

# Assessment: Annual Report



## 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.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p><b>Efficiency and Effectiveness</b> - SISOPs services are efficient and effective in ensuring accurate, student-related data and processes.  <b>Outcome Status:</b> Active  <b>Assessment Year:</b> 2014-2015  <b>Start Date:</b> 10/23/2014</p>	<p><b>Survey</b> - Student and employee satisfaction surveys that ask about their satisfaction with the systems supporting student-related processes.  <b>Criterion:</b> Students and employees are satisfied with the systems and the processes that support student education at GBC.</p>	<p><b>Reporting Period:</b> 2016-2017  <b>Criterion Met:</b> Yes                      Fall 2016 Noel-Levitz SSI results report that students rate question number 71. 'Campus item: Online registration is convenient' importance rose and satisfaction went down slightly but no statistically significant difference.                      (06/08/2017)</p>	
<p><b>Completion volume</b> - Completion volume for users processing transactions  <b>Outcome Status:</b> Active  <b>Assessment Year:</b> 2016-2017  <b>Start Date:</b> 12/05/2016</p>	<p><b>Internal Tracking</b> - Analyze the successful enrollment table transaction completion volume for users processing transactions for themselves during Fall 2016 and Spring 2017 semesters for the Academic Year 2016-2017.  <b>Criterion:</b> Verify completed transactions have grown over 10% from previous year and also compare to 4 years ago.</p>	<p><b>Reporting Period:</b> 2016-2017  <b>Criterion Met:</b> Yes                      I ran a report in PeopleSoft for enrollment transactions for each term that were successfully processed and that were processed by the user for themselves (MyGBC students). I found that we have increased our successful transactions online from Fall 2015 to Fall 2016 by 15% and Spring 2016 to Spring 2017 by 12%. Also I compared the numbers to 4 years ago, we increased from Fall 2013 to Fall 2017 by 25% and Spring 2013 to Spring 2017 by 18%. The team works hard to setup PeopleSoft for class schedule and enrolling. They also are assigned multiple data checking reports and can update the data in most cases to align with policies and procedures. If they do not have direct access, the error is fixed by appropriate person. And the students are using the</p>	<p><b>Action:</b> The department should continue to improve data checking reports on class schedule data and verify requisites are as departments needs them to be on classes. I will continue to direct department to manage operations to support PeopleSoft setup and processing. We can also continue collaboration with Centers and Department Support Staff on class schedule input. (07/31/2017)  <b>Follow-Up:</b> I would like to start tracking this data each semester and analyze if there are any</p>

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
		system and there is an increase each year of more and more transactions being successfully completed. (07/31/2017)	conclusions that can be analyzed for any increases or drops in the number of successful processing. (07/31/2017)