

Three-Year Planning Template for Non-Academic Programs

This template is for Student Service Area Outcomes.

Name of Student Service Area: Enrollment Services - A&R/ISP
Briefly explain what you hope to learn from this three-year cycle. We selected the SAOs below because it reflects one of the most important and continuous challenges that Admissions and Records faces, and that is to provide caring comprehensive customer support to students in multiple modalities with limited resources. We also selected these SAOs because several college priorities can help us to improve in this area such as the Caring Campus Initiative and we hope that during assessment we will find workable solutions that will help us contribute to and improve student success.

Instructions:

1. Select one or more SAO that you would like to assess in this three-year cycle and identify which semester(s) you plan to assess that SAO.

	YEAR 1		YEAR 2		YEAR 3	
SAO	FALL 2026	SPRING 2027	FALL 2027	SPRING 2028	FALL 2028	SPRING 2029
Reassess student satisfaction survey questions	Brainstorm additional questions to include in survey	Issue revised survey. Survey link: https://forms.cloud.microsoft/r/FU6aYq75GC	Collect data and reflect	Collect data and reflect	Collect data and reflect	Collect data and reflect with summary
Create a faculty feedback survey	Brainstorm additional questions to include in survey	Issue new survey	Collect data and reflect	Collect data and reflect	Collect data and reflect	Collect data and reflect with summary

