

Enrollment Management Primary Goals for 2016-17

Unit Goal	Expected outcome	Existing Linkages/Alignment	End of year update
1. Through broad but strategic campus team formation, develop the primary components of a comprehensive Strategic Enrollment Management Plan (SEMP) to include overall, new student, continuing, retention and graduation rate goals and strategies for achievement in support of rightsizing, stabilizing and subsequently growing enrollment in targeted areas based on available data, analytics, demographic shifts and future expectations within the various markets.	<p>A multi-year plan to provide a road map to focus energies and resources to support enrollment stabilization then through with incremental metrics and strategies for undergraduate and graduate levels.</p> <p>Completion and usage of the financial aid optimization study.</p>	<p>2015-25 Strategic Plan goals 1, 2, and 4</p> <p>Best practices literature</p>	<p>Successfully launched the first comprehensive enrollment management planning effort with stakeholders from each division. Established a revised framework based on best practices and institutional capacity. Subsumed under the broad categories of Recruitment, Retention and Graduation, and Institutional Intelligence and Service delivery at eleven working groups. Intermediate reports received. Final reports due mid-September 2017.</p>
2. As a component of the SEM include a comprehensive integrated technology plan to include assessment, desired functionality, structures and teaming roles, and development of implementation plans/recommendations. Executing new technologies to include but not limited to TargetX functionality and Reporting tools, Degree Works Student Education Plans, Students Success Collaborative implementation (upgrade to existing advising platform), and Ad Astra's Platinum Analytics (scheduling tool enhancement toward a one year schedule and predictive analytics).	<p>New technologies implemented; improved efficiencies as reflected in student satisfaction; reduction of processing time and steps to perform simple to complex functions.</p> <p>Increased modernization</p> <p>A launched Constituent Relationship Management (CRM) tool.</p> <p>Reduction in team time dedicated to routine functions that can be managed via technology. Team time will be redeployed for other functions and/or reduce the processing time required for several office functions.</p>	<p>2015-25 Strategic Plan Goal 4</p> <p>In collaboration with IT and the evolving governance structure</p> <p>Best practices literature</p>	<p>All scheduled technologies installed and functioning with the exception of the WebFocus reporting tool currently under in progress. However, additional training and implementation to utilize these new technologies as intended remain a work in progress.</p>

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<p>3. In collaboration with Academic Affairs, Student Affairs and selected stakeholders work to identify, adopt and plan for the early stages of an enhanced or new comprehensive advising model.</p>	<p>A sustainable advising model adopted by appropriate parties for implementation.</p> <p>Enhanced outcomes including retention at all levels in the student lifecycle.</p> <p>Increased satisfaction ratings from applicable surveys gathering advising data.</p>	<p>2015-25 Strategic Plan Goals</p> <p>Student Success Task Force</p> <p>EAB and other best practices literature</p>	<p>Proposed model developed by faculty was vetted and adopted. The implementation schedule is pending additional details which will outline the required investments of human and fiscal resources. The expected outcomes for measurable increases in retention and satisfaction rating will be monitored.</p>
<p>4. Provide the overall leadership to coordinate the planning and execution of functions and internal controls within EM and among other offices (i.e., Academic Affairs and Student Accounts) to support compliance.</p> <p>Within Financial Aid, complete a comprehensive review of the university's status with the Department of Education.</p>	<p>Reduction in findings associated with federal or state regulations within purview of Enrollment Management</p> <p>Identification of all concerns and detailed plans by appropriate units to address compliance concerns (new or existing).</p> <p>Recommendations of policy changes or modified practices to enhance functional effectiveness.</p> <p>Identification and deployment of technologies and reports that reduce manual intervention, support more timely and thorough monitoring, and alleviate some of the team burden of routine processes.</p>		<p>Reduced state audit findings as reflected in the end of year reports. Completed a comprehensive review of the Financial Aid office and related operations, staff desk audits, and technology needs and support. Adopted recommended changes for staffing changes, office reorganization, training, technology upgrades, and customer service. Through the support of the Faculty Senate, passed a resolution to report never attended students which reduces the university's risk exposure and provides additional financial support for</p>

<p>5. As a component of building an exemplary professional team, provide the necessary leadership to communicate a clear vision; advocate for the necessary fiscal and human resources aligned with appropriate structures; require measurable and enhanced experiences that empower the EM divisional leadership and team to achieve institutional, divisional, unit and professional goals beyond previous performance levels.</p>	<p>Improved clarity among team regarding their individual contributions to achieve overall goals.</p> <p>Improved processes and functionality division wide.</p> <p>Provide appropriate internal and external communications to stakeholders (i.e., publish up to four newsletters).</p> <p>Demonstrated professional development opportunities throughout the division.</p> <p>Improved outcomes when measured through satisfaction surveys (i.e., students, parents and campus stakeholders).</p>		<p>A series of meetings, retreats and trainings were convened during the year to support expanding leadership capacity among the EM team. Professional Development plans and coaching designed to support EM unit leaders and enhance the synergy among the team were positive investments. External trainings were documented to include expected outcomes and identification of practical ways to apply new knowledge. Fred Pryor membership for more than 75% of the staff allowed for online/on demand and face-to-face training on a variety of topics.</p> <p>The division completed more 722 hours in professional development. Modest gains were realized in the semi-annual divisional assessments on communication and morale.</p> <p>Customer Satisfaction results as measured through an on-going online survey continue to be positive and those with concerns receive follow –up. More timely tools and feedback to units are planned using the CRM tools in 2017-18.</p>
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Admissions – Alexis Haakenson

Unit Goal	Expected outcome	Existing Linkages/Alignment	End of year update
<p>1. Achieve University enrollment goals for Fall 2017: 1,400 Freshmen 750 Transfer students</p>	<p>Enrollment goals for new Freshmen and Transfer students in Fall 2017 are achieved maintaining a Freshmen profile based on average High School GPA (3.0), at least 40% of the incoming class being students of color, and an increased population of out-of-state students (greater than 5% of the class).</p> <p>Implement Admission process for TAP students from CT community colleges.</p>	<p>2015-25 SCSU Strategic Plan, Goals 1 & 4</p> <p>Admissions Office 2017 Recruitment Plan</p> <p>2016-17 EM Goals</p>	<p>Freshman applications for Fall 2017 are up 1.4% over Fall 2016 and have exceeded the application goal of 8,500 by 4.6%, as of 6/29/17.</p> <p>Accepted Freshman have an average High School GPA of 3.19, compared to 3.16 last year on 5/26/16.</p> <p>42.3% of accepted FR for Fall 2017 are students of color. 11.2% reside out of state.</p> <p>Deposits are currently down 4.8% from this time last year. Yield activities continue in effort to overcome this deficit.</p> <p>Fall 2017 Transfer applications are up 28.9% over Fall 2016, as of 6/29/17 (2,111 vs. 1,638).</p> <p>Director and Associate Director are actively collaborating with Registrar and CSU system to implement admission plan for TAP students.</p>
<p>2. Continue implementation of new technologies in Admissions including TargetX.</p>	<p>New systems will streamline the admission process, increase efficiencies, and improve outbound communications to prospects and applicants through the admission process.</p> <p>A comprehensive communication plan will be developed and implemented, with the aid of admission technologies, to provide accurate and timely information to all constituencies throughout the admissions cycle.</p>	<p>Admissions Office 2017 Recruitment Plan</p> <p>2016-17 EM Goals</p>	<p>For Fall 2017, FolderWave is being utilized by the Admissions Office to track and store application documents, review files, as well as to make quick and efficient admission decisions.</p> <p>The TargetX application is now live for the Spring 2018 term. Staff are being trained in app processing and decision making, which will continue through the summer.</p> <p>TargetX was used for 2016 Open House and 2017 Accepted Students Day registration, responses and surveys.</p> <p>A comprehensive 2016-17 Communication Plan is underway, and periodically reviewed and updated.</p>

<p>3. In addition to the successful recruitment activities already in place, implement new recruitment initiatives that suggest a positive return-on-investment.</p>	<p>Recruitment, outreach and new initiatives result in achievement of enrollment goals.</p> <p>New initiatives, such as expanded student search, off-site events and Transfer student recruitment efforts, are completed.</p> <p>New markets will be investigated for viable additions to the recruitment plan, and new initiatives implemented if resources allow.</p>	<p>2015-25 SCSU Strategic Plan, Goal 1</p> <p>Admissions Office 2017 Recruitment Plan</p>	<p>Recruitment initiatives and communications outlined in the 2016-17 Recruitment Plan are being executed, including the Early Action review and notification program. For the first time, early admission letters were sent along with financial aid packages, scholarship letters, direct Nursing admission, and Honors College offers.</p> <p>Four faculty and staff admission training sessions have been offered this year, with 36 faculty and staff members participating.</p> <p>New recruitment materials were developed including a revised Fast Facts brochure specific to Transfer students.</p> <p>Increased outreach to Fall 2017 Transfer prospects was executed, including 2 lead generation programs (Carnegie & CollegeFish) and more On-the-Spot Admission events (2 in 2016, 6 in 2017).</p>
<p>4. Examine the recruitment plan to ensure efforts of maintaining access and diversity within the admission and enrollment processes.</p>	<p>Assure diversity of the incoming student population in Fall 2017 in terms of ethnicity (>40% students of color), geography (>5% out-of-state students), and residency (1% international students).</p> <p>Successful completion of the SEOP admission process and enrollment of those students in Fall 2017.</p>	<p>2015-25 SCSU Strategic Plan, Goal 1</p> <p>Admissions Office 2017 Recruitment Plan</p>	<p>The current Freshmen applicant pool for Fall 2017 is 51% students of color and 14.5% out of state or international, compared to 49% students of color and 16% out of state or international last year at this time.</p> <p>Conditional admission offers were sent to 475 candidates for the SEOP summer bridge program, with 103 confirmed to participate. Admissions and University Access Programs have collaborated to deliver a comprehensive admission letter including summer dates and program cost information that was helpful to families considering this option.</p>

<p>5. Support the professional development of Admissions team to increase efficiencies, learn new skills and promote a culture of and expertise in superior customer service.</p>	<p>Each team member has a Professional Development Plan and periodic updates with supervisor to assist in moving their goals forward.</p> <p>Team participate in relevant professional development training on- and/or off-campus.</p>	<p>2015-25 SCSU Strategic Plan</p> <p>2016-17 EM Goals</p>	<p>Staff were encouraged to participate in Fred Pryor subscription webinars, DAS in-service training programs, and SCSU & You on-campus programming. Each staff member has a current Professional Development plan.</p> <p>Staff attended professional association programs this year, including the NETA annual conf., LICAC annual conf., and NEACAC Regional Conference.</p>
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Graduate Admissions – Lisa Galvin

Unit Goal	Expected outcome	Existing Linkages/Alignment to the Strategic Plan	End of year update
1. Meet established new student enrollment goals.	Increase enrollment, increase the diversity of admitted students within graduate programs	<p>Strategic Plan 2015-2015 Goal 1: Provide exemplary, transformative, and accessible education in a student-centered environment.</p> <p>Objective C-8: Tap new and emerging markets to build a diverse university community, including a larger international presence.</p> <p>Objective D-5: Increase and provide additional support to retain underrepresented faculty, staff, and students.</p> <p>Goal 4: Provide exemplary, ethical stewardship of human, financial, technological, and physical capital.</p> <p>Objective E-1: Increase total enrollment to 12,500 by 2025</p> <p>Graduate Student Recruitment and Admission Plan (2014-2017), page 3: Increase international graduate student enrollment</p> <p>Increase the opportunities for veterans</p>	<p>Goals were established for overall graduate enrollment, both PT and FT. The PT graduate goal was 1,540, at 3rd week, 1,464 were enrolled for fall 2016. The FT graduate goal was 697, at 3rd week, 893 were enrolled for fall 2016. New enrollment was up both PT and FT, 42.3% and 16.8% respectively. Total Graduate FTE was up by 0.9% and total Graduate Headcount was up by 0.5%.</p>

Unit Goal	Expected outcome	Existing Linkages/Alignment to the Strategic Plan	End of year update
<p>2. Increase visibility of Graduate Admissions both Internally and Externally</p>	<p>Increased percentage of SCSU bachelor’s degree recipients pursuing graduate level education at Southern.</p> <p>Improved awareness through more focused outreach.</p>	<p>Strategic Plan 2015-2025 Goal 3: Engage with local and global communities through exemplary leadership and service to promote community well-being, economic growth, and social justice.</p> <p>Objective C-4: Create unique opportunities for immediate engagement with new graduates</p> <p>Goal 4: Provide exemplary, ethical stewardship of human, financial, technological, and physical capital.</p> <p>Objective E-1: Increase total enrollment NAGAP Conference – April 2016</p>	<p>The OGA reached out to faculty who teach senior seminar courses to see if they will allow an OGA representative to speak to their classes for a few minutes about the merits of graduate education.</p> <p>Added a full-program open house in the spring, in place of the smaller targeted open houses done for the past few years. Worked with public affairs to create digital ads for non-event times to air on screens throughout campus.</p> <p>Worked with a group of Hofstra students (tour/info session) to showcase all Southern has to offer.</p> <p>Collaborated with IDS and Career Services to create a series of workshops over a two-week period to start the conversation with IDS/LBS juniors and seniors regarding their future and the role graduate education plays.</p> <p>Spring Open House surpassed the goal by 20%. Priority programs have been identified.</p>

<p>3. Develop strategies for recruiting students who are employer/government funded</p>	<p>Increase in enrollment and reduce accounts receivable issues</p>	<p>Strategic Plan 2015-2015 Goal 1: Provide exemplary, transformative, and accessible education in a student-centered environment.</p> <p>Objective C-8: Tap new and emerging markets to build a diverse university community, including a larger international presence.</p> <p>Goal 4: Provide exemplary, ethical stewardship of human, financial, technological, and physical capital. Objective E-1: Increase total enrollment</p> <p>Graduate Student Recruitment and Admission Plan (2014-2017), page 3:</p> <ul style="list-style-type: none"> • Develop strategies to increase the number of graduate students who are employer/government funded 	<p>No progress was made. Goal carried over.</p>
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Unit Goal	Expected outcome	Existing Linkages/Alignment to the Strategic Plan	End of year update
<p>4. Redesign Graduate Admissions website for better navigation and enhanced experience</p>	<p>Fewer calls for information readily available, pleasant user experience, less confusion for current and prospective students, clarify roles of office and individuals</p>	<p>Strategic Plan 2015-2025 Goal 3: Engage with local and global communities through exemplary leadership and service to promote community well-being, economic growth, and social justice.</p> <p>Objective C-4: Create unique opportunities for immediate engagement with new graduates</p> <p>Objective F-1: Identify new opportunities to promote events and increase visibility using Southern’s website, social media, and other means of communication</p> <p>Goal 4: Provide exemplary, ethical stewardship of human, financial, technological, and physical capital.</p> <p>Objective D-4: Define and implement ways to employ technology for administrative processes as well as interpersonal interactions when appropriate and desirable.</p> <p>Objective E-1: Objective E-1: Increase total enrollment</p> <p>Graduate Student Recruitment and Admission Plan (2014-2017), page 3: Continue to improve the SGS website with special attention on the international section</p> <p>Align with Best Practices</p>	<p>The migration of the OGA’s website is complete. It is now directly available from SouthernCT.edu/gradadmissions it is also linked to from the GSRI and EM websites.</p> <p>Completed a website audit</p> <p>Program Selector is now on the website. Created a page for newly admitted graduate students to house information on setting up email accounts/MySCSU, how to register, and instructions on accepting a decision as well as paying their deposit.</p>

Financial Aid- Gloria Lee

Unit Goal	Expected outcome	Existing Linkages/Alignment	End of year update
<p>1. Complete a comprehensive review of the university's standing with the Department of Education. See EM goal on page 2 of this document.</p>			<p>Accomplished. See EM goal on page 2 of this document.</p>
<p>2. Complete a comprehensive review of all job descriptions, update the job descriptions, and provide recommended reclassification as appropriate.</p>	<p>Most of the job descriptions are outdated. Need to update the job descriptions to reflect the actual duties and responsibilities of each team member.</p>	<p>In collaboration with AVP EM</p>	<p>Submitted the PCRf for Financial Aid Counselor/Electronic Applications and HR posted the Financial Aid Systems & Compliance Specialist position to the SUOAF members.</p>
<p>3. Increase quality of client services, awarding and electronic areas including cross-training.</p>	<p>Establish baseline data and develop measurable benchmarks for each service unit. Improved efficiencies and expanded outreach.</p> <p>For the awarding team: focus on more timely awarding, verification, file processing and enrollment verification;</p> <p>For the client services team: improve customer service satisfaction and counseling services.</p>	<p>2015-25 Strategic Plan, Goal 4</p>	<p>Student workers assigned to work the customer service areas answering the phones, counter duty and responding to emails.</p> <p>Hired an emergency hire to review files and perform other duties.</p> <p>Student Loan Coordinator improving the Pell Grant Process.</p>

<p>4. Increase FWS funds for the 16-17 year including community service and work with HR and Career Advising to automate the work study process and train the campus community.</p>	<p>Increase Financial Work-Study (FWS) by not transferring 25% FWS to the SEOG fund and apply for additional FWS funds for community service in August 2016.</p> <p>Automating the work study process will improve efficiencies.</p> <p>Will increase the number of students with FWS and this will help with retaining and recruitment</p>	<p>2015-25 Strategic Plan, Goal 4 (a)(4)</p>	<p>Assistant Director/FWS Coordinator retired and the Financial Aid Counselor took over temporarily and continues to make sure the FWS transition was seamless.</p> <p>Increasing summer FWS awards for a few students.</p>
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Academic and Career Advising- Frank LaDore

Unit Goal	Expected Outcome	Existing Linkages/Alignment	End of year update
<p>1. In collaboration with the Advising Task Force, Academic Success Center, Student Affairs and faculty, continue to develop an appropriate best practices model of advising for deployment by Fall 2017. Begin the first phase of the new model with the launch and training of Degree Works and SSC Campus.</p>	<p>An adopted advising model and plan of execution to enhance advising communication tools across departments to support accurate and consistent pathways for student persistence.</p> <p>100% utilization in the SSC campus platform among the Academic and Career Advising office.</p> <p>50% increase in usage of SSC Campus across administrative and faculty offices.</p> <p>Have each ACAC team member complete at least one targeted campaign by the end of the year.</p>	<p>2013-14 Student Success Task Force, recommendation #3.</p> <p>2015-25 Strategic Plan, Goal 1 “3.Strengthen academic and career advisement.”</p> <p>EAB</p>	<p>The new advising model has been shared with the key University groups and personnel and it was well received. Next steps are in motion to start the implementation plan. This will entail budgeting and assessment of resources. A potential pilot with one school is a possibility for Fall 2017. SSC Campus tutor track is in discussion phase and may launch for Fall 2017. When the tutor track is launched and Pin#s are in the platform there will be a great increase in usage across campus for Fall 2017. Degree Works is up and running with much success.</p>

<p>2. Continue to develop a comprehensive plan for an enhanced Career Services unit working closely with academic advisors, the Academic Success Center team, FYE, and faculty throughout the campus. Re-introduce the online recruiting platform (JOBSs) to all students and employer contacts, resulting in more online and on-campus recruitment opportunities for all students. Identify local employers interested in becoming major recruiters and create a professional development series with these employers on campus.</p>	<p>Recruit and add 15 new employer accounts on JOBSs within the academic year.</p> <p>Create and offer a professional development series with an increased employer presence on campus.</p> <p>Increase classroom presentations/ programming across all academic areas.</p> <p>Work in collaboration with FYE faculty to offer major and career development for new students, connecting freshmen to their future goals.</p> <p>Train supervisors in overseeing students and the JOBSs platform, offering support when needed.</p>	<p>Alumni Association</p> <p>Database 2015-25 Strategic Plan</p> <p>EAB Student Services research and reports</p>	<p>Creating a new Job Description for a Director of Career Services. Trained student workers on resume writing and made them Career Peers. 17 new employers with open positions were added in JOBSS and the database was cleaned up, updating the contacts that had no log ins since 2014.</p> <p>More information tables at the student center this year, hosting 19 employers throughout the year.</p> <p>First annual Non-profit networking event held on campus 16 NP organizations. 4 employers back on campus Spring semester to interview students for open positions. Over 90 employers on campus for Annual Spring Career and Internship Fair</p> <p>The following outside office participation occurred: Participated in WOW week Res Hall in-service training SWK career Fair Partnered with EDU/ BUS to offer workshops to programs Total number of presentations: 9 vs 20 (excluding our own workshops)</p>
<p>3. Continue the reorganization of Academic and Career Advising by working closely with team members and administration, making any necessary edits or changes to current job descriptions and finalizing the new transfer coordinator job description. Under the new organizational chart, work with associates to ensure that all professional development plans are in place and performance evaluations are completed by the associate directors.</p>	<p>Have Associates in the office oversee 2-4 administrators.</p> <p>Professional development plans and evaluations completed by all associates</p> <p>Add additional staff to the Career Services area</p> <p>Enhance transfer student services and initiate phase I of a transfer center</p>	<p>Enrollment Management vision of AVP for EM</p>	<p>The Transfer Bank Job position and the scrubbing of banks continues with much success.</p> <p>Both Associate Directors now have three assistants reporting to them and PD plans are being established.</p> <p>Job Descriptions continue to be updated and enhanced</p> <p>May search two positions in August for Career.</p>

<p>4. In an effort to become the premier transfer institution in Connecticut within five years, launch Phase I of a more comprehensive effort to provide applicable resources and space for transfer students. This area will oversee the organization of the transfer banks and the transfer articulation process. Southern will continue to work with all of the Connecticut community colleges to improve transfer services, including how the transfer students are advised and transitioned.</p>	<p>Result in an increase of transfer students, pending the Enrollment Management transfer goal. Fall 2016 goal of 735 full time students and a 5% increase in Fall 2017. The Spring 2017 goal will be 300 full and part-time Transfer Students.</p> <p>Southern to become the transfer school of choice for many of the Community College feeders within three years.</p> <p>Have a complete and accurate transfer bank by Fall 2017.</p> <p>Prepare and execute, transfer month in March 2017 with the goal of increasing the Community College Counselor participation by 5.</p>	<p>Transfer Articulation Policy (TAP)</p> <p>Student Success Task Force Recommendations and SCSU Strategic Plan</p> <p>Transfer Task Force recommendations Transfer Orientation Team Proposal</p>	<p>Both Associate Director now have 3 Assistants to supervise. Keeping three of the transfer advisers under one associate is a step close to the transfer center. The LEP Director, Transfer Bank Coordinator and the transfer group are all working very close to make transfer student advisement seamless and efficient.</p> <p>Advisors continue to work closely with Gateway, HCC and Naugatuck Valley to ensure ease of transfer to SCSU.</p> <p>Each advisor has been assigned a community college as a point of contact.</p> <p>Continue Community College Counselor Day was success according to survey data.</p>
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Student Financial Literacy and Advising- Lewis DeLuca

Unit Goal	Expected outcome	Existing Linkages/Alignment	End of year update
<p>1. Conduct 750 financial planning meetings with prospective and current undergraduate and graduate students during the fiscal year and use the feedback survey. This represents a 125% increase from the previous year.</p>	<p>Increased knowledge for financial planning as reflected in survey data.</p>	<p>2015-25 Strategic Plan Goals 1: Objective a, Action Step 7, Goal 2: Objective b, Action Step 1, Goal 3: Objective b, Action Step 1, Goal: Goal 3: Objective e, Action Step 1 & Goal 4: Objective e, Action Step 3.</p> <p>Student Success Task Force: 2013-14 report pg. 22</p> <p>Updated website, scholarship database, and marketing materials.</p> <p>In collaboration with campus partnerships, i.e. faculty.</p>	<p>691 vs. 615 year to date, 92% toward 750 goal. Survey data shows 98% agree to put new knowledge into action which is consistent with previous year.</p>
<p>2. Promote the Paying for College calculator and collect data on usage and feedback survey.</p>	<p>25,000 page views and increased knowledge for financial planning.</p>	<p>2015-25 Strategic Plan Goals 1: Objective a, Action Step 7 & Goal 4: Objective e, Action Step 3.</p> <p>Student Success Task Force: 2013-14 report pg. 22</p> <p>Updated website, scholarship database, and marketing materials.</p> <p>In collaboration with campus partnerships, i.e. faculty.</p> <p>Best practices literature: http://www.southernct.edu/financial-advising/index.html</p>	<p>32,630 views exceeded 25,000 goal. Initiated in spring 2016.</p>

<p>3. Develop a plan to train advisors in Academic and Career Advising and FYE on the basics of financial planning.</p>	<p>Advisors will use the Paying for College calculator for student financial planning.</p>	<p>2015-25 Strategic Plan Goals 1: Objective a, Action Step 7 and Goal 4: Objective e, Action Step 3.</p> <p>Student Success Task Force: 2013-14 report pg. 22</p> <p>Updated website, scholarship database, and marketing materials.</p> <p>In collaboration with campus partnerships, i.e. faculty.</p> <p>Best practices literature: http://www.southernct.edu/financial-advising/index.html</p>	<p>Plan developed and trained 22 faculty and administrators.</p>
<p>4. Present financial literacy to current students in meetings and campus presentations to influence behavioral change by assigning monthly budget worksheet.</p>	<p>Students increased knowledge for financial planning by budgeting monthly with follow-up meetings to discuss learning outcomes.</p>	<p>2015-25 Strategic Plan Goals 1: Objective a, Action Step 7 & Goal 4: Objective e, Action Step 3.</p> <p>Student Success Task Force: 2013-14 report pg. 22</p> <p>Updated website, scholarship database, and marketing materials.</p> <p>In collaboration with campus partnerships, i.e. faculty.</p> <p>Best practices literature: http://www.southernct.edu/financial-advising/index.html</p>	<p>A limited number of students completed budget worksheets from 750+ meetings and presentations.</p>

Registrar- Monica Raffone

Unit Goal	Expected outcome	Existing Linkages/Alignment	End of year update
1. Review the Registrar organizational structure. Assess the current structure, evaluate the recent structural changes.	Reporting system that leads to more effective communication, and support cross training for backups. This will be a yearly review	Strategic Plan Goal 2:a	Creation of graduate degree auditor. Preparing for cross-training staff to be back-ups for time sensitive office functions.
2. Expand professional development for the office team. Enhance recognition.	Indirect factor enhancing student satisfaction and success. Accomplished through at least one professional development opportunity for each team member including but not limited to Conferences, Webinars, and training opportunities on and/or off campus. Yearly review	Strategic Plan Goal 1:b	63% of support staff and 78% of professional staff have taken advantage of professional development workshops and or webinars through Fred Pryor. Staff continues to participate in campus training and webinars.
3. Review and redesign Registrar Home page And Registrar forms.	Clear mission and objective for excellence in student and faculty services. Easy to use forms.	Strategic Plan Goal 4:e-4	The Registrar's Calendar has been integrated through the University's master calendar. Continue to update existing forms to make them fillable and user friendly.

4. Implement Parchment-Hold transcripts for grades	Students will be able to request their transcripts to be released when grades are posted. This will save student time an effort in requesting transcripts leading to a better student services	Strategic Plan Goal 4: e-4	IT is currently working on matching rules to allow non-active students to request e-transcripts. Grading features in parchment have been put on hold until matching rules are functioning.
5. Complete scanning of 10,000 historical records	Save space and effort in searching for student records. This is a 5 year project (a total of 50,000 records to be scanned). Scanning old records will minimize student waiting time by 3 days.	Strategic Plan Goal 4: e-4	Completed scanning of active graduate records. Completed scanning and purging of 5 year and inactive records. Will begin to bring old records to campus from off-site storage facility.

Academic Scheduling (Registrar's Office) – Bob Drobish

Unit Goal	Expected outcome	Existing Linkages/Alignment	End of year update
1. Installation and Implementation of Ad Astra Platinum Analytics – Scope of Project, IT Governance/JIRA ticket, Timeline, Implementation	Less conflicts for students in creating their course schedule Credit Hours increased Better space utilization by reducing wasted time slots. Using Ad Astra metrics to measure success.	Strategic Plan Goal 4 e2 Student Success Task Force – Recommendation #4	Installation is complete. Snap Shot reporting has been refined. Fall 2017, Summer 2017 and Spring 2018 analytics have been run based on historic enrollment and Academic programs in both Banner and Degree works. Strategic team will meet in late August for training and roll out planning for Chairs and Coordinators. Spring 2018 Analytic Reports will be presented early September.
2. Begin the process of developing a prototype for a Full Year Academic Schedule.	Release Spring 2018 offerings around the same time as detailed Summer 2017 and Fall 2017 schedules are released to allow students a better opportunity to map course program.	Strategic Plan Goals 1 f6, 4 e4 Student Success Task Force – Recommendation #4	On hold until Ad Astra Platinum Analytics has been implemented. Focus will be on course rotations and early predictive models.
3. Leverage Ad Astra Scheduling software for activity consolidation and energy efficiency.	Considerable measureable energy savings by utilizing Ad Astra software to consolidate classroom activity. Reduce our yearly UI rates which are determined by August usage.	Strategic Plan Goal 4 b5	A number of classrooms have been taken offline for all or portions of Summer 2017. Met with Sustainability of to come up with plans to identify HVAC Zones in Ad Astra that correlate to HVAC software zones to help in determining how to best consolidate.
4. Ad Astra integration with Degree Works – clarification of Scope	Creation of obstacle free paths to graduation using planned programs and 5 year registration analytics	Strategic Plan Goal 4 e2 Student Success Task Force – Recommendation #4	Integration of Ad Astra and Degree works is complete.
5. Creation of an Academic Scheduling Website – create project scope with clear design vision and function.	1-Increased office visibility through One Stop Informational site 2-Self-service information and reporting for Deans and Chairs 3-Improved communication	Strategic Plan Goal 1 e5	Project is in initial planning stage.