

**Service Outcomes Assessment Follow-Up  
2022-2023 Service Outcome (SO) Year End Reporting Form**

**In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”**

**Name of Service:** Admissions and Records – Curriculum

**Outcome #1:** Increase student and faculty satisfaction with the registration process.

**Action Items from Service Review:**

| <b>Item #</b> | <b>Action Items:</b> (Action item identified in the 2021-22 service review.)                                                                             | <b>Results / Use of Results:</b> (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)                                                                                                                                                           |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1             | Offer in-person and recorded training for faculty. (Assessed by: Record attendance of workshops and the amount of times the training videos are viewed.) | <p>The overall satisfaction of the registration process did increase for both students and faculty. The student satisfaction increased to 96.21% and exceeded the standard goal. The faculty satisfaction increased to 89.11% and exceeded the standard goal. This action item will be continued.</p> <p>Provided in-person training with specific program departments and recorded (online) training options for faculty.</p> |

**Baseline:** 95.38% (Students) 3 year average of strongly agree/agree; Fall 2019, Fall 2021, Fall 2022  
87.61% (Employees) 2 year average of strongly agree/agree; Fall 2021 and Fall 2022

**Standard:** 96.5% (Students) strongly agree/agree  
89.5% (Employees) strongly agree/agree

**Target:** 97.5% (Students) strongly agree/agree  
91.5% (Employees) strongly agree/agree

**Students**

**I am satisfied with the registration process.**

| <b>Choice</b>     | <b>Fall 2019</b> |                | <b>Fall 2021</b> |                | <b>Fall 2022</b> |                | <b>Fall 2023</b> |                |
|-------------------|------------------|----------------|------------------|----------------|------------------|----------------|------------------|----------------|
|                   | <b>Count</b>     | <b>Percent</b> | <b>Count</b>     | <b>Percent</b> | <b>Count</b>     | <b>Percent</b> | <b>Count</b>     | <b>Percent</b> |
| Strongly Agree    | 140              | 48.61%         | 63               | 42.28%         | 88               | 46.07%         | 66               | 50.00%         |
| Agree             | 135              | 46.88%         | 83               | 55.70%         | 90               | 47.12%         | 61               | 46.21%         |
| Disagree          | 10               | 3.47%          | 3                | 2.01%          | 11               | 5.76%          | 5                | 3.79%          |
| Strongly Disagree | 3                | 1.04%          | 0                | 0.00%          | 2                | 1.05%          | 0                | 0.00%          |

**Employees**

**I am satisfied with the information and guidance provided by Admissions and Records to faculty/staff regarding registration.**

| Choice            | Fall 2021 |         | Fall 2022 |         | Fall 2023 |         |
|-------------------|-----------|---------|-----------|---------|-----------|---------|
|                   | Count     | Percent | Count     | Percent | Count     | Percent |
| Strongly Agree    | 31        | 27.93%  | 36        | 29.27%  | 35        | 34.65%  |
| Agree             | 68        | 61.26%  | 70        | 56.91%  | 55        | 54.46%  |
| Disagree          | 10        | 9.01%   | 14        | 11.38%  | 11        | 10.89%  |
| Strongly Disagree | 2         | 1.80%   | 3         | 2.44%   | 0         | 0.00%   |

**Provide narrative for analysis of (satisfaction with registration process).** *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The overall satisfaction of the registration process increased for both students and faculty, but the student satisfaction remains higher than the faculty satisfaction.

The Admissions & Records Office will use Element451 to improve communication with students regarding registration. This will enable us to provide shorter and simpler messages with available links that students can view when needed. Element451 data will provide information around the open and click rate for these messages.

More training will be offered to faculty regarding the registration process. As faculty are better able to understand the registration process, it should improve their ability to work with students and the Admissions & Records Office. This should, in turn, improve faculty satisfaction with the registration process.

**2023-2025 Action Items:**

| Item | Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i> | Assessment of Action Items <i>(How will you assess the results of action items?)</i>                                          |
|------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| 1    | More training can be offered to faculty for the registration process.                                        | Track the number of trainings provided to faculty. Report satisfaction of training using the employee services review survey. |
| 2    | Use Element451 to share more detailed registration information to new and returning students.                | The student services satisfaction survey will provide overall satisfaction information.                                       |

**Outcome #2:** Improve the overall service of students within Admissions & Records by implementing and using a sign-in service to track students and the services requested by those students.

**Action Items from Service Review:**

| Item # | Action Items: <i>(Action item identified in the 2021-22 service review.)</i>                                                                                                            | Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i> |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Implement a student sign-in service in Admissions & Records. (Assessed by: Access the completion of each requested service, and follow-up with the enrollment data for those students.) | This action item is incomplete. Budgets restraints have prevented the Admissions & Records Office from being able to purchase an iPad for students to be able to sign-in.                                                                                            |

**Baseline:** n/a *(Rationale / Average of three years – 2023-24, 2024-2025, 2025-2026)*

New outcome; data unavailable to establish a baseline

**Standard:** n/a *(Standard will be determined based on one year of data; establish at the end of 2023)*

**Target:** n/a *(Target will be determined based on one year of data; established at the end of 2023)*

**Provide narrative for analysis of (sign-in service tracking).** *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The data is incomplete without the availability of a sign-in option for students. The purchase of an Ipad would provide a possible way to track the service to students and enrollment. If the Admissions & Records Office is unable to complete this initiative moving forward, we will look at using other tools that can provide data for service areas and completion.

**2023-2025 Action Items:**

| Item | Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>                                                           | Assessment of Action Items <i>(How will you assess the results of action items?)</i>                                                                                                                                                                                             |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Review and increase Element451 communications sent to students for admissions and enrollment. Use Element451 application decisions to track admissions and enrollment. | The open rate can be assessed for communications to students for admissions, as well as the click rates for included links. Element451 can also provide enrollment information for those students. This can be used to provide data for students from application to enrollment. |
| 2    | The Admissions & Records Office can provide more online form completions for provided services.                                                                        | Online form completions can provide data for overall services completed online and in-person. This will allow us to track the volume of services and their successful completion.                                                                                                |

**Approvals**

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 11/14/2023

Department Chair, Dean, Director, and/or AVP / Date: Joanna Morrisette 11/14/2023