

# Admission & Records Program Review 2018-19



# **Objectives by Planning Unit and Status**

Planning Year: 2018-2019,2019-2020

Planning Year: 2018-2019

1262

Jnit Code		Planning Unit	Unit Manager
32120		Admissions and Records	Carr, Vikki
Objectiv	ve Status:	In Progress	
	1043	Increase Community Outreach Efforts for Admissions & Records	
		In an effort to increase student enrollment and assist students with the a registration process, we will attend various community events (College School Sites, Community Events). 7/30/18 Learned that the \$6,000 was not approved. We were able to put (pens, folders, notepads) for community outreach. We will evaluate how	Career Day, High urchase some items
	1044	Streamline the Admissions & Records Documents and Forms	
		Currently, there are 26 forms on our website. Will work with IT and dep either make the forms PDF fillable for students and/or find electronic su students to utilize.  7/31/18 - Received training on ADOBE, which is turning out to not be a for many forms. Will work with Adobe product and hope to come up wit for students; otherwise, we will need to secure own software for our need with FERPA.	bmission formats for product we can use h some useful form
	1045	Reduce transcript evaluations time	
		2017-18 transcript evaluations were reduced from 161 days backlog to time. The catalog states we are to process transcripts within 90 days. from 90 days to 60 days. We can continue to work on the process of red time by leveraging the skills of a lead evaluator and continued training for newer evaluators.	The goal is to go ducing evaluation
Objectiv	ve Status:	Not Started	
	1075	Increase CCAP (dual-enrollment) Efforts	
		With the CCAP agreement efforts, the Admissions & Records Office has dedicate staff time to this growing population. Given the limitations of B population of students currently has to be manually entered and droppe incurring additional staff time.	anner, this
Objectiv	ve Status:	Planning	
	1261	Enhance A&R Capacity to Support New Programs	
		The addition of dual enrollment programs, prison programs, and other s groups have increased duties for the registration specialist. Additional t successfully monitor and comply with needs of those populations. This padditional FTES.  Update - 050620	ime is needed to

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Receive Banner Training for 320 Report and Backend

We are in need of Banner support in two ways, 1) to run the 320 Report which is how we receive our apportionment. In order to ensure that we are extracting all pertinent information and maximizing our FTES utilization, and eliminate the probability of human error, consultants will train staff 2) to facilitate scribing and attributes needed in the awarding of degrees and certificates to students, additional training is needed.

Planning Year: 2019-2020			
Unit Code		Planning Unit	Unit Manager
32120		Admissions and Records	Carr, Vikki
Objecti	ve Status	: In Progress	
	1350	A&R will provide Community outreach to Prospective Students	
		Provide community outreach to High School Seniors or Adults and assist v A&R will target underrepresented students in an effort to increase FTES for	
Objecti	ve Status	: Planning	
	1351	Improve efficiencies of Admissions & Records Office	
		In order to keep up with the volume of students and evaluation process to degrees and certificates, new software is needed to streamline processes efficiency of the office. The addition of these software applications would overtime cost.	and improve
	1352	Comply with FERPA Regulations	_
		The A&R office is located in Building 10. The President's Office, Foundation Institutional Research reside in this area. During Board Meetings, the door maintained opened leaving A&R vulnerable and violating FERPA requirementations.	rs must be
	1354	Support CCAP (dual enrollment) Efforts	
		The continued success of dual enrollment programs, prison programs, and population groups have increased duties and additional time is needed to processes in a timely manner. These population groups generate addition	complete
	1355	Reduce Transcript Evaluation Time	
		2017-18 transcript evaluations were reduced from 161 days backlog to 90 time. The catalog states we are to process transcripts within 90 days. The 45-60 days. We can reach this goal by leveraging the skills of our lead evaluating our newest evaluator (started in September 2018) up to speed. The requested this year is less than last year and if a new software is approved needed the following year.	e goal is to go to aluator and ne amount

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Planning Year: 2019-2020

Planning Unit: Admissions and Records

Unit Manager: Carr, Vikki

Objective: 1350 - A&R will provide Community outreach to Prospective Students

#### **Objective Description:**

Provide community outreach to High School Seniors or Adults and assist with CCCApply. A&R will target underrepresented students in an effort to increase FTES for the college.

Start Date: Task Type: Priority Level: Task Order:

10/30/2018 Quantitative Medium 1

Due Date:Completion Date:Task Status:Budget:6/30/2019Planning\$3,000

Obtain promotional materials that will attract students to receive information and material to encourage and inform them about the possibilities IVC has to offer.

#### **Budget Remarks:**

Date:	Name:	Remarks:
10/24/2019	Student, IR	Update September 12, 2019 – This budget enhancement request was not approved. Over 240 requests, totaling \$19 million dollars were received. With very limited funds available for 2019-20, mostly legally mandated enhancements were funded. If this continues to be a priority for the upcoming year, please resubmit the request.

#### **Budget Details:**

GL Code	Account	Description	Requested	Approved
4460	Admissions & Registration Staff_Admissions and Records	Promotional Items for Community Outreach	\$3000.00	\$0.00

#### **Assignment Details:**

Name:	Email:
No Data to Display	

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Start Date: Task Type: Priority Level: Task Order:

10/30/2018 Quantitative High

Due Date:Completion Date:Task Status:Budget:6/30/2019Planning\$3,000

Staffing resources for community outreach such as mileage, meals, and overtime hours.

## **Budget Remarks:**

Date:	Name:	Remarks:
10/24/2019	Student, IR	Update September 12, 2019 – This budget enhancement request was not approved. Over 240 requests, totaling \$19 million dollars were received. With very limited funds available for 2019-20, mostly legally mandated enhancements were funded. If this continues to be a priority for the upcoming year, please resubmit the request.

## **Budget Details:**

GL Code	Account	Description	Requested	Approved
5210	Admissions & Registration Staff	Staff resources to attend community events	\$3000.00	\$0.00

## **Assignment Details:**

Name:	Email:
No Data to Display	

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Planning Unit: Admissions and Records

Unit Manager: Carr, Vikki

Objective: 1351 - Improve efficiencies of Admissions & Records Office

#### **Objective Description:**

In order to keep up with the volume of students and evaluation process to achieve their degrees and certificates, new software is needed to streamline processes and improve efficiency of the office. The addition of these software applications would eventually reduce overtime cost.

Start Date: Task Type: Priority Level: Task Order:

10/30/2018 Quantitative High 1

Due Date:Completion Date:Task Status:Budget:6/30/2019Planning\$177,000

Purchase College Source - Transfer Evaluation System (TES) Software

This software is an interactive resource for course data from institutions of higher education. TES would help evaluators to quickly locate course descriptions; route and track the evaluation processes; store, manage, group, and publicize the resulting equivalencies; and employ algorithms to generate lists of equivalencies between institutions.

#### **Budget Remarks:**

Date:	Name:	Remarks:
10/24/2019	Student, IR	Update September 12, 2019 – This budget enhancement request was not approved. Over 240 requests, totaling \$19 million dollars were received. With very limited funds available for 2019-20, mostly legally mandated enhancements were funded. If this continues to be a priority for the upcoming year, please resubmit the request.

#### **Budget Details:**

GL Code	Account	Description	Requested	Approved
6500	Admissions & Registration Staff_Admissions and Records	Purchase College Source TES software	\$3000.00	\$0.00
6500	Admissions & Registration Staff_Admissions and Records	Purchase Intellegence Capture Software for Evaluations	\$174000.00	\$0.00

#### **Assignment Details:**

Name:	Email:
No Data to Display	

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Start Date: Task Type: Priority Level: Task Order:

10/30/2018 Quantitative High

Due Date:Completion Date:Task Status:Budget:6/30/2019Planning\$500

Presentation software is needed to build effective and meaningful presentation for staff, faculty and community.

## **Budget Remarks:**

Date:	Name:	Remarks:
10/24/2019	Student, IR	Update September 12, 2019 – This budget enhancement request was not approved. Over 240 requests, totaling \$19 million dollars were received. With very limited funds available for 2019-20, mostly legally mandated enhancements were funded. If this continues to be a priority for the upcoming year, please resubmit the request.

## **Budget Details:**

GL Code	Account	Description	Requested	Approved
6500	Admissions & Registration Staff_Admissions and Records	Presentation Software	\$500.00	\$0.00

## **Assignment Details:**

Name:	Email:
No Data to Display	

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Planning Unit: Admissions and Records

Unit Manager: Carr, Vikki

Objective: 1352 - Comply with FERPA Regulations

#### **Objective Description:**

The A&R office is located in Building 10. The President's Office, Foundation, and Institutional Research reside in this area. During Board Meetings, the doors must be maintained opened leaving A&R vulnerable and violating FERPA requirements to safeguard student information.

Start Date: Task Type: Priority Level: Task Order:

10/30/2018 Qualitative High 1

Due Date:Completion Date:Task Status:Budget:6/30/2019Planning\$110,000

Purchase a rollup gate or sliding track door to secure A&R.

#### **Budget Remarks:**

Date:	Name:	Remarks:
09/18/2019	Carrillo, Jose G	Your request was partially funded for \$10,000.
		243 enhancement requests were submitted at a cost of \$19,835,023 for the 19-20 Fiscal Year. 69 enhancements were rated high at a cost of \$4,626,825. SEMPC reviewed high rated items and mediums to determine if anything needed to be rated higher. Budget Committee decided on funding available: \$250,000 and reviewed recommendations Deans, VPs and Chief Officers reviewed and provided final recommendations for the President's Cabinet 31 enhancements were rated the highest at a cost of \$3,031,293
		PC approved the attached enhancements
		District: 9 enhancements approved at a cost of \$250,000 Restricted: 13 enhancements approved at a cost of \$992,945

## **Budget Details:**

GL Code	Account	Description	Requested	Approved
9173	Admissions & Registration Staff_Admissions and Records	Purchase of gate/door to secure documents in A&R	\$110000.00	\$10000.00

#### **Assignment Details:**

Name:	Email:
No Data to Display	

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Planning Unit: Admissions and Records

Unit Manager: Carr, Vikki

Objective: 1354 - Support CCAP (dual enrollment) Efforts

#### **Objective Description:**

The continued success of dual enrollment programs, prison programs, and other special population groups have increased duties and additional time is needed to complete processes in a timely manner. These population groups generate additional FTES.

Start Date: Task Type: Priority Level: Task Order:

10/30/2018 Quantitative High 1

Due Date:Completion Date:Task Status:Budget:6/30/2019Planning\$3,000

A dedicated employee coordinates the efforts of these programs and has to manually touch each record which incurs additional staff time during peak times.

#### **Budget Remarks:**

Date:	Name:	Remarks:
10/24/2019	Student, IR	Update September 12, 2019 – This budget enhancement request was not approved. Over 240 requests, totaling \$19 million dollars were received. With very limited funds available for 2019-20, mostly legally mandated enhancements were funded. If this continues to be a priority for the upcoming year, please resubmit the request.

#### **Budget Details:**

GL Code	Account	Description	Requested	Approved
2399	Admissions & Registration Staff	Overtime pay to complete special program tasks	\$3000.00	\$0.00

#### **Assignment Details:**

Name:	Email:
No Data to Display	

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Planning Unit: Admissions and Records

Unit Manager: Carr, Vikki

Objective: 1355 - Reduce Transcript Evaluation Time

#### **Objective Description:**

2017-18 transcript evaluations were reduced from 161 days backlog to 90 days processing time. The catalog states we are to process transcripts within 90 days. The goal is to go to 45-60 days. We can reach this goal by leveraging the skills of our lead evaluator and bringing our newest evaluator (started in September 2018) up to speed. The amount requested this year is less than last year and if a new software is approved, this will not be needed the following year.

Start Date: Task Type: Priority Level: Task Order:

10/30/2018 Quantitative High 1

Due Date:Completion Date:Task Status:Budget:6/30/2019Planning\$5,000

Additional resources to reduce the processing time is needed. The lead evaluator is helping to train a new evaluator.

#### **Budget Remarks:**

Da	ite:	Name:	Remarks:
10	0/24/2019	Student, IR	Update September 12, 2019 – This budget enhancement request was not approved. Over 240 requests, totaling \$19 million dollars were received. With very limited funds available for 2019-20, mostly legally mandated enhancements were funded. If this continues to be a priority for the upcoming year, please resubmit the request.

#### **Budget Details:**

GL Code	Account	Description	Requested	Approved
2399	Admissions &	Additional resources to meet	\$5000.00	\$0.00
	Registration Staff	transcript evaluations goals.		

#### **Assignment Details:**

Name:	Email:
No Data to Display	

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Source: SAPR

Cycle: 2019-20 Service Area Program Review

Response Types: All Responses Types

32120 Admissions and Records

II.B.1.a. Present - Strengths

PRESENT - DATA ANALYSIS AND PROGRAM HEALTH - ACCREDITATION - STRENGTHS

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. Attach electronic excel file with graphs or trend data, do not include them in the narrative below.

#### a. Strengths

Discuss what you do well in your program/department.

#### **Response Detail**

No Response Information to Display

#### **Narrative**

A&R Staff is experienced with many years of service to the A&R department. Staff is dedicated and trained in A&R processes and willing to provide the best possible service to each student.

Last year, A&R Technicians started attending community outreach events around the valley which has been helpful in getting questions answered from current and potential students.

Staff participates in various committees around campus (Student Affairs, Curriculum, CARE Committee, BUG, Strategic Enrollment Management, Career Pathways) which helps with engagement throughout campus.

#### **Suggested Follow Ups**

Date Suggested Follow Up

No Suggested Follow Ups to Display

Associated Objectives	I	Planning Unit	
Evaluators will provide transcript evaluation within 30 days	,	Admissions and Records	
Acceptated Outcomes		Diamain a Unit	
Associated Outcomes		Planning Unit	
No Associated Outcomes to Display			
Internet Links			
Link	URL		
No Internet Links to Display			
Documents			
File Name	File Type	File Size	File Date
No Documents to Display			

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Source: SAPR

Cycle: 2019-20 Service Area Program Review

Response Types: All Responses Types

#### 32120 Admissions and Records

II.B.1.b Present - Weaknesses

PRESENT - DATA ANALYSIS AND PROGRAM HEALTH - ACCREDITATION - WEAKNESSES

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. Attach electronic excel file with graphs or trend data, do not include them in the narrative below.

#### b. Weaknesses

Discuss areas in your program/department that need improvement.

#### **Response Detail**

#### No Response Information to Display

#### **Narrative**

The main phone line for IVC and A&R (two different lines) are impacted during registration periods. Staff assist students in the office and the phones become secondary. This creates a frustration especially if the department intended does not pick up. The increase of graduation applications that are SOUGHT has increased over the last couple of years. In 2018-2019, over 40% of applications were SOUGHT.

Professional Development has been lacking over the years. This is needed for staff to stay current on trends, processes, and upcoming mandates. Keeping updated on current trends and networking with other colleagues from various colleges across California is important because we can learn from each other and ask questions as to processes without having to reinvent a process.

FERPA compliance is essential in our day-to-day work. Since Building 10 is used for evening meetings from IVC and other organizations, A&R is left with vulnerability in that people can walk into our area where we must be FERPA compliant.

#### **Suggested Follow Ups**

Date Suggested Follow Up

No Suggested Follow Ups to Display

Associated Objectives	Planning Unit		
Main Telephone System Software	Admissions and Records		
Professional Development for Staff	Admissions and Records		
Associated Outcomes	Planning Unit		
No Associated Outcomes to Display			
Internet Links			
Link	URL		
No Internet Links to Display			
Documents			
File Name	File Type	File Size	File Date
No Documents to Display			

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Source: SAPR

Cycle: 2019-20 Service Area Program Review

Response Types: All Responses Types

#### 32120 Admissions and Records

II.B.1.c. Present - Opportunities

PRESENT - DATA ANALYSIS AND PROGRAM HEALTH - ACCREDITATION - OPPORTUNITIES

- 1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. Attach electronic excel file with graphs or trend data, do not include them in the narrative below.
- c. Opportunities

Discuss opportunities for program improvement.

#### **Response Detail**

No Response Information to Display

#### **Narrative**

Increase visibility. Outreach has taken place since 2018-2019. A&R needs to continue to provide outreach as this has helped our new and incoming students. This has been helpful especially when students are not sure what the questions on the application means or they need clarification before they answer a question.

?Increase Professional Development. Professional Development will assist staff in providing the best service to our students and staff. Professional Development includes attending conferences, workshops, and in-house training. Keeping updated on current trends and networking with other colleagues from various colleges across California is important because we can learn from each other and ask questions as to processes without having to reinvent a process.

??Leverage technology to monitor and track staff workload at the beginning of each academic year to be able to gauge workload and monitor resources and manage expectations. Previously, we have done manual counts but now that we are using Banner and Argos, we are able to request reports from IT that will help us track data and historical points in A&R.?

#### Suggested Follow Ups

Date Suggested Follow Up

No Suggested Follow Ups to Display

Associated Objectives	Planning Unit
A&R Student Employment Support is needed during Summer Months	Admissions and Records
Consultant to create a CSU GE Certification Form	Admissions and Records
Evaluators will provide transcript evaluation within 30 days	Admissions and Records
New Vault Door for A&R Safe	Admissions and Records
Professional Development for Staff	Admissions and Records
Purchase Clean Address software for student use	Admissions and Records
Team Dynamics Software for Student Forms	Admissions and Records
Associated Outcomes	Planning Unit
No Associated Outcomes to Display	

# Internet Links

Link URL

No Internet Links to Display

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Source: SAPR

Cycle: 2019-20 Service Area Program Review

**Response Types: All Responses Types** 

32120	Admissions and Records			
Documents				
File Name		File Type	File Size	File Date
N. D.	, D: 1			

No Documents to Display

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Source: SAPR

Cycle: 2019-20 Service Area Program Review

Response Types: All Responses Types

#### 32120 Admissions and Records

II.B.1.d. Present - Challenges

PRESENT - DATA ANALYSIS AND PROGRAM HEALTH - ACCREDITATION - CHALLENGES

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. Attach electronic excel file with graphs or trend data, do not include them in the narrative below.

#### d. Challenges

Discuss obstacles/barriers that may influence program improvement.

#### **Response Detail**

#### No Response Information to Display

#### **Narrative**

Varying schedules. The lack of scheduled business hours throughout IVC is a frustration point we hear about from students. Different departments are open at various hours and a more uniform approach should be considered.

Lost students. Directional signs for students that are new to the college should be clearly marked regardless of where the student parks. Although there are some maps at the entrance points, there should be clear directional signs such as those found in theme parks or vacation resorts.

AB705 confusion. While we are internally still having conversations and what has worked and what isn't working, students are having to figure this out with us. English has established a good supply of options for students wanting to take the class with support or without; however, the same cannot be said for math. Math is a bit confusing. The waivers for this class fall on A&R and this allows us to help the student; however, they are frustrated when they arrive here.

Computer Wait Times. During busy registration period, there are long waits in the A&R area. Although we plan for lab use or classroom when possible, we find that students are frustrated especially if there are more than 5 students waiting to register during their registration period.

#### **Suggested Follow Ups**

Date Suggested Follow Up

No Suggested Follow Ups to Display

Associated Objectives	Planning Unit
A&R Evaluators will provide accurate and timely evaluations for stud	dents Admissions and Records
Associated Outcomes	Planning Unit
No Associated Outcomes to Display	
Internet Links	
Link	URL
No Internet Links to Display	
Documents	
File Name File Ty	pe File Size File Date
No Documents to Display	

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Source: SAPR

Cycle: 2019-20 Service Area Program Review

**Response Types: All Responses Types** 

#### 32120 Admissions and Records

II.B.1.e. Present - Program Changes

PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION - PROGRAM CHANGES

- 1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. Attach electronic excel file with graphs or trend data, do not include them in the narrative below.
- e. Program Changes

What program changes, if any, do you expect to have a positive effect on students?

#### **Response Detail**

No Response Information to Display

#### **Narrative**

The use of technology and software to allow A&R to better serve our students through accurate and timely evaluations of their transcripts and graduation petitions will be a great opportunity as we streamline our career pathways.

Continuing to outreach in the community will make A&R more visible and more accessible to students that may not be aware of all the services offered in A&R.

#### **Suggested Follow Ups**

Date Suggested Follow Up

No Suggested Follow Ups to Display

Associated Objectives		Planning Unit	
Professional Development for Staff		Admissions and Records	
Student and Exchange Visitor Program (SEVP) Recertification	on	Admissions and Records	
Update of Cabinets in David Poor's (Officer's) Office		Admissions and Records	
Associated Outcomes		Planning Unit	
No Associated Outcomes to Display			
Internet Links			
Link	URL		
No Internet Links to Display			
Documents			
File Name	File Type	File Size	File Date
No Documents to Display			

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Source: SAPR

Cycle: 2019-20 Service Area Program Review

**Response Types: All Responses Types** 

#### 32120 Admissions and Records

II.B.2. VFS Goals

Vision for Success Goals

Please provide a summary of how your program's objectives align to Imperial Valley College's Vision for Success Goals. Please provide a narrative on how your program activities contribute to fulfilling these goals.

Goal 1A: Imperial Valley College will increase among all students, the number who earned an associate degree or associate degree for transfer in the selected or subsequent year by 20%

Goal 2A: Imperial Valley College will increase among all students, the number who earned an associate degree for transfer in the selected or subsequent year by 20%

Goal 3A: Imperial Valley College will decrease among all students who earned an associate degree in the selected year and who were enrolled in the previous or selected year, the average number of units earned in the California community college system among students who had completed at least 60 units at any community college by 9% from 93 to 85 units.

Goal 4C: Imperial Valley College will increase among all students who responded to the CTE Outcomes Survey and did not transfer, the proportion who reported that they are working in a job very closely or closely related to their field of study by 9%

Goal 5: Imperial Valley College will work with the disproportionately (DI) student groups below to increase associate degrees earned and decrease number of accumulated units.

Disproportionately Impacted (DI) Student Groups

Ethnicity: Black or African American First Generation: First Generation Foster Youth: Foster Youth

Veteran: Veteran

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Source: SAPR

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**Response Types: All Responses Types** 

32120 Admissions and Records

**Response Detail** 

No Response Information to Display

**Narrative** 

A&R Evaluators will provide accurate and timely evaluations for students within 30 days.

VFS Goals: Goal 1A. Goal 2A. Goal 3A. Goal 5.

A&R Student Employment Support for Summer Months.

VFS Goals:

Consultant to Create a CSU GE Certification Form.

VFS Goals: Goal 1A. Goal 2A. Goal 3A. Goal 5.

**Main Telephone System Software** 

New Vault Door for A&R Safe

Professional Development for Staff VFS Goals: Goal 1A. Goal 2A. Goal 3A. Goal 5 Purchase Clean Address software for student use.

Student and Exchange Visitor Program (SEVP) Recertification.

Team Dynamics Software for Student Forms. VFS Goals: Goal 1A. Goal 2A. Goal 3A. Goal 5. Update of Cabinets in David poor's (Officer's) Office.

Suggested Follow Ups

Date Suggested Follow Up

No Suggested Follow Ups to Display

Associated Objectives Planning Unit

No Associated Objectives to Display

Associated Outcomes Planning Unit

No Associated Outcomes to Display

Internet Links

Link URL

No Internet Links to Display

Documents

File Name File Type File Size File Date

No Documents to Display