<b>114</b>
<b>Skipped</b>		<b>0</b>



**What was the purpose of your visit to the Office of the Registrar?**

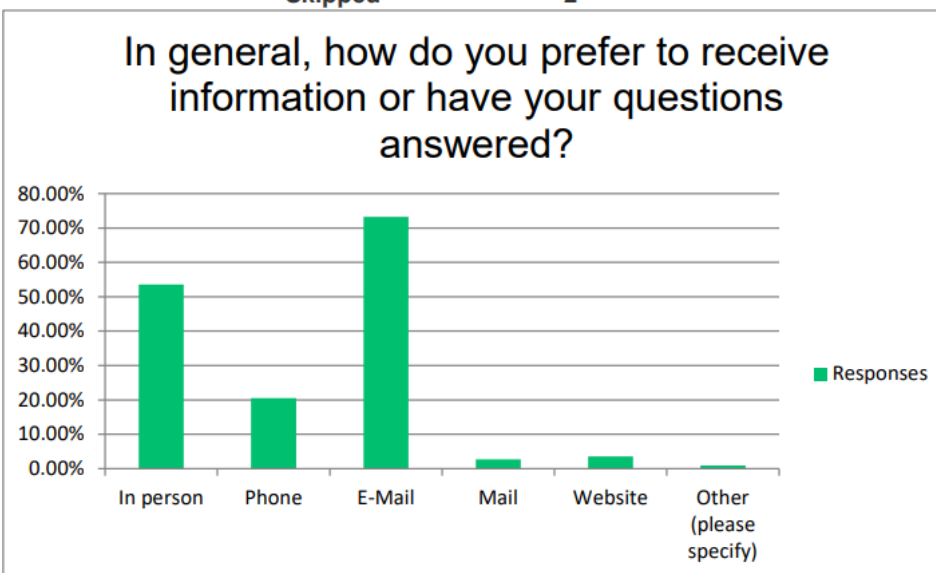
Answer Choices	Responses	
Change Name/Address	8.77%	10
Commencement information	20.18%	23
Course audit, drop, substitution, wait list, waiver	20.18%	23
Register	23.68%	27
Major-add, change	12.28%	14
Change advisor	11.40%	13
Permission to take courses elsewhere	0.88%	1
Diploma: obtain, order, replace	5.26%	6
Independent study	3.51%	4
Grade report/appeal	7.89%	9
Residency application/appeal	0.88%	1
Registration information	13.16%	15
Student hold information	6.14%	7
Suspension/academic appeal information	2.63%	3
Transcript order	14.04%	16
Update student record	7.02%	8
Enrollment/degree verification	16.67%	19
Obtain or submit a form	16.67%	19
FERPA information	6.14%	7
Final exam schedule	2.63%	3
Calendar	8.77%	10
Veterans issue or question	1.75%	2
Withdrawal	12.28%	14
Cancel/edit a course offering	13.16%	15
Class rosters	20.18%	23
Curriculum committee course approvals/deletions	11.40%	13
Reserve room/schedule lecture	0.88%	1
Degree audit information	14.04%	16

Tuition information	9.65%	11
New academic rules information	2.63%	3
Reverse transfer information	3.51%	4
Transfer credit equivalency appeals	2.63%	3
Other (please specify)	12.28%	14
<b>Answered</b>		<b>114</b>
<b>Skipped</b>		<b>0</b>



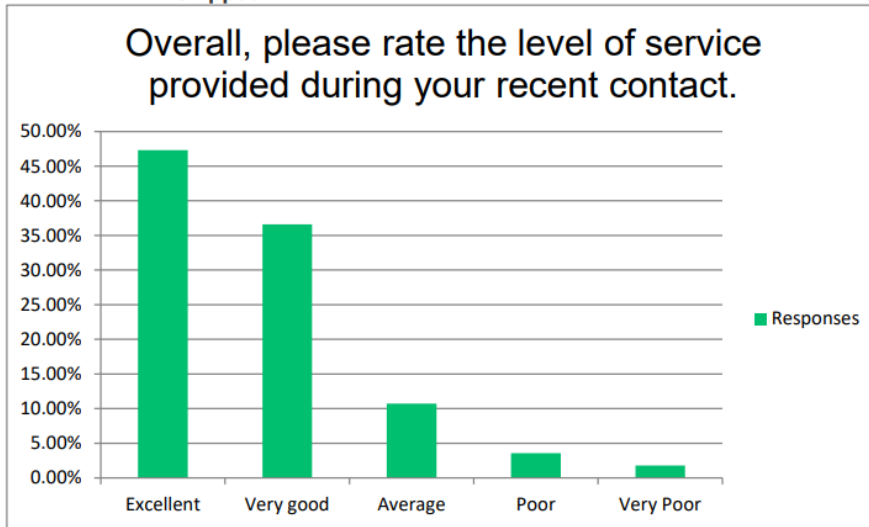
**In general, how do you prefer to receive information or have your questions answered?**

Answer Choices	Responses	
In person	53.57%	60
Phone	20.54%	23
E-Mail	73.21%	82
Mail	2.68%	3
Website	3.57%	4
Other (please specify)	0.89%	1
<b>Answered</b>		<b>112</b>
<b>Skipped</b>		<b>2</b>



**Overall, please rate the level of service provided during your recent contact.**

Answer Choices	Responses	
Excellent	47.32%	53
Very good	36.61%	41
Average	10.71%	12
Poor	3.57%	4
Very Poor	1.79%	2
<b>Answered</b>		<b>112</b>
<b>Skipped</b>		<b>2</b>



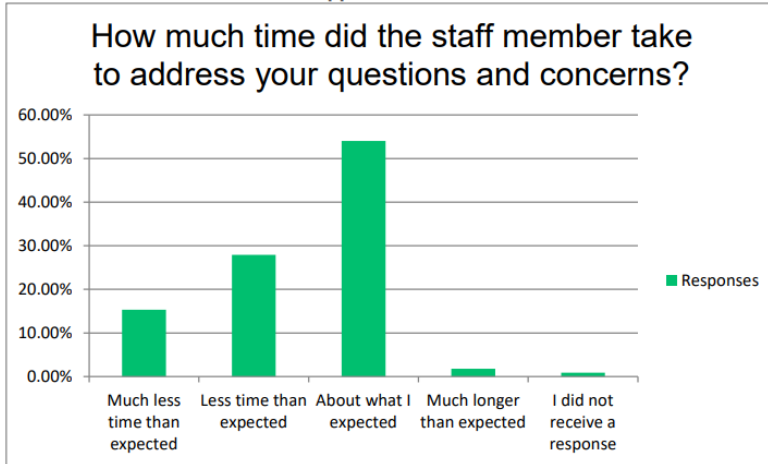
**How well did the staff member understand your questions and concerns?**

Answer Choices	Responses	
Extremely well	42.86%	48
Very well	41.96%	47
Somewhat well	13.39%	15
Not very well	2.68%	3
Not at all	0.89%	1
<b>Answered</b>		<b>112</b>
<b>Skipped</b>		<b>2</b>



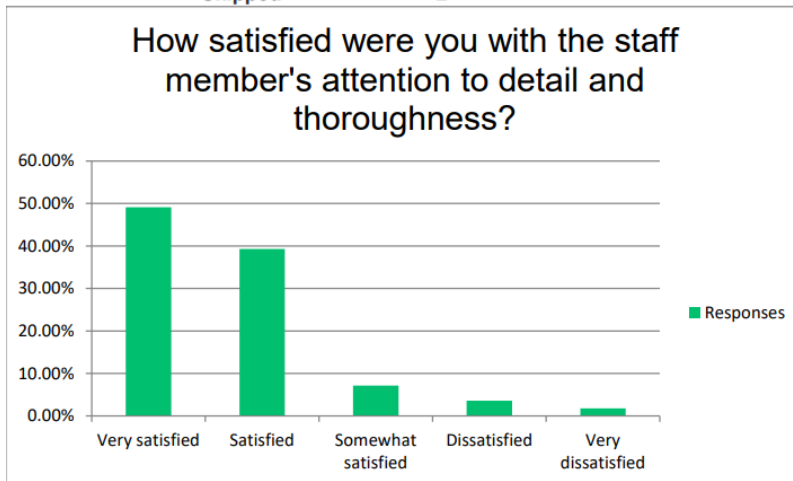
### How much time did the staff member take to address your questions and concerns?

Answer Choices	Responses	
Much less time than expected	15.32%	17
Less time than expected	27.93%	31
About what I expected	54.05%	60
Much longer than expected	1.80%	2
I did not receive a response	0.90%	1
<b>Answered</b>		<b>111</b>
<b>Skipped</b>		<b>3</b>



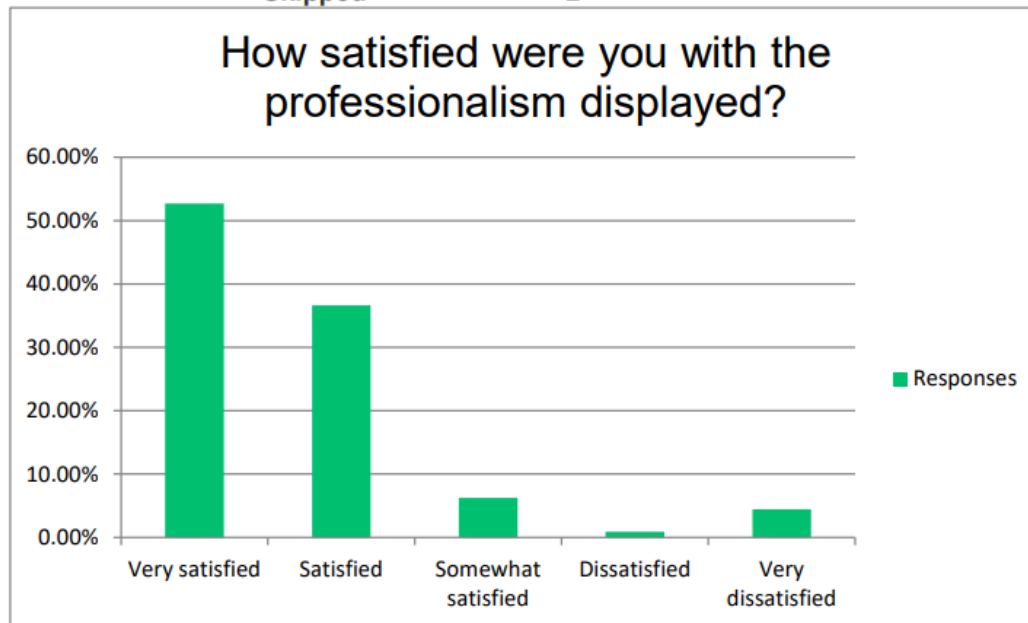
### How satisfied were you with the staff member's attention to detail and thoroughness?

Answer Choices	Responses	
Very satisfied	49.11%	55
Satisfied	39.29%	44
Somewhat satisfied	7.14%	8
Dissatisfied	3.57%	4
Very dissatisfied	1.79%	2
<b>Answered</b>		<b>112</b>
<b>Skipped</b>		<b>2</b>



### How satisfied were you with the professionalism displayed?

Answer Choices	Responses	
Very satisfied	52.68%	59
Satisfied	36.61%	41
Somewhat satisfied	6.25%	7
Dissatisfied	0.89%	1
Very dissatisfied	4.46%	5
<b>Answered</b>		<b>112</b>
<b>Skipped</b>		<b>2</b>



### Please indicate the staff member who assisted you during your most recent contact, if known.

<b>Answered</b>	<b>78</b>
<b>Skipped</b>	<b>36</b>

### Please take a moment to include any comments, questions, or concerns you may have.

<b>Answered</b>	<b>37</b>
<b>Skipped</b>	<b>77</b>

## Attachment C

### Non-Academic Annual Assessment Garden City Community College - Registrar's Office

	<b>Non-Academic Annual Assessment</b>	
	<b>Department:</b>	<b>Records/Registrar's Office</b>
	<b>Department Mission Statement:</b>	The Registrar's Office, through a commitment to equal partnership with instruction and other student service areas, provides continuous exemplary service to students, staff, and administration, while upholding and maintaining the college's policies and procedures. The Registrar's Office is committed to the protection and integrity of the student academic record.
	<b>Year:</b>	2018-2019
	<b>Department Personnel:</b>	Nancy Unruh, Registrar Donna Boese, Assistant Registrar Louise Lurtz, Records Assistant
<b>Phase 1: Planning</b>	<b>Performance Objective</b>	Administer an efficient registration and course scheduling process to deliver the College's curriculum in accordance with its policies and regulations.
	<b>Direct Measure #1: (Effectiveness)</b>	The Registrar's Office will process enrollments for all students.
	<b>Target:</b>	95% of enrollments will be processed.
<b>Phase 2: Reporting</b>	<b>Data Collected:</b>	Enrollment Reports (Fall 2019 total headcount, credit hours, and number of registrations processed via web registration) as of 11/30/19).
	<b>Summary of Results:</b>	The total headcount for the Fall 2019 semester (as of 11/30/19) was 1,939. There were zero (0) registrations processed via web registration for the Fall 2019 semester.
	<b>Target Met/Not Met &amp; Discussion of Factors</b>	Target met (100% of registrations were processed by the Registrar's Office) for the Fall 2019 semester.
	<b>Action Plan Title &amp; Explanation (if needed):</b>	
	<b>Expected Result:</b>	
	<b>Action Steps &amp; Responsible Party:</b>	
	<b>Completion Date:</b>	



	Resources Needed:	
Phase 1: Planning	Direct Measure #2: (Efficiency)	Record information in a spreadsheet log for students unable to register for classes. Maintain information on spreadsheet, including reasons students are unable to register for classes (i.e., prerequisites, holds, etc.), as well as follow-up instruction and direction given to student.
	Target:	No more than 10% of all students enrolling will be unable to register for classes due to outstanding holds, and prerequisites, etc.
Phase 2: Reporting	Data Collected:	
	Summary of Results:	
	Target Met/Not Met & Discussion of Factors	Target partially met; limited data collection; will continue with data collection.
	Action Plan Title & Explanation (if needed):	Make a concerted effort to document reasons students are unable to register for classes, as well as provide instruction and direction to students on how to handle the inability to register.
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
Phase 1: Planning	Indirect Measure: (Satisfaction)	Form survey question, "During the current academic term at this College, I completed course registration before the first class session(s): Main Session, Sessions 1, 2, 3 or 4.
	Target:	At least 80% of students will report they registered for all of their courses before the first class session(s).
Reporting	Data Collected:	2018 Frequency Distribution Report of the Community College Survey of Student Engagement (CSSEE) administered in 2017 at GCCC.
	Summary of Results:	Of the 347 students (respondents) who completed the CSSEE, a total of 273 (or 78.5%) students answered, "Yes, I was registered for all of my courses before the first class session(s)."
	Target Met/Not Met & Discussion of Factors	Target not met.
	Action Plan Title & Explanation (if needed):	Continue with promotion of registrations before the first class session(s).
	Expected Result:	

Phase 2:	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
	Overall Assessment of OBJ:	
OBJECTIVES	1)	Process all student course registrations and monitor enrollment activity, including withdrawals and changes made before, during, and after the Drop/Add period.
	2)	Work with academic and technical divisions, departments, faculty, and Curriculum & Instruction Committee to effectively build, manage and maintain the curriculum and related records, including semester course schedules, course numbering, and other curricular items.
	3)	Distribute the course schedule and registration procedures to College stakeholders in a timely manner via the Catalog, website, and other forms of communication.
	4)	Convey reliable information about approved academic policies and regulations of the College, and implement these policies consistently and fairly.

	Phase 1: Planning	Performance Objective	Ensure the College maintains accurate academic personal and enrollment records for its entire student population, both past and present, and provide access to data derived from these records only when appropriate.
		Direct Measure #1: (Effectiveness)	The Registrar's Office will process all student requests to update and correct academic records.
		Target:	98% of change requests will be processed.
	Phase 2: Reporting	Data Collected:	
		Summary of Results:	
		Target Met/Not Met & Discussion of Factors	
		Action Plan Title & Explanation (if needed):	
		Expected Result:	
		Action Steps & Responsible Party:	
		Completion Date:	
		Resources Needed:	
	Phase 1: Planning	Direct Measure #2: (Efficiency)	The Registrar's Office will complete internal auditing of student academic record change requests.
		Target:	Update or correct at least 98% of requests without error within a given semester.
	Reporting	Data Collected:	Initially, it was planned to collect information related to advisor/program changes; however, the Registrar's Office has not scanned any changes for such in the current 2019 year. After of this objective, it has been determined to be too broad. We plan to develop a different objective.
		Summary of Results:	
		Target Met/Not Met & Discussion of Factors	Target not met; see note above.

	Phase 2: Reporting	Action Plan Title & Explanation (if needed):	
		Expected Result:	
		Action Steps & Responsible Party:	
		Completion Date:	
		Resources Needed:	
	Phase 1: Planning	Indirect Measure: (Satisfaction)	Form survey questions related to academic records.
		Target:	At least 50% of students who respond to the CCSSE survey will report they are "Somewhat" or "Very" satisfied on the survey items related to academic records.
	Phase 2: Reporting	Data Collected:	
		Summary of Results:	
		Target Met/Not Met & Discussion of Factors	
		Action Plan Title & Explanation (if needed):	
		Expected Result:	
		Action Steps & Responsible Party:	
		Completion Date:	
		Resources Needed:	
		Overall Assessment of OBJ:	
		1)	Maintain each student's official educational records, with appropriate sensitivity to privacy concerns and confidentiality laws governing these records.
		2)	Provide guidance and training to students, faculty, and staff about processes for accessing and releasing educational records, including academic transcripts, enrollment verifications, and other information.

	OBJECTIVES	3)	Assist faculty and staff in using technological systems for enrollment management, grading, and monitoring degree/certificate completion information.
		4)	Collaborate with the Office of the President and the Office of Institutional Effectiveness & Accountability on a regular basis to provide essential registration, enrollment and degree completion information about students, and to remain in compliance with federal and state reporting requirements.
		5)	Collect and distribute registration, enrollment and degree completion information to other offices as appropriate in order to support effective College operations.