

# Assessment: Assessment Plan



## Operational (Student Services) - SIS Operations

**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 SIS Operations is to achieve accurate student related data in PeopleSoft and provide customer service for GBC's employees regarding student records. We provide technical PeopleSoft issue resolution, query development, and run processes to ensure accurate reporting and data maintenance.

### Outcome: Bundle Testing

PeopleSoft Bundle Testing is comprehensive, accurate and timely.

**Outcome Status:** Active

**Assessment Year:** 2015-2016

**Start Date:** 09/14/2015

### Assessment Measures

**Internal Tracking** - There should be no bundle related issues for Student Records after quarterly Oracle PeopleSoft bundle updates in production. (Active)

**Criterion:** Complete all student records testing scripts to 95% with no errors, 5% testing script tolerable level not completed.

**Notes:** Bundle dates – 38 9/26/15, 39 12/4/15, 40 3/12/2016, 41 06/2016 – 1) review test scripts for areas of functionality 2) review what is included in the bundle set 3) review what are the expectations during testing. How big are the bundles? Who is involved? What test scripts are used? What are the time frames, FAQs, expectations?

### Related Items

NWCCU - Core Themes

**3.2 Serve Rural Nevada** - Provide resources to meet needs of service area

**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: Service to Department Support Staff and Centers

Department support staff and centers are satisfied with the quality of support services provided by SIS Ops.

**Outcome Status:** Active

**Assessment Year:** 2016-2017

**Start Date:** 09/12/2016

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## Assessment Measures

**Internal Tracking** - Internal Tracking and survey. Develop survey with IR about service satisfaction (Active)

**Criterion:** Achieve 80% service satisfaction for Department Support Staff and Centers

**Notes:** Develop logs for service tracking. Service - response to calls and emails, turn around time on class sheets, survey results, areas for improvement, types of error we are resolving, and types of issues they need help with. How much assistance are we giving?

## Related Items

NWCCU - Core Themes

**3.2 Serve Rural Nevada** - Provide resources to meet needs of service area

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.

## Outcome: Term Setup

The term setup process is efficient and effective from start to finish.

**Outcome Status:** Active

**Assessment Year:** 2017-2018

**Start Date:** 06/19/2017

## Assessment Measures

**Qualitative Review** - Analyze the entire term setup process for efficiencies. (Active)

**Criterion:** Can anything be automated or more efficient?

**Notes:** Document time to setup and where the information is coming from. Can we automate excel 1 date pivot table to calculate all PS dates? Analyze the whole process – start to finish of setup. What are the hang-ups? Where does it slow down?

## Related Items

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## Outcome: Class schedule requests

Class schedule requests are met in a timely manner and changes are accurate.

**Outcome Status:** Active

**Assessment Year:** 2018-2019

**Start Date:** 09/17/2018

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## Assessment Measures

**Internal Tracking** - Review class sheets for accuracy and timeliness. (Active)

**Criterion:** Review all class add/changes/cancels forms within 24 hours of entry. All errors are caught in our office, not by students.

**Notes:** Define new ways to look at class data and develop queries and processes to streamline review and class data maintenance. Maintain checklists of reports by each position that need to be run daily, weekly and clean data in a timely and appropriate manner.

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## Outcome: Timely and accurate query development

Timely and accurate query development for Administration, Faculty and Staff

**Outcome Status:** Active

**Assessment Year:** 2019-2020

**Start Date:** 09/16/2019

## Assessment Measures

**Internal Tracking** - Review tracking spreadsheets of all query requests and identify timeliness and common query requests for data. (Active)

**Criterion:** Queries are completed before or on time, with only 10% past the due date of the request.

**Notes:** Are there any common data requests that can be generalized for all to use?

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