

Enrollment Management

- **Colleague Conversion**

Maintain functionality with Colleague that was there with Legacy system. Much progress has been made in the last 6 months. Transcripts are being produced with customized GPA calculation. Billing student accounts has gone well, and refunds have gone well. Students are able to view much more detail about their accounts than ever before. Degree audit is in place for all student programs, and available to advisors and students from the web. Financial aid awards, tracking information, student loan acceptance and completion are all available to students from the web. Staff across departments have been or are in the process of being trained on reading and interpreting information on students financial aid status.

 - Colleague continues to be improved as we learn more about how it functions. Customization of the degree audit has been requested, and is in the process of being delivered, to apply excess credits from one requirement to another. We have also requested and received a custom process for deregistration. This process was used successfully prior to Fall classes starting.

- **Replace Current Imaging System**

Work has been started with ImageNow software. Conversion of data from existing system to new system has begun. Workflow has been set up for Financial aid and begun for Enrollment Services. Installation will be completed during the month of May. ImageNow will be fully integrated with Colleague software for greatly increased functionality.

 - ImageNow has been installed. Scanning has begun in Financial Aid and Enrollment Services.

- **Increased Student Awareness of Enrollment Management Services**

Financial aid presence scheduled for all student orientations taking place this summer. Presentations of financial aid and scholarship processes were made at every TGIF session. Participation in College 101 classes has not been started yet, but we have plans to do so for upcoming curriculum.

 - Financial Aid and Enrollment Services were represented in Parent Orientations offered all summer, as well as various program orientations.

- **Enhance Customer Service**

Web access to student specific information has been greatly improved with Colleague implementation. There is much greater detailed

information than ever before. Directions on the web for searching for and registering for classes have been improved. Detailed help screens with voice instructions make registration from the web understandable for any student. Plans are to increase the application of this technology to other student functions. Training is being developed now, to be delivered in early summer, to familiarize staff across campus with screens and information relating to student registration, billing, and financial aid information. Decentralization of this function will greatly improve phone traffic into the financial aid office.

- Training to staff across the college who deal with registration and billing questions from students was offered. Over 100 staff attended. Part-time help was brought in to manage lines during Fall rush. This greatly reduced student's wait time. Financial aid staff also were present at the bookstore to answer financial aid related questions for the week before classes started, and the first week of class.