I. Service Area Name: Academic Affairs Office

II. Date of Review: May 1, 2015

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

IV. Service Area’s key duties, responsibilities, functions, activities, and tasks:
   • Orientations and Convocation for managers, faculty and staff
   • Production of schedule
   • Production of catalog
   • Curriculum support

V. Greatest strengths and most significant accomplishments during the past three years:
   • Shifting to online distribution of schedule and catalog.
   • On-going work of the Scheduling and Catalog Teams, and ASTRA Team.
   • Reorganized Academic Affairs Division to service students and employees more efficiently.
   • Focused trainings for all employees.

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. Aligning systems to match one another.
   • Lack of support staff in the Curriculum and Instructional area.

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:
     o 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, Business and the Director of Communications through monthly meetings. Establishing an Enrollment Management Team will be beneficial.
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. Establishing an Enrollment Management Team will be beneficial.
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.
Begin to explore other options for a software management system.

ASTRA/Colleague:
Aligning data between systems.
Fully implement Astra. Currently only a portion of it is being used.