

Student Affairs Division  
 Department: Admissions, Registration & Records  
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
1. Identify behaviors related to excellent customer service and provide training to Student Affairs staff.	<p>Collaborate with Student Affairs Managers and Assistant Dean of Student Affairs to identify best practices.</p> <p>Define “excellent customer service” in our environment w/Assistant Dean.</p> <p>Read/analyze for our One-Stop: <u>Embrace the Oxymoron: Customer Service in Higher Education</u></p>		<p>List of best practices to use in training and application in One-Stop.</p> <p>An applicable definition that will guide our approach to customer service.</p>	1 & 2	5	
2. Evaluate and enhance one stop services.	<p>Collaborate with other Student Affairs Managers to identify obvious problem areas and solve (signage, seating in lobby, etc.) – identify possible enhancements such as intake staff, &amp; other less visible needs.</p> <p>Include identified customer service behaviors above when considering changes.</p>	<p>Defining one-stop services at Yavapai College.</p> <p>Arrangement of physical layout in lobby.</p>	<p>Improved flow of traffic in lobby combined with improved service.</p> <p>Equity in staff workloads.</p> <p>Other?</p>	1 & 2	1, 2, 4 & 5	

3. Support ERP project.	Encourage staff participation in where applicable (Luminus).  Download tasks where possible to ensure completion of basic Registrar responsibilities.	Participate in Banner training and consulting sessions.  Continue to identify processes/practices toward successful implementation.	Increased comprehension of how our SIS will meld with Banner and the steps we can take now to begin to bridge that gap.  Luminous supports staff and students appropriately and is an improved communication tool.	1, 2, 3	4	
4. Assist in resolution to underage admission issue.		Continue to collaborate with Director of Advising, Assistant Dean of Student Affairs to adjust our approach as directed. Identify processes to support final admission policy.		1, 2, 3		
5. Continue to meet the demands of increasing student enrollment without increased resources.	Identify wasted efforts, pointless tasks, and eliminate where possible.  Use technology wisely.  Assist staff in thinking “outwardly” toward Luminus for 08FA and Banner implementation for 09FA.	Continue phase-out of phone registration.	Decrease in phone registrations; increase in online registrations.	2, 3		