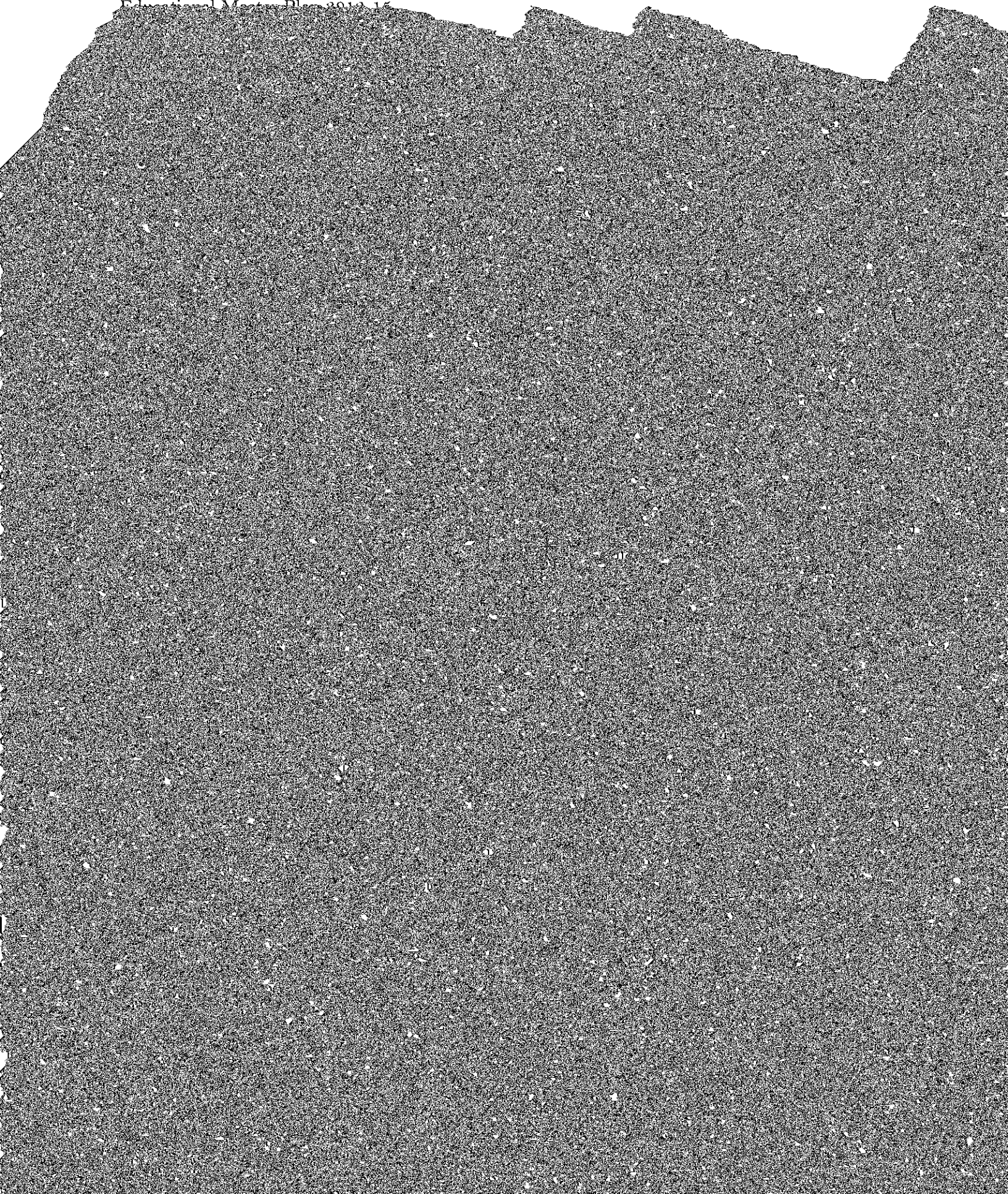
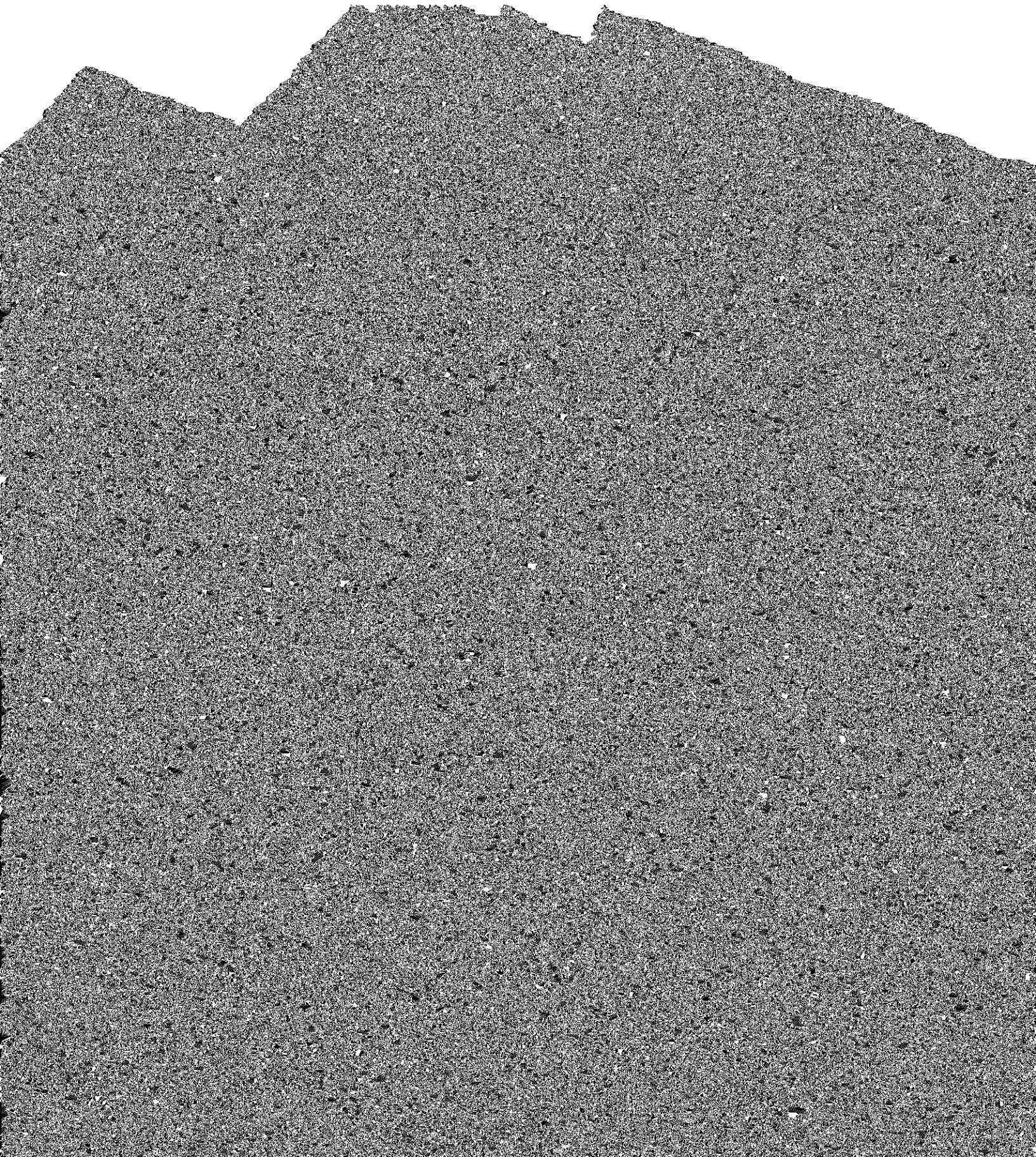




Institutional Goals

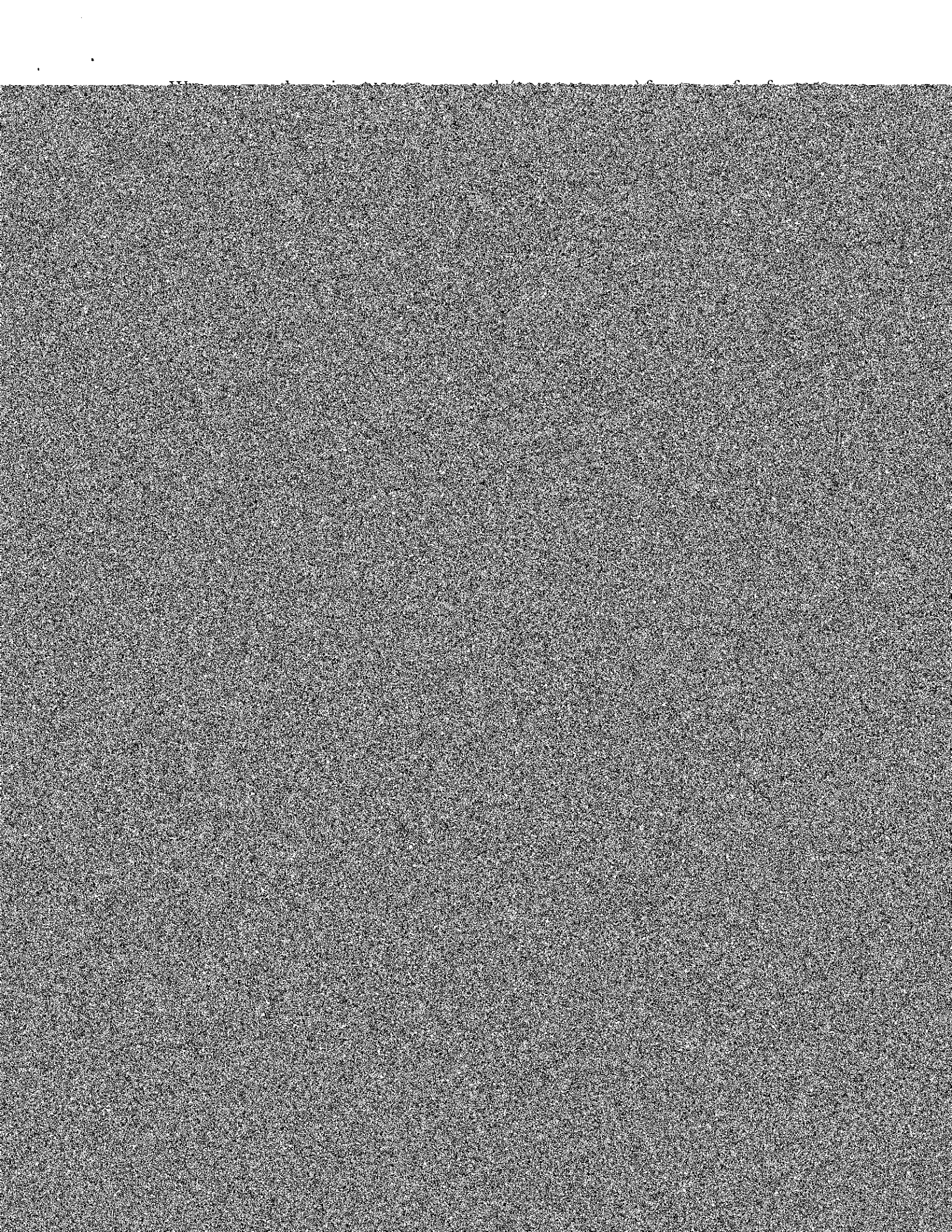
Educational Master Plan 2012-16





records scanned, indexed or converted to digitized format.

Outcome #2: Student transcripts will be received electronically by our college and integrated



GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing

Table 1.

SAO Data from 2013-14

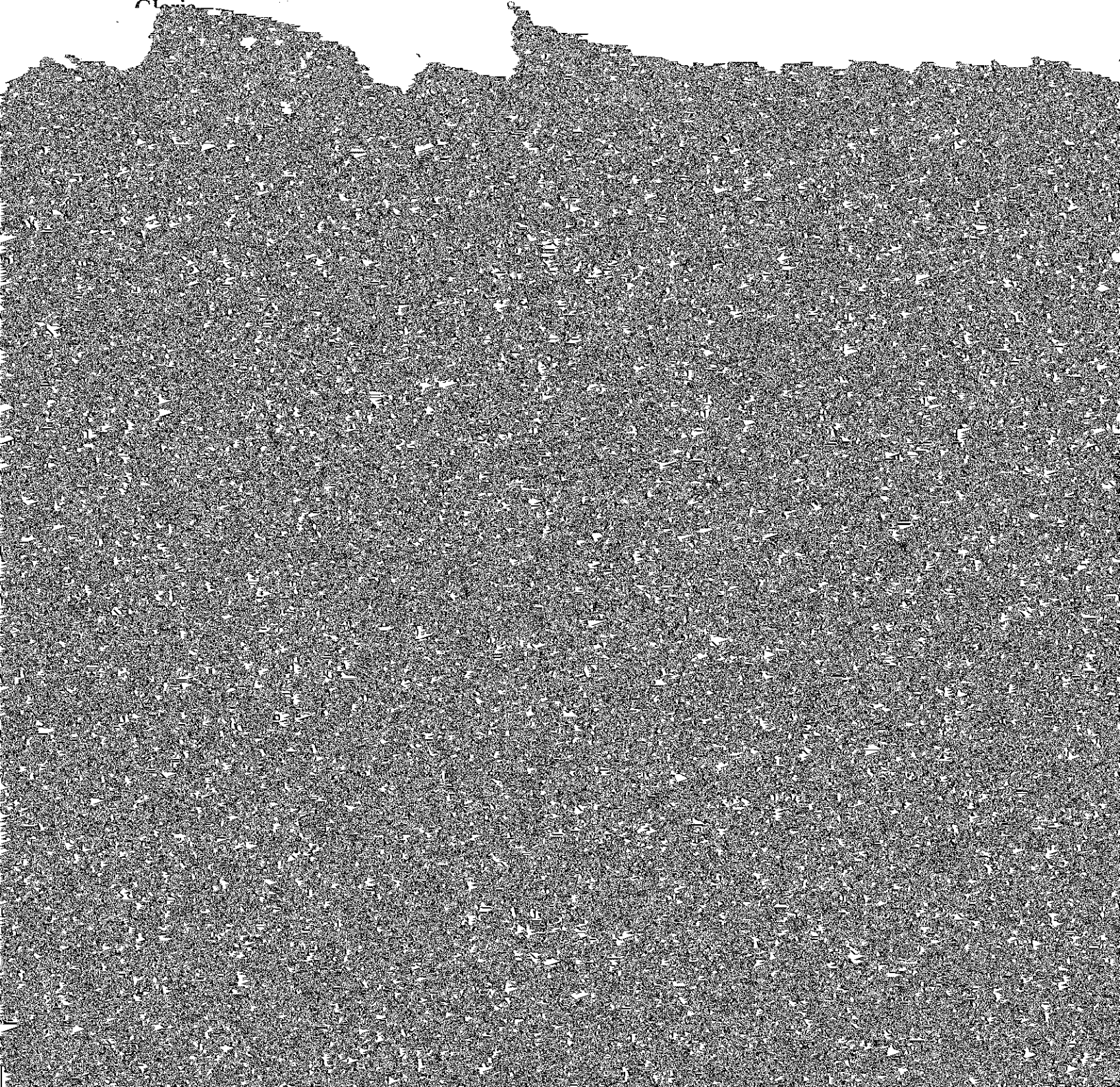
I. Admissions Area

Outcome #1: See Table 2.

Outcome #2:

Staff	Number of Help Desk Tickets submitted during 2013-14
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Clinic



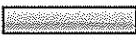
Gloria Hoisington

From: Gloria Carmona
Sent: Wednesday, April 24, 2013 11:55 AM

9 10 11 12 13 14 15

1. How easy was the application for admission process on our website?

Response
Percent Response
Count

Extremely easy 

20.4% 65

Very easy 

26.5% 116

3. Is the online Class Schedule easy to use?

Response
Percent Response
Count

Very Easy 

46.0% 144

Somewhat Easy 

42.8% 134

12. I understand how to use WebSTAR to access my class schedule, financial aid records

14. The Admissions & Records Office have added other online services. Please indicate whether you have used the following services.

	Yes	No	Rating Count
Electronic reminders about registration through the Student Portal	65.0% (202)	35.0% (109)	311

