



PCC Strategic Initiative: Non-credit registration

Connection to Strategic Themes

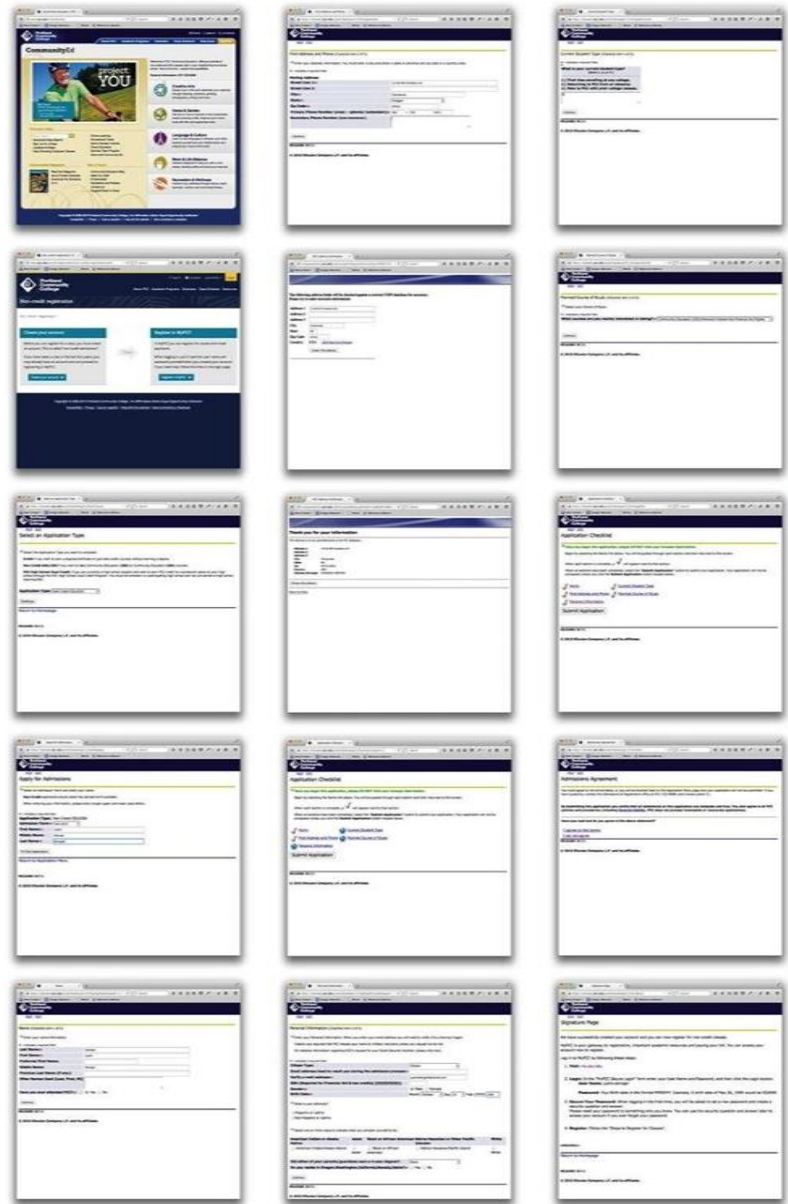
- Provide Outstanding, Affordable Education
- Ignite a Culture of Innovation
- Transform the Community Through Opportunity
- Achieve Sustainable Excellence in All Operations

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

Non-Credit Admissions



15 pages

Registration



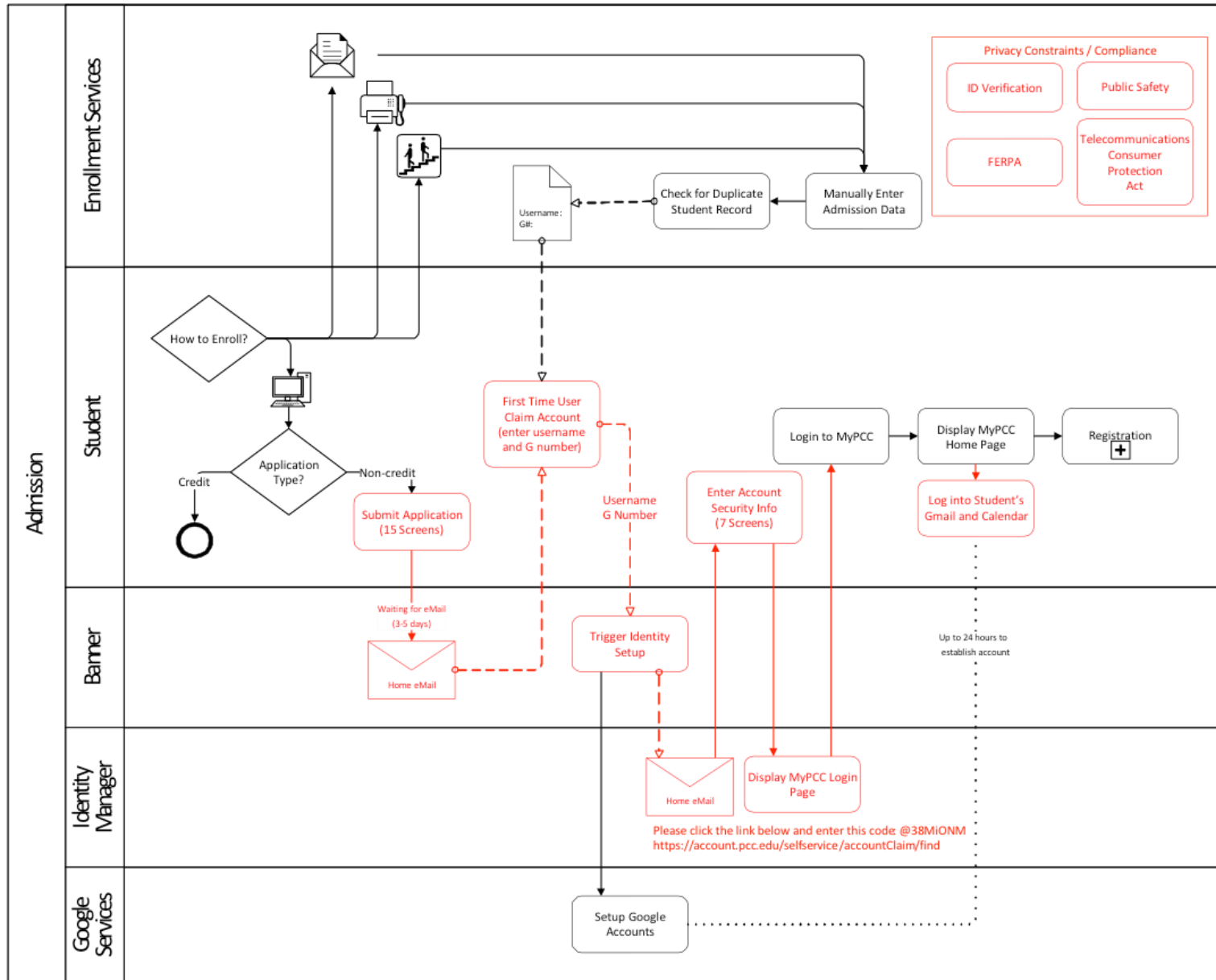
9 pages

Payment

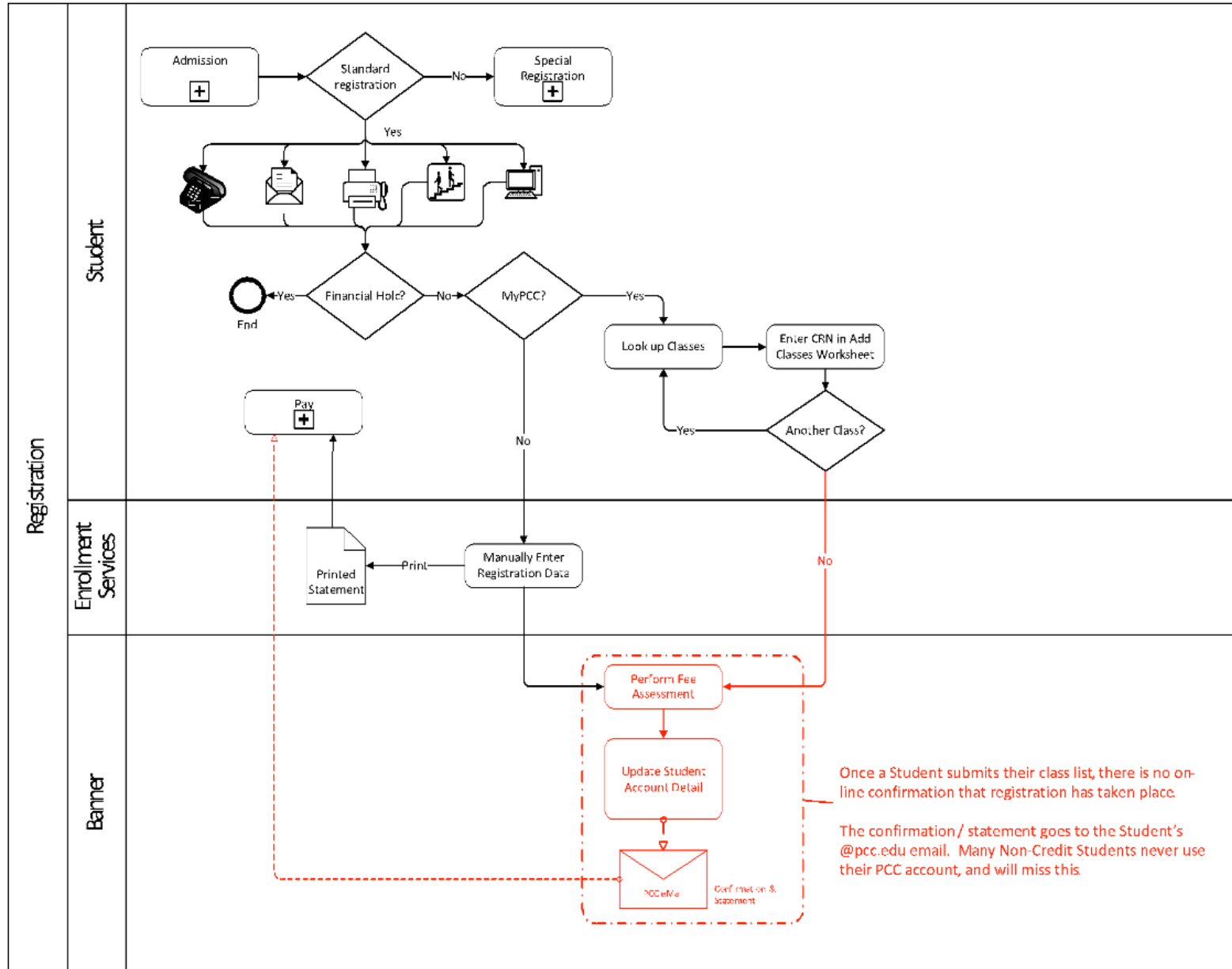


8 pages

As-Is Admission Process



As-Is Enrollment Process



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