

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	12/01/2010

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?
Maintain the academic records of all ESC students in compliance with applicable policies, laws and regulations.	Student Satisfaction Survey State/Federal audits of student file and procedural reviews.	Positive perceptions of record accuracy and student satisfaction. Clean audits.

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.

Review of the policies used to maintain and update student records resulted in the reallocation of staff responsibilities and reorganization of the Registrar's Office.

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

Staff have been cross-trained to serve students, review and track incoming and outgoing transcripts. Scanners have been installed at all workstations in registration to allow staff to scan and index records as they receive them.
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5. Dissemination of results, conclusions, and discoveries. How and with whom were the results shared?

Student Services Council, Banner Issues Group