2015 – 2020 ACTION PLAN

ADMISSIONS AND RECORDS
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MISSION
The Office of Admissions and Records at Nevada State College establishes and maintains the academic enrollment records of its students. We strive to provide accurate, responsive, and respectful services to the students, faculty, staff and administration, while upholding and maintaining the policies and procedures of the College.

ANNUAL GOALS
1. Regularly & systematically review data processing and procedures to ensure information and services are provided in a timely manner to students, staff and faculty.
2. Enhance the student experience in collaboration with orientation, advising and other offices on campus. Provide the student the most comprehensive and professional experience.
3. Enhance and improve the communications between the college and the student as well as between offices on campus.
4. Provide supportive and professional atmosphere to enhance student success and provide guidance through the registration, and degree completion process.
5. Use technology to save/optimize space, increase efficiency, and help students in the use of that technology.
6. Establish and maintain excellent working relationships with academic departments, academic advising, administrative departments, and other academic and student support services departments.

ACTION PLAN ITEMS AND ALIGNMENT

OPPORTUNITY
- Continue to work with ITS and IR in the implementation of the new application system (Hobsons) to improve collection and accuracy of student data (1.3)
- Continue to work with IT and IR to provide user friendly online application for all admission applicants (1.3)
- Continue to work with ITS in the integration of Canvass, myNSC Portal, and mobile application (1.3)
- Continue to work with ITS in the implementation of paperless operations and electronic workflow using OnBase to reduce physical space requirement, eliminate cost of physical storage, ensure file/data security, and reduce processing times (1.3)
- Continue to work with ITS and IR in optimizing the use of instruction space using R-25Live software (1.3)
- Continue to work with IR to provide clean and accurate data (1.3)
- Reduce processing times for applications and other supporting documents to facilitate timely admissions (1.6)
- Provide accurate and timely transfer articulation, pre-requisite, and degree audit rules (1.6)
- Plan and create appropriate schedule for Testing (Placement and TEAS) (1.6)
• Collaborate with Orientation and Advising during the admission process for a seamless, continuous, and comprehensive communications during the admissions and registration process (1.6)
• Provide accurate and timely processing of registration and degree related requests (1.6)
• Provide accurate and timely graduation evaluations (1.6)
• Schedule a regular training or dialogue with faculty and staff regarding established academic policies and procedures to provide students with uniform and accurate information (1.7)
• Review policies and procedures to determine relevance and alignment (1.7)
• Recommend revisions and points of clarification for ambiguous policies and procedures (1.7)
• Create processes and procedures for proper administration and tracking of Transfer Agreements and the students who are following the Transfer Agreements (1.7)
• Work with faculty and academic advisors in setting up a registration process for block sections (1.9)
• Continue developing the Transfer Evaluation System and ensure that data are accurate and up to date (1.15)
• Continue to collaborate with the transfer recruiter in advising prospective transfer students (1.15)
• Continue developing solid relationships with community college counselors and transfer coordinators at NSHE community colleges (1.15)
• Provide a service satisfaction/complaint form for walk-in students (1.27)
• Work with ITS on creating an online service satisfaction/complaint form for students calling or emailing the office of admissions and records (1.27)