

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>Class schedule requests - Class schedule requests are met in a timely manner are tracked from submission to completion</p> <p>Outcome Status: Active</p> <p>Assessment Year: 2017-2018, 2023-2024</p> <p>Start Date: 09/17/2018</p>	<p>Data - GBC tracks all changes to the class schedule after a set deadline. GBC uses the Course Planning Timeline to establish the class schedule building and deadlines. Schedule building for Fall 2017 began in January 2017 and the deadline for the class schedule, without sheets to document it, was end of March 2017 before registration opens for Fall 2017. There is not a log in PeopleSoft for us to track changes to the class schedule. So due to that and from that deadline, we use a home grown webpage in which sheets can be submitted by employees. Department Support Staff and Center staff enter the class into PeopleSoft and then submit the sheet for documentation. SIS Ops review the data in PS and uses the sheet to double check adds, changes or cancels to the class schedule. SIS Ops also uses these sheets to communicate or route back any</p>	<p>Reporting Period: 2017-2018</p> <p>Criterion Met: Yes</p> <p>I reviewed all of the sheets processed for Fall 2017. Here is some data around it:</p> <p>Fall 2017</p> <ul style="list-style-type: none"> # of sections with enrollment at end of term - 986 # of classes cancelled – 83 individual (261 includes corresponding class/section at another site) # of classes added after deadline and required a sheet and then cancelled - 33 # of classes that had more than 1 change sheet processed – 153 # of classes that had at least 1 change and then cancelled – 87 # of total of sheets for we touched all classes from opening of sheets to close of semester – not including sheets that had to be bounced back for errors - 1143 <p>First this tells me, we are processing a lot of sheets. From looking at the dates of the sheets being processed by SIS Ops, I can draw a couple of conclusions. GBC's class schedule is constantly changing, isn't strongly set further out. We are processing sheets throughout registration and the semester. Changes are peaking right at the start of the semester as there is reaction to demand/needs and adding instructors. And SIS Ops is keeping up with the high number</p>	<p>Action: Training needs to be re done for the staff that is struggling with the data entry. I know the GBC Fall 2017 class schedule was usually dynamic but I would like to use this data to discuss strategies with the new Vice President of Academic Affairs, along with the Deans and the staff inputting the data. My department's workload is directly impacted by the class schedule not being more stable. We need to define new ways to look at class data and develop queries & processes to streamline review and class data maintenance. Each position in SIS Ops does maintain checklists of reports and actions that need to be completed daily, weekly and clean data in a timely and appropriate manner. (03/20/2019)</p> <p>Follow-Up: By re-evaluating the number of sheets processed in the</p>

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
	<p>errors that we find on how the classes was entered into PeopleSoft. In order for this process to work, SIS Ops has to review the class sheets for accuracy and in a timely manner. Our goal is to process within 24 hours. We have 1 staff member who is dedicated to this process. Her supervisor is trained to fill in completely if she is out of the office. And other 2 members can check data via queries. Another impact to SIS Ops with these sheets is that some class changes require that students that have already enrolled be administratively dropped, the change made and then the students re-enrolled.</p> <p>Criterion: I knew that Fall 2017's schedule had a lot of changes from discussions the staff in SIS Ops. They processed over 1100 sheets and at the end of the term, we only had 986 sections with enrollment. We have 1 staff member who is dedicated to the class schedule, stays on top of the sheets and reviews class add/changes/cancels forms within 24 hours of entry. There has been high turnover in the staff that input these changes and training hasn't been as strong due to workload. We have had almost no reports of errors reported by the students on the class schedule.</p>	<p>of sheets.</p> <p>Action Taken – What are you doing/did you do to improve your success? When will/did you take those actions?</p> <p>Training needs to be re done for the staff that is struggling with the data entry. I know the GBC Fall 2017 class schedule was usually dynamic but I would like to use this data to discuss strategies with the new Vice President of Academic Affairs, along with the Deans and the staff inputting the data. My department's workload is directly impacted by the class schedule not being more stable. We need to define new ways to look at class data and develop queries & processes to streamline review and class data maintenance. Each position in SIS Ops does maintain checklists of reports and actions that need to be completed daily, weekly and clean data in a timely and appropriate manner. (03/20/2019)</p>	<p>future, we can conclude that GBC's schedule is more stable.</p> <p>Analysis for D&D</p> <p>Fall 2017 # of sections with enrollment at end of term - 986 # of total of sheets for we touched all classes from opening of sheets to close of semester – not including sheets that had to be bounced back for errors - 1143 # of classes cancelled – 83 individual (261 includes corresponding class/section at another site) # of classes added after deadline and required a sheet and then cancelled - 33 # of classes that had more than 1 change sheet processed – 153 # of classes that had at least 1 change and then cancelled – 87 # of change sheets processed - 760 Breakdown of changes - 63 Room changes, 108 instructor, 22 days/dates, 79 Enroll Capacity, 488 Miscellaneous changes (includes lab fees & notes) (03/20/2019)</p>