PCC Strategic Initiative: Non-credit registration

Connection to Strategic Themes
- Provide Outstanding, Affordable Education
- Ignite a Culture of Innovation
- Transform the Community Through Opportunity
- Achieve Sustainable Excellence in All Operations

Intended outcomes:
- Higher enrollments
- Increased revenue
- Greater operational efficiency
- Fewer student complaints
- Increased customer satisfaction with PCC systems
- Efficient employer engagement
- Improved access to data in order to promote data-driven decisions
Online PCC non-credit registration/payment process for new students

<table>
<thead>
<tr>
<th>Non-Credit Admissions</th>
<th>Registration</th>
<th>Payment</th>
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- **Non-Credit Admissions**: 15 pages
- **Registration**: 9 pages
- **Payment**: 8 pages
As-Is Admission Process
As-Is Enrollment Process

Once a Student submits their class list, there is no online confirmation that registration has taken place. The confirmation statement goes to the Student’s @pcc.edu email. Many Non-Credit Students never use their PCC account, and will miss this.
First year of initiative

- Conducted business analysis of current processes
- Evaluated potential solutions
- Conducted customer reference calls and incorporated a site visit
- Engaged in implementation and scoping calls

Engaged Groups:
Community Education and CLIMB, IT, Enrollment Services, Registrar, Bursar, Banner Team, Web Team, Institutional Effectiveness, Student Affairs, Financial Services, HR
Next steps

- Evaluate best path forward
- Make recommendation