

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

Accomplishments to Date:

Established the Division of Strategic Planning, Analysis and Institutional Effectiveness. Through this Division, we will have an increased oversight and evaluation of critical academic and administrative operations.

Our key areas of focus will be:

1. Improving **progress on strategic plan goals and key performance indicators, including the Performance Based Funding Metrics.**
2. As previously noted, an **increased monitoring of academic programs.**
3. Enhancing **engagement, communication and reporting with the BOT, BOG, and other oversight organizations** and stakeholder groups;
4. Establishing and maintaining a **campus-wide data-driven culture;**
5. Enhancing **campus-wide customer service, with a focus on student-service areas.**

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.