

5.1.1 Corrective Action Plan to increase efficiency and effectiveness in university operations

Accomplishments to Date:

The Division of Student Affairs is in the process of developing a Corrective Action Plan to improve the efficiency and effectiveness of the admissions and financial aid offices. Initiatives to date are:

Initiatives to improve Admissions processing:

- Mandatory customer service training opportunities
- Moving to College Net which will allow for a single web client for reviewing and processing applications which will reduce time lags by utilizing auto accept and self-reporting
- Purchasing and utilizing Intelligent Capture for Transcript Processing
- Realigning staff to ensure maximum efficiency with processing and customer engagement
- Monthly reviews of Admission Applications for accuracy and self-analysis
- Cross training initiatives

Initiatives to improve Financial Aid processing:

- Earlier awarding and Financial Aid Processing
 - December 1 processing date for upcoming academic year
- Cross training opportunities
- Mandatory customer service training opportunities
- Annual review of office functions and processes
- Improve reconciliation and awarding
 - Review of auto verification software
 - Review the feasibility of moving to Smart Docs which will reduce lag time, allow the student to self-authenticate and fill out forms electronically

Additionally, the Division is conducting semi-annual and annual evaluations of staff and internal processes.