

**Student Affairs Department Action Plan -- WEAVE Online Form
OUTSOURCING THE PRINTING OF STUDENT DIPLOMAS**

Active Cycle (academic year): 2011-12
Area (Department/Program): Graduation and Records
Person Responsible: Edwin Sánchez

	PLAN
1. Goal- principal purpose and objectives of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	<i>Research, enhance and outsource the printing and mailing of student diplomas. Purpose of outsourcing is to improve the quality of diplomas. Staff and students commented on the quality of old diplomas. Higher quality paper could not be used because it created paper jams and printer does not support using higher quality paper.</i>
2. Objectives What will be accomplished and measured	<ul style="list-style-type: none"> • College Diploma's look will be improved, outsourced for printing and mailing • College Diplomas (duplicates) will also be improved, outsourced for printing and mailing <p><i>The purpose is to enhance the look of diploma as well as increase efficiency by having company print and mail the diplomas to the students.</i></p>
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	<i>Track the activity to determine if objectives are met by observations, feedback from students/ staff and documentation of the numbers of student records utilizing SZPPOST/SZRGLST process/report. All diplomas used SZPPOST/ SZRGLST in order to provide accurate award information for printing diplomas.</i>
4. Action Plan- What is the implementation plan?	<i>With the assistance of the Procurement Office, the college will contract to outsource this piece to an outside vender utilizing the formal bid process. The vendor's services will improve the quality and look of the diploma This took place in August 2011 with subsequent terms being enhanced in regards to ease of achieving goal of outsourcing diploma.</i>
5. Achievement Summary/Analysis What was learned from the assessment results? What changes will you make in your initiative for the year to come?	<ol style="list-style-type: none"> 1. Quality of printing was enhanced by using an outside vendor 2. Ability to use an override feature if the address is incorrect by the Post Office. Verify address again and re- send original when needed. Less actual duplicates are being printed and charged to students when in reality an override was needed to fix the original issue of not finding student's address. 3. Students are now e-mailed when diploma is shipped. 4. Tracking for end of year reconciliation is easier with the use of a product's profile. 5. Enhancements were made to template used by vendor for when printing diplomas. Reprints are minimal. 6. Vendor now using clean address to avoid excess returns. 7. Vendor reimbursed Valencia for excess postage and stay-flat envelopes that were used in excess of what were needed.
6. General Education Learning Outcome	<i>Need to use a combination of both the SZRPPPOST and SZRGLST report in order to correctly identify students awarded.</i> <i>Use of a crosswalk greatly enhanced accuracy of diplomas being sent to print.</i>

7. Strategic Plan Outcome

*We will continue to use Jostens to print diplomas and will look to further enhance the existing process. **Building Pathways***