

STUDENT SERVICES PROGRAM REVIEW 2008-2009

Admissions and Records:

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It is the responsibility of Admissions and Records to provide registration services to all students following all state and federal guidelines. As the A&R staff is often the first contact for students, customer service is a very important part of their job.

Evaluation Summary statement: Admissions and Records is a well managed department. Staff is well trained to provide excellent customer service and to collect and manage data using available technology. As walk-in registration is being replaced with web registration, A&R staff have developed a patient attitude in assisting students with the web registration process.

- 1) **Strengths** – dedication of staff to service to students; Problem solving registration issues; customer service; sensitivity to wait time for students registering; utilizing the existing facility to accommodate longer lines as a result of growth; working collaboratively with other student services to enhance services at the Marina campus
- 2) **Challenges** – gathering and utilizing student survey data to make changes; transitioning from window registration to web registration
- 3) **Trends** – increase in web registration; more students taking a part-time load for job retraining; increase in use of on line registration services (dropping, making schedule changes, etc.).
- 4) **Goals** – being prepared to make the move to the new building, making a seamless transition for students; service the Marina campus and other off campus programs as needed.