

# 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: Term Setup

Track timeline of Term setup and timeline of setup for Course Planning timeline

**Outcome Status:** Active

**Assessment Year:** 2018-2019

**Start Date:** 09/04/2018

#### Assessment Measures

**Qualitative Review** - Track timeline of Term setup and timeline of setup for Course Planning timeline (Active)

**Criterion:** Term step should take less than 2 days and Course Planning timeline should take less than 1 week, dependent on getting information from other people

**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?

Criteria

Document time to setup

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

### Outcome: Grade Roster Processing

Process Grade Rosters in a timely manner for Instructor support and student information.

**Outcome Status:** Active

**Assessment Year:** 2019-2020

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

#### Assessment Measures

**Internal Tracking** - Process Grade Rosters in a timely manner for Instructor support and student information. Run batch jobs daily and/or hourly depending on time frame and needs. Query how many rosters are completed and when. Identify how much roster support we are giving instructors, especially part time. (Active)

**Criterion:** Querying completed classes and rosters, record roster support on log.

**Notes:** Possibly change when rosters are processed and advise a new due date to Academic Affairs. Develop more significant training for

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instructor to input rosters. Required that PeopleSoft access be part of that training or checked before end of the class.

How much assistance are we giving?

Look at communication interactions with them

Completed in a timely manner

How satisfied are they, email survey once in Fall and once in Spring, IR can help develop

24hours turn around time?, EOB next day?, develop log sheet date/time, received/resolved, suggestions

Resent - # of errors, turn around time

Can we anticipate, auto response

% filled and timely, % stat rate

## 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:** 2020-2021

**Start Date:** 09/07/2020

### Assessment Measures

**Internal Tracking** - Turn around time on emails and class sheets, setup training classes (Active)

**Criterion:** Turn around time on emails and class sheets, setup training classes is within 2 business days to respond and correct.

**Notes:** Tracking emails from Dept Support staff to SIS Ops

How much assistance are we giving?

Look at communication interactions with them

Completed in a timely manner

How satisfied are they, email survey once in Fall and once in Spring, IR can help develop

24hours turn around time?, EOB next day?, develop log sheet date/time, received/resolved, suggestions

Resent - # of errors, turn around time

Can we anticipate, auto response

% filled and timely, % stat rate

## Outcome: Process NSC data loads on schedule

Process NSC data loads on schedule, review errors and process enrollment verification in a timely manner

**Outcome Status:** Active

**Assessment Year:** 2021-2022

**Start Date:** 09/24/2018

### Assessment Measures

**Internal Tracking** - Compare schedule to when loads are processed and how many errors do we received, how long does it take to clean these up? (Active)

**Criterion:** Improvement from start of semester and compare Fall to Spring

**Notes:** Define new ways to look at class

data and develop queries and processes to streamline review and class data maintenance

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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:** 2022-2023

**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.

Query tracking spreadsheet (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?

Review tracking spreadsheets of all query requests and identify common query requests for data.