I. Service Area Name: Academic Affairs Office

II. Date of Review: May 14, 2014

III. Service Area Mission Statement (optional): N/A

IV. Service Area’s key duties, responsibilities, functions, activities, and tasks:
   • Production of schedule
   • Production of catalog
   • Curriculum support
   • Reserving classrooms for study sessions and exams

V. Greatest strengths and most significant accomplishments during the past three years:
   • Assisted in process of development, completion, and approval of transfer degrees in Respiratory Care Practitioner, Astronomy, Sustainable Construction, Administration of Justice, Business Administration, Sociology, Psychology, Physics, and Studio Art.
   • Implemented and updating web-based ASTRA.
   • Shifting to online distribution of schedule and catalog.
   • Established Scheduling and Catalog Teams, and ASTRA Team.
   • Initial training has been provided for the Scheduling Team. Working closely with Ellucian and other departments on campus.

VI. Major challenges during the past three years—that is, the aspects that are most in need of improvement:
   • Lack of adequate training for all staff.
   • Variety of issues within CurricUNET, ASTRA, and Colleague systems.
   • Entire scheduling process needs improvement; Trained staff, currently finalizing a process and adequate staff.
   • Catalog production needs improvement; Automation and clerical staff.
VII. Brief summary of continuous quality improvement actions to be taken that will help to build upon strengths and address challenges.

- Improve scheduling process by:
  - Streamlining production timeline; Hiring appropriate staff.
  - Finalizing policies and procedures in scheduling process.
  - Ongoing training for Scheduling Team, Administrative Assistants, Deans, and Directors.
  - Better coordination, communication, and collaboration with Academic Affairs, Student Affairs, and the Director of Communications through monthly meetings.
  - Better coordination, communication, and collaboration with outside printing company.
  - Coordinate layout and design with IT Department.

- Improve catalog process by:
  - Better coordination, communication, and collaboration with Academic Affairs, Student Affairs, and the Director of Communications through monthly meetings.
  - Install InDesign software system on Academic Affairs Office Computers.
  - Coordinate layout and design with IT Department.

- CurricUNET:
  - Improve usage by working closely with Governet to resolve software system errors;
  - Provide training for all users;
  - Align data between Colleague, CurricUNET, and Chancellor’s office.

- ASTRA/Colleague:
  - Aligning data between systems.