

Operational Outcomes Report - 4 Column

Great Basin College

Operational (Student Services) - Enrollment Management

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 Office of Enrollment Management is to provide day-to-day leadership in the coordination of enrollment -related activities and to create an atmosphere of success, consistency, and peak efficiency in order to yield optimum enrollments of successful students.

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
Operational (Student Services) - Enrollment Management - Appointment Scheduling - Develop a process for students to schedule an appointment through the faculty web page. Assessment Years: 2011-2012 Start Date: 04/01/2012 Outcome Status: Active	Assessment Measure: There will be a clear process in place for students to schedule an appointment with the Director of Enrollment Management via the internet through the GBC faculty web page. Assessment Measure Category: Internal Tracking Criterion: 100% of the students wanting an appointment with the Director will be able to easily and effectively schedule an appointment using the web. Walk-ins will still be able to schedule an appointment in-person.	07/23/2012 - The web page was developed by April of 2012 and the link was in place. The link was a document describing how the student could schedule an appointment with the Director of Enrollment Management via e-mail. Although the process was in place, there are only a small number of students that scheduled appointments using this method, (3). Criterion Met: No Reporting Period: 2011-2012	06/15/2013 - Explore using GoogleCalendar so that students can bypass email exchanges and can schedule an appointment directly via Calendar. Hope to have this working in spring, 2014. 09/01/2012 - The link is on two pages now -- the Director's staff page and the Disabilities Services page and usage has increased. However, it will increase even more when the new, better organized website for Disabilities Services is up and functioning in summer, 2013. 07/23/2012 - The results indicated that although the process is in place and students can accomplish the scheduling, the process is not in a highly observable place and may not be convenient. The results will be used to review the process and how we can make it more accessible to the students. Once the review process has been

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			completed and decisions have been made on how to make the process more accessible to students, the goal of providing an easy and convenient way for students to schedule an appointment via the internet has been reached.