

Transfer Credit:

Goal: To have an initial evaluation of transfer work completed before the start of orientation for every student who has told us they are coming to orientation.

Measurement: Compare the list of students whose evaluation was not done at the orientation session to the list of students who sent in reply cards and find students who told us they were coming, but whose credit was not evaluated.

Assessment: During the orientations that were conducted during summer 07, fall 07, and spring 08, students were asked to pick up their transfer evaluation form during check in. Each student who did not have an evaluation was asked to fill out a short form and then pick up copies of transcripts from the registrar's office to be used for advising.

For students who did not have an evaluation completed at orientation, student files were checked to see the date of admission and whether or not the student had registered for orientation.

In every case, either the student did not inform us they were attending orientation, or their acceptance date was within two days of the orientation session.

Follow up action: Continue to complete evaluations for students who tell us they are coming to orientation and continue to measure success by checking files.

Graduation Audit:

Goal: To have accurate feedback to students who have petitioned to graduate in time for them to register for the appropriate classes in their last term, assuming they have petitioned in a timely manner.

Measurement: Review the graduation petition of students who do not graduate because of a missing class to find out if they were told about the class before registration ended.

Assessment: 10 student files were sampled to determine if the students were told that they had deficiencies in time for them to make schedule adjustments. In every sampled case, the student had been sent an email informing them of the deficiency and what had to be done to correct it.

Follow up action: Continue to sample student files of students who fail to graduate on time and ensure we are doing all we can to inform them of deficiencies.

Transcripts, verifications:

Goal: To deliver a transcript or verification for each valid request within 48 hours of receipt.

Measurement: Compare the print date/time in banner to the request time and date on the form.

Assessment: Time/date stamps were compared with actual delivery times on random samples of student requests and all sampled requests were either delivered within 48 hours of receipt, or were not delivered because of holds or other requirements.

Follow up action: Continue to deliver transcripts and verifications in a timely manner and continue periodic checks to ensure compliance.

Residency:

Goal: To evaluate and respond to complete requests for residency reclassification within 5 business days of receipt.

Measurement: Compare the date of the outgoing correspondence to the date of the incoming petition.

Assessment: 10 Random samples were collected and the dates were compared. All samples were found to have been in compliance with objectives and goals.

Follow up action: Continue to sample and assess to ensure continued compliance.