



LASSEN COMMUNITY COLLEGE

Department: Admissions and Records

(Review Date: May 2022)

Indicate, by number, the Strategic Goal(s) each Administrative Unit Outcome will support. Specifically describe the assessment method(s) used to measure each outcome and the achievement target that will determine successful completion of the outcome.

Strategic Goal	AUO	ASSESSMENT MEASURE /TARGET
1, 2, 3, 4	Admissions and records will provide quality customer service to all students.	<p>Measure: Amount of dissatisfied customers Target: Receive no more than 1 complaint per month Baseline: Academic Year 2021-2022 AUO Data Source: Spreadsheet created by Admissions and Records staff and stored on the PDrive</p>
1, 2	Admissions and Records staff will process all transcript requests within five days of receipt.	<p>Measure: Report from national Clearing House Target: 100% of all transcript requests received will be processed within 5 business days. Baseline: Academic Year 2021-2022 AUO Data Source: Spreadsheet created by Admissions and Records staff stored in the PDrive and the report from National Student Clearing House.</p>