# Enrollment Process Improvement Work

# Records & Registration Taskforce

# September 2022

The Records and Registration taskforce meeting met at 3pm on September 27. Members in attendance were: Holly Surginer, Kacy Yevcak, Heather Smitheal and Ken Culver. Ken Culver notified us that he would be leaving our committee in December. We will be looking for a replacement from instruction. The following is the rough draft of the suggestions and concerns that we have.

## **Process Improvement Work**

## Any concerns/priorities missing from your area?

Some of the concerns our committee had were:

* + The fact that we seem to fluctuate on whether to have late registration. Conversations have not been productive and worried that a decision will be made too close to the Fall term starting. We should have a decision and a plan by the time registration opens in April.
  + Section creation. There are frequent errors with sections such as registration dates, no standardized section numbering system that is used, wrong instruction types being listed, etc. This causes errors with student registration and our state reports.
  + If we end late registration are we losing out to competition (other institutions that have a revolving registration period)?
  + Mandatory advising – is it slowing down the registration process?
  + The advising request button. If done right, this could be a helpful tool for advisors; however, advisor across campus dislike having this option.
  + More transparency about Inclusive Access to students. Maybe have a note in the section comments informing students that there may be an additional fee they will be responsible for if Inclusive Access is used.

## Develop a list of the top 5 process priorities for your areas to fix?  Prioritize them.

1. Ensure that 2nd 8-week courses have enough sections and diversity and ensure that there are both online and face to face options. Fall 2022 almost all were online and not everyone is an online student.
2. Standardized section numbering system to help students and advisor identify the type of course. Holly has created and shared with Fred and Deans with positive feedback.
3. Create a Dates and Deadline page similar to Austin Community College. The calendar is not searchable. A dedicated page would be better. Records & Registration staff would commit to keeping it up to date.
4. Instructor drops not available on Student Planning. We need to come up with a solution before WebAdvisor is removed.
5. Provide division leaders a list of acceptable exceptions for registration past the deadline.

## What are the top 3 process improvements that could help improve enrollment in any area?

* + Deletion of Non-Payment Schedule online.
  + A better way to identify that a student approves registrations completed by a faculty advisor.
  + Form creation for prerequisite waiver requests.