Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
3	Implement Infosilem software		• Double the number of staff in the Registrar's office trained to engage in scheduling support activities.	OUTCOME MET: System installed during Fall 2016 semester and all scheduling staff trained by early January 2017.	Infosilem has proven to be a difficult system to implement due to vendor side development and support issues. The expansion of NJCU staff dedicated to this project proved key to successful implementation.	Continue with current staffing levels to maintain system.
3	Train 100% of academic departments on Infosilem Timetabler DCU software		• Meet with every college and school to introduce key issues and considerations related to the transition to InfoSilem based scheduling • Conduct individualized training sessions with each academic department to fully address special scheduling needs and to tailor training as need be	OUTCOME MET: 45 departments were trained on-time according to the project implementation schedule	The initial training schedule was very late and on an accelerated timeframe in order to meet project milestones but the Registrar's office staff stepped up in a major way to make sure that every department was fully up to speed with the use of a new system. A number of staff went above and beyond to make sure the Infosilem project stayed on schedule.	Continue with personalized scheduling support throughout the Spring 2018 and Fall 2018 scheduling cycles.
2	Reduce the number of students who involuntarily drop their registration for any reason by 5%		• Work with students early in the enrollment cycle to identify potential financial obstacles and conduct outreach to counsel them on options • Phone, email, and text outreach intensifying closer to drop deadlines • Assist Bursar's office advertise key deadlines and available payment plan options • Exempt priority cohorts (ie new students and graduating seniors) from drops	OUTOMCE NOT MET: The number of students dropped increased by 20.7% (202 in Spring 2016 and 244 in Spring 2017). There was no enrollment drop conducted in Fall 2015 and likely contributed to an unusually high number of drops in Spring 2016.	Outreach efforts were highly effective. Two things however impacted our inability to reach targeted outcome this year. First, there was no drop conducted in Fall 2015 semester which drove up number of students with unresolved payment issues for the Spring 2016 term. We also implemented two drops per semester, the first used primarily to assess attendance for census and financial aid reporting, and the second to	Continue with current year strategies. We don't believe that the strategies were what impacted the outcomes this year and will be effective at reaching targets next year.

Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
					really address unresolvable financial issues. The move to increase the number of drops artificially drove up the baseline year for measurement.	
2	Increase the percentage of students who successfully 'reinstate' their registration after being dropped to 75%.		• Conduct aggressive phone, email, and text message outreach prior to drop deadlines and during the one week window after drops to improve reinstatement rates. • Refer complicated cases to the Office of Enrollment Services to advocate for students and identify resources to resolve issues and to re-enroll.	OUTCOME MET: The percentage of students who successfully reinstated their enrollment improved from 73% in Spring 2016 to 78% in Fall 2016.	Coordinated efforts between the offices of Enrollment Services, Student Outreach and Retention, Bursar, Controllers, and Enrollment Management via weekly operations meetings made it possible to evaluate every student issue and quickly marshall resources need to identify a retention plan for students who otherwise would fall through the cracks. The office of Enrollment Services was highly effective at resolving complicated cases and insuring effective use of institutional resources.	Continue with strategies from current year.
2,3	Revise and launch Peoplesoft degree audit system		• Inventory of current academic plans and supporting documentation • Collaborative review process of degree audit and degree progress report with all departments • Demonstrations of system functionality with Deans offices to help understand how authorized course waivers and subsitutions can be recorded	OUTCOME MET: The revised degree audit and progress report was launched in time for Fall 2016 registration. Since then, the combination of students and advisors have accessed the degree progress report over 130,000 times in the first year.	The launch of the new degree audit was successful beyond our expectations. It is clear that students and advisors were in great need of a reliable degree audit system. The process of rebuilding the audit system also strengthen lines of communication between faculty and professional advisors with enrollment service offices.	Continue to maintain degree audit system through regular communication with Provost office and Academic Departments on evolving curricular requirements.

Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
			• Streamlining transfer credit evaluation process to reflect on degree audit			
2,3	Implement Schedule Planner by College Scheduler to facilitate schedule selection by students		• Work with vendor and It department on systems integration with PS • Customize Student Dashboard in Peoplesoft to make Schedule Planner readily available and present in the normal course registration process. • Email campaigns to announce this new registration resource for students prior to each registration cycle • Develop instructional documents and videos	OUTCOME MET: Schedule Planner was launched March 2016 and has already had nearly half the undergraduate student body (3,012 student and advisors) use it to assist in the selection of a schedule that meets their degree requirements and fits into their extra-curricular and work life.	This was a successful implementation due to the fast and thorough work of the IT department. This system was only made available for the Spring 2017 semester. Our hope is that it will be even more widely used in the 2017-2018 academic year and that useful planning information will be able to be derived from the system for departmental schedule planning.	Continue with email campaigns to encourage usage by students and advisors.
3	Enhance functionality and accessibility to Peoplesoft 'Class Search' and reduce reliance on paper 'Master Course List'		• Work with IT to customize the delivered Peoplesoft Class Search functionality	OUTCOME MET: The existing 'Class Search' was modified to allow for more refined filtering that help students identify General Education Tiers and Modes, and the Class Search was made publicly available where is previously was only available with a secure login, thus removing an impediment to use. Class Search usage is still being assessed.	This was a small but important project that has made it much easier for students and advisors to identify course offerings by different term, subject, or course or section attribute. It also made the system more accessible while discontinuing the paper-based Master Course list which was updated periodically, but always out of date. Students and advisors now have schedule information that was up to date to the minute.	We will review the user data for the Class Search throughout the year. With the implementation of other software options (Schedule Planner) it is expected that the Class Search will become the less preferred option for conducting class search.