

Assessment: Annual Report



Operational (Student Services) - Admissions, Registration and Graduation

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 the Admissions and Records is to provide a caring, supportive, and professional atmosphere to enhance student confidence and academic success. This is accomplished by providing detail-oriented guidance to students (and faculty) throughout their educational process, from application and registration through graduation.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p>Staff Cross-training - Admissions and Records staff are cross-trained in everything but Degree Audits and documentation of processes are reviewed and updated annually.</p> <p>Outcome Status: Active</p> <p>Assessment Year: 2016-2017</p>	<p>Directly related to Outcome</p>	<p>Reporting Period: 2016-2017</p> <p>Criterion Met: Yes</p> <p>We have been maintaining/revising the "Task list" spreadsheet since June 2014. We update it at least once a year, though have done it twice this year already because of ongoing changes in staff and duties. It has been a helpful tool that informs and motivates staff to become aware of any processes that only one person knows how to handle, and then to remediate the situation. Most of the time, therefore, we have effective cross-training on all significant office tasks.</p> <p>The one area of weakness is that we only have superficial back-up for our degree audit coder. The work is so complex and takes so long to train, and our staffing has been so minimal, that there has not been a person with the sufficient time to get meaningful in-depth degree audit coding training. We aspire to improve this situation at some point in the future, but it made need to await an additional staff member. (07/19/2017)</p> <p>Related Documents:</p> <p>Task list for A&R Staff 2.xlsx</p>	
<p>Students' seamless experience at GBC - Students should have a seamless experience throughout their</p>	<p>Directly related to Outcome</p>	<p>Reporting Period: 2016-2017</p> <p>Criterion Met: Yes</p> <p>Although I am indicating "Criterion Met," our outcome is</p>	<p>Action: I propose that Admissions & Records spend the next year</p>

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p>time at GBC, from admission to graduation.</p> <p>Outcome Status: Active</p> <p>Assessment Year: 2020-2021</p> <p>Start Date: 07/25/2012</p>	<p>Directly related to Outcome</p>	<p>not an all-or-none type of result. We have examined the results of the three relevant questions on the last survey, broken down by GBC locations and by internet students. With those many data points, there was only one "Challenge" which we will discuss as an office and work on. This challenge was in Elko and the relevant statement was, "Policies and procedures regarding registration and course selection are clear and well-publicized."</p> <p>The other two statements:</p> <p>"The personnel involved in registration are helpful." "Admissions staff are knowledgeable."</p> <p>I find it interesting that the first statement (Policies and procedures...are clear and well-publicized) was actually rated as a strength among internet students. Although I can only speculate, I imagine that this large group of students quickly learns to be very proactive, taking responsibility for finding their way through everything online.</p> <p>Since generally speaking, Personnel/admissions staff as perceived as helpful and knowledgeable in this survey, the occasional difficulty seems to arise from the fact that we are a policy/form-laden office, based on the never-ending stream of mandates we are given by the State, by NSHE, etc., and it is very difficult to make sure that all students know all policies. We send out emails, but are careful not to over-send, as they quickly lose motivation in reading any communications of they receive too many.</p> <p>Every single policy is carefully explained in our catalog and on our webpage. All necessary forms and instructions are available online. I have made sure that the relevant information is also in our INT 100 Student Orientation, although not all students take that in a timely manner. I have discussed with the staff the most frequent student complaints regarding policies of which they are unaware. Examples: needing to apply for graduation, understanding refund dates, understanding withdraw dates, residency issues including WUE, Excess Credit Fee policies, the importance of advising, the need for transfer students to</p>	<p>determining students' most significant points of confusion and ignorance and create a list of issues with the appropriate websites where the students can find additional information. This list could be presented to the students in any of the possible ways: included in their original snailmail letter of acceptance to GBC , placed prominently on our website, emailed to students, included in orientation, printed on flyers available prominently at all GBC physical sites. I have attached the first draft, but it needs more input and consideration.</p> <p>(07/21/2017)</p>

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
	<p>Directly related to Outcome</p>	<p>declare a major and get transcripts sent very early in the process, etc. (07/20/2017) Related Documents: Pitfall avoidance.docx</p>	
	<p>Survey - Student satisfaction with admissions, registration, and graduation processes. SSI Survey- 5, 35, 41 Criterion: Students are satisfied with the various services that Admissions and Records provides.</p>	<p>Reporting Period: 2016-2017 Criterion Met: Yes Fall 2016 Noel-Levitz SSI results report that students rate question number 5. 'The personnel involved in registration are helpful' satisfaction went up and importance went down but not statistically significant. Fall 2016 Noel-Levitz SSI results report that students rate question number 35. 'Policies and procedures regarding registration and course selection are clear and well-publicized' satisfaction went up slightly and importance went down slightly but not statistically significant. Fall 2016 Noel-Levitz SSI results report that students rate question number 41. 'Admissions staff are knowledgeable' rose in satisfaction and remained the same for importance. This question is a strength for the college in 2016 as it was in 2014. (06/13/2017)</p>	