









Extracted From Tk20\_Office of Admissions Records\_Assessment\_Plan\_2010-211

Bergen Community College > Administrative & Educational Support (AES) Units > OFFICE OF THE VICE PRESIDENT OF STUDENT SERVICES > OFFICE OF THE DEAN OF STUDENT SERVICES > Office of Admissions Records > Plans	
 <a href="#">Bring clarity and definition to the role of the Office of Admissions Records</a>	 Not Complete
 <a href="#">Support the College's 'Go Green' Initiative</a>	 Not Complete
 <a href="#">Improve the Transfer Evaluation Process by developing better communication methods and reducing the turnaround time</a>	 Not Complete
 <a href="#">Provide better customer service to the students going through the admissions process</a>	 Not Complete
 <a href="#">Collaborate with Health Professions Division to process prospective Health Profession students in the most timely, efficient and effective methods possible for prospective Health Professions students</a>	 Not Complete

**Outcome/Goal** Bring clarity and definition to the role of the Office of Admissions Records

**Assessment Period 2010-2011** Annual Goals

**Description** There still exists confusion over what is the function of "Admissions Records." Students and employees will have clarity regarding the different roles that the Offices of Recruitment, Admissions and Registration have and know which office will be able to assist them in meeting their needs.

**Measures**

Measure 1: Key roles and functions identified via a completed Workflow Analysis June 30th 2011

Measure 2: Job Descriptions written June 30th 2011

Measure 3: Procedures Manual written June 30th 2011

Measure 4: Information communicated to all relevant college personnel and High School Guidance Counselors by September 2011

## **Budget Request**

### **Results**

This outcome was: Met Partially Met Not Met

Percentage Met:

Were these results used to make improvements to the program/department? Yes No

### **Analysis**

After reviewing the results, what analyses can be derived?

- 1.
- 2.

### **Recommendations**

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

- 1.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

- 2.

Was this recommendation implemented? Yes No

### **Budget Implications**

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes No

## **Actions**

## **Improvements**

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

## **Feedback**

**Outcome/Goal** Support the College's 'Go Green' Initiative

**Assessment Period** 2010-2011 Annual Goals

**Description** Historically the Office of Admissions Records processes and stores huge volumes of paper. By eliminating, streamlining and automating its processes the office supports the college initiative to become more environmentally responsible. It also will save the college time and money.

-----

**Data Collection**

-----

**Measures**

- Measure 1: Reduced numbers of batch high school transcripts, and recommendation letters received by 50%
- Measure 2: online applications increase and paper applications reduced
- Measure 3: increased use of electronic forms
- Measure 4: increased use of student email and Datatel's CRI screen for communicating with students
- Measure 5: Reduced paper files and Increased digital records

**Budget Request**

**Results**

This outcome was: Met Partially Met Not Met

Percentage Met:

Were these results used to make improvements to the program/department? Yes No

## **Analysis**

After reviewing the results, what analyses can be derived?

- 1.
- 2.

## **Recommendations**

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

- 1.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

- 2.

Was this recommendation implemented? Yes No

## **Budget Implications**

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes No

## **Actions**

### **Improvements**

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

**Feedback**

**Outcome/Goal** Improve the Transfer Evaluation Process by developing better communication methods and reducing the turnaround time

**Assessment Period** 2010-2011 Annual Goals

**Description** The Transfer Evaluation process has been an unnecessarily long process due to lack of automation and inefficient systems. Lack of communication with students on the various steps in the process created confusion and frustration. Improving the methods of evaluating ( developing autopopulation of credit equivalencies) and communicating the results to students (via email and web advisor) will provide better service, reduce the turnaround time for students and enable them to register much sooner than previously

---

**Data Collection**

---

**Measures**

Measure 1: Reduce turnaround time for evaluating transcripts from 2-3 weeks to 1 week or less

Measure 2: complete automating credit equivalencies to speed up processing time Decemer 31st 2011

Measure 3: mini workshops developed for prospective transfer students by December 2011

---

**Budget Request**

**Analysis**

After reviewing the results, what analyses can be derived?

- 1.
- 2.
- 3.

## Recommendations

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

2.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

## Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes No

Additional Budget Request

Amount Requested Purpose Amount Received Date

## Actions

### Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

1.

2.

## Feedback



<b>Outcome/Goal</b>	Provide better customer service to the students going through the admissions process
<b>Assessment Period</b>	2010-2011 Annual Goals
<b>Description</b>	Because of the shortage of full time permanent staff it is even more important that all staff are as multi-skilled as possible and are still able to provide good service, even when under pressure and stress. Cross training staff, developing new employee orientations, increasing knowledge of Datatel applications for all staff will improve the customer service

### **Measures**

Measure 1: increase phone calls answered in 'real time' by 10%

Measure 2: emails responded to within 24 hours

Measure 3: Redesigned acceptance packets that are more customized to reflect the different student needs

Measure 4: training programs developed to cross train staff

Measure 5: Increased resources to the office. Convert part time staff to full time/permanent staff

### **Budget Request**

### **Results**

This outcome was: Met Partially Met Not Met

Percentage Met:

Were these results used to make improvements to the program/department? Yes No

### **Analysis**

After reviewing the results, what analyses can be derived?

1.

2.

### **Recommendations**

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

2.

Was this recommendation implemented? Yes No

### **Budget Implications**

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes No

### **Actions**

### **Improvements**

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

### **Feedback**

**Outcome/Goal** Collaborate with Health Professions Division to process prospective Health Profession students in the most timely, efficient and effective methods possible for prospective Health Professions students

**Assessment Period 2010-2011 Annual Goals**

**Description** There are on average 3,500 (and growing) students applying each year for only 300 places in BCC's Health Professions programs. But there is only 1 person who manages this process with the aid of a part time employee. It is essential therefore to ensure that the admissions process for these students is handled in the most effective way possible, given these limited resources. Increased automation, more frequent communications with students regarding their application status and more frequent and multi layered information sessions will better facilitate the Admissions Process.

**Measures**

Measure 1: Increased automation to speed up communications to prospective students

Measure 2: More interactive, dynamic and customized information sessions developed for prospective students

Measure 3: Information sessions offered by the Health Professions Admissions staff to impart general information to prospective students

Measure 4:

**Budget Request**

**Results**

This outcome was: Met Partially Met Not Met

Percentage Met:

Were these results used to make improvements to the program/department? Yes No

**Analysis**

After reviewing the results, what analyses can be derived?

1.

2.

### **Recommendations**

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

2.

Was this recommendation implemented? Yes No

### **Budget Implications**

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes No

### **Actions**

#### **Improvements**

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

#### **Feedback**