

Date Received _____

**Assessment Report Form
Edison State College**

1. Assessment Project Report:

Program	Office of the Registrar
Department	Student Services
College	Edison State College
Program Assessment Coordinator	
Academic Year	2009/2010
Report Submitted by	Billee Silva
Phone/email	bsilva@edison.edu
Date Submitted	12/01/10

2. According to the Assessment Plan, what were the planned assessment activities to be conducted during the Academic Year? You may want to copy and paste from this program's assessment plan.

Which outcomes for this program were measured?	How did you measure the outcomes?	What results did you expect?
Evaluate and post transfer credits.	Data from SOAPCOL Student satisfaction surveys	Increase in productivity in a shorter period of time.

3. Results, conclusions, and discoveries. What are the results of the planned activities listed above? What conclusions or discoveries were made from these results. Describe below or attach to the form.

Assessment of the transcript evaluation process revealed the Registrar's Office turnaround time for evaluating and posting transfer credits was approximately 45 business days. Student satisfaction was low. A review of policies and processes used to maintain and update student records was conducted. It was discovered with the increase in enrollment and the high volume of transcripts received, additional staff and updated technology was necessary.

4. Use of Results. What program changes are indicated? How will they be implemented? If none, describe why changes were not needed.

An additional transcript evaluator was hired.

Over the next year the Registrar will work with the Information Technology Department to implement the automatic upload of incoming transfer work. The enhancement of EDI to the SIS will not only increase efficiency, but reduce data entry errors.

5. Dissemination of results, conclusions, and discoveries. How and with whom were the results shared?

Student Service Council, Enrollment Management, Banner Issues Group.