

Assessment: Assessment Plan



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.

Outcome: Degree Audits

Degree Audits and What If scenarios accurately reflect a student's academic record and are easily and fully run and interpreted by both advisors and students.

Outcome Status: Active

Assessment Year: 2015-2016, 2018-2019, 2021-2022

Start Date: 03/08/2013

Assessment Measures

Internal Tracking - The number of new catalog adjustments to the degree audits and the dates by which they are completed.
(Active)

Criterion: 100% of the catalog adjustments to the degree audits are completed and tested by August 31 for each new catalog year.

Notes: Delores tracks the number of new degrees as well as the number of degrees that have been reviewed and the dates completed.

Outcome: Staff Cross-training

Admissions and Records staff are cross-trained in everything but Degree Audits and documentation of processes are reviewed and updated annually.

Outcome Status: Active

Assessment Year: 2016-2017, 2021-2022

Assessment Measures

Focus Group - Focus group with current employees on how well it works.

Create a list of tasks performed by each position in the office, including a back-up person for each task to assure that there is consistency. (Active)

Criterion: 100% of every person hired in admissions and records

Notes: Keep a spreadsheet of all employees and cross training

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Outcome: Graduation Processing

From processing applications to posting degrees and skills certificates, this process is efficient and effective.

Outcome Status: Active

Assessment Year: 2017-2018, 2020-2021, 2023-2024

Assessment Measures

Qualitative Review - Evaluate the use of the current spreadsheet for review of each graduation application and the more than 8 steps to process a grad application. Evaluate communication to and from students. (Active)

Criterion: This process needs to be as efficient as possible.

Notes: Final goal is full automation of the entire process.

Outcome: Information on Transfer to Other Schools

Students have access to consistent and as comprehensive information as possible about transferring to other schools after attending GBC.

Outcome Status: Active

Assessment Year: 2017-2018, 2020-2021, 2022-2023

Assessment Measures

Survey - The Noel-Levitz SSI question 40 "My academic advisor is knowledgeable about the transfer requirements of other schools." (Active)

Criterion: Student responses will no longer rank this question as a 'challenge' at GBC which means students rate it as above the 50th percentile in importance but lower than the 25th percentile in satisfaction.

Notes: The spring 2014 survey results reported it as a challenge for the institution as a whole. This will be difficult to tackle since each institution that students transfer to have unique requirements.

Outcome: Transcript Articulation

External transcripts are processed efficiently and effectively.

Outcome Status: Active

Assessment Year: 2019-2020, 2021-2022, 2023-2024

Assessment Measures

Internal Tracking - Transfer courses and credits are articulated and entered into the system so they are fully available for student and adviser use in a timely manner. (Active)

Criterion: Processing time should decline over the course of the assessment year.

Outcome: Student Satisfaction with Admissions and Registration

Students should be very satisfied with the services they receive from admission to registration to graduation.

Outcome Status: Active

Assessment Year: 2016-2017, 2018-2019, 2020-2021, 2022-2023

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Assessment Measures

Survey - Student satisfaction with admissions, registration, and graduation processes as measured on the Noel-Levitz SSI Survey-questions 5, 35, 41, and 49 (Active)

Criterion: Students are satisfied with the various services that Admissions and Records provides.