Background:

Student Enrollment departmental functions include a multitude of processes that require monitoring as they must meet compliance guidelines to be accepted, approved or adopted into actions. A number of tasks within the processes are completed by stakeholders who are often changing on a yearly basis. This constant change within the stakeholder community represents a great challenge and creates a need to increase training opportunities.

Also, schools and district departments are struggling to complete their daily duties because of the complexity and amount of effort required to operate and maintain our current student information system. This level of complexity requires a tremendous amount of staff time to ensure data are reported correctly for funding purposes and other requirements.

Refer to Data Point Definitions for an explanation of the data.

Data:

Decrease the percentage of students who withdrew and did not return to OCPS for unknown reasons by one percentage point by 2020

Percentage of students withdrawing and not returning to OCPS

	Baseline	2015-16	2016-17	2017-18	2018-19	2019-20	Target
OCPS	1.4%	1.3%	1.3%	0.6%	0.5%	0.9%‡	0.4%

Data Source: Student Management System

Decrease the percentage of student data errors related to registration and enrollment procedures to less than 1 percent by 2020

Percent of student data errors related to registration

	Baseline	2015-16	2016-17	2017-18	2018-19	2019-20	Target
OCPS	8.0%	7.6%	7.5%	0.1%	0.1%	1.2%*	0.9%

Data Source: Student Management System and Certify Scorecard

‡ Results impacted by COVID-19 pandemic
* Implementation of Skyward increased data errors

Data Point Definitions:

Withdrawal Codes	What is a withdrawal code? A withdrawal code is an electronic entry on each student record that indicates the reason the student no longer attends the previous school.
Data Errors	What is considered a data error? A data error is defined as an incorrect electronic entry or missing information on the student record.
Registration and Enrollment Procedures	What are registration and enrollment procedures? The registration and enrollment procedures are defined as the technical processes for entering student record data into the Student Management System.

‡ Results impacted by COVID-19 pandemic
* Implementation of Skyward increased data errors

Teaching and Learning
Business Plan
2015 – 2020

Goal: Efficient Operations	Division Priority: Ensure a high quality and responsive customer service environment

Current Condition

Student Enrollment departmental functions include a multitude of processes that require monitoring as they must meet compliance guidelines to be accepted, approved or adopted into actions. A number of tasks within the processes are completed by stakeholders who are often changing on a yearly basis. This constant change within the stakeholder community represents a great challenge and creates a need to increase training opportunities.

Also, schools and district departments are struggling to complete their daily duties because of the complexity and amount of effort required to operate and maintain our current student information system. This level of complexity requires a tremendous amount of staff time to ensure data are reported correctly for funding purposes and other requirements.

Theory of Action

If we increase functional training opportunities to stakeholders, monitor and communicate performance and timelines and actively participate throughout the implementation of the new student information system, then data errors will be reduced and the accuracy of data reporting will improve.

Measurable Objectives

	Baseline 2014 – 2015	Midpoint (3 Year) 2017 – 2018		Target (5 Year) 2019 – 2020	
	Actual	Target	Actual	Target	Actual
1. Decrease the percentage of students who withdrew and did not return to OCPS for unknown reasons by one percentage point by 2020	1.4%	0.8%	0.6%	0.4%	0.9%‡
2. Decrease the percentage of student data errors related to registration and enrollment procedures to less than 1 percent by 2020	8%	4%	0.1%	0.9%	1.2%*

❖ **Represents BROAD strategies**

‡ Results impacted by COVID-19 pandemic

* Implementation of Skyward increased data errors

Teaching and Learning
Business Plan
2015 – 2020

Year	Strategies	Owner
2015 – 2020	1. Develop and provide stakeholders with reports to identify students meeting established criteria ❖ (PA-2)	SALT
2015 – 2020	2. Facilitate collaboration between district departments and school-based staff to update the necessary student records based on findings ❖ (OSP-2)	SALT
2015 – 2020	3. Facilitate training opportunities through a variety of delivery models to include self-paced, classroom setting, phone conference and online delivery models ❖ (PD-1)	SALT
2015 – 2020	4. Track error types and identify highest failures rates along with the root cause and any potential barriers to mitigate problems in reporting ❖ (PA-2)	SALT
2015 – 2020	5. Develop and provide school principals with a scorecard for Surveys 2 and 3 that reflects their performance on student data collection processes based on compliance rules and corrections completed ❖ (PA-2)	SALT
2015 – 2020	6. Establish and track student information system requirements needed to reduce and/or eliminate data capture and reporting errors ❖ (PA-2)	SALT
2015 – 2020	7. Participate in user acceptance training to insure new functionality meets or exceeds requirements thresholds and incorporate system changes into training programs well ahead of "go-live" date to ensure highest level of performance in the new environment ❖ (PD-1)	SALT

❖ **Represents BROAD strategies**
‡ Results impacted by COVID-19 pandemic
* Implementation of Skyward increased data errors