Kentucky State University
Board of Regents Meeting

Student Success and Enrollment Management Committee

October 25, 2013

Regent Phyllis Williams, Chairperson
Regent Syamala Reddy
Regent Ekumeme Lysonge
Regent Karen Bearden

Dr. Lorenzo L. Esters, Staff

10:00 am to 10:30 am
# KENTUCKY STATE UNIVERSITY

Regular Meeting of the
Board of Regents
Student Success and Enrollment Management Committee
October 25, 2013
10:00 am to 10:30 am
Board Room – Academic Services Building
Frankfort, Kentucky

## MEETING INDEX

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agenda</td>
<td>2</td>
</tr>
<tr>
<td>C1</td>
<td>4</td>
</tr>
<tr>
<td>Approval of Minutes, July 26, 2013</td>
<td></td>
</tr>
<tr>
<td>C2</td>
<td>9</td>
</tr>
<tr>
<td>Executive Summary</td>
<td></td>
</tr>
</tbody>
</table>
KENTUCKY STATE UNIVERSITY
Regular Meeting of the
Board of Regents
Student Success and Enrollment Management Committee
October 25, 2013
10:00 am to 10:30 am
Board Room – Academic Services Building
Frankfort, Kentucky

AGENDA

I. Call to Order

II. Roll Call

III. Opening Remarks

IV. Approval of Minutes

V. Executive Summary Report

VI. Discussion

VII. Adjournment

Regent Phyllis Williams, Chairperson

Dr. Lorenzo L. Esters, Vice President for Student Success and Enrollment Management

Regent Phyllis Williams, Chairperson

Regent Phyllis Williams, Chairperson

Dr. Lorenzo L. Esters, Vice President for Student Success and Enrollment Management

Dr. Lorenzo L. Esters, Vice President for Student Success and Enrollment Management
Agenda Item Background

<table>
<thead>
<tr>
<th>To:</th>
<th>Board of Regents</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Student Success and Enrollment Management</td>
<td>October 25, 2013</td>
</tr>
</tbody>
</table>

| From:        | Dr. Lorenzo L. Esters, Vice President for Student Success and Enrollment Management |

<table>
<thead>
<tr>
<th>Subject:</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason for Consideration:</td>
<td>Approval</td>
</tr>
</tbody>
</table>

| Enclosures: | Yes |

Background:

The minutes of the Student Success and Enrollment Management Committee meeting of July 26, 2013, require approval in order to become an official part of the committee records.

Recommendation:

It is recommended that the Student Success and Enrollment Management Committee approve the minutes of the July 26, 2013 meeting.

Approval

<table>
<thead>
<tr>
<th>Initiator:</th>
<th>Dr. Lorenzo L. Esters, Vice President for Student Success and Enrollment Management</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Board Action Date:</th>
<th>October 25, 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date:</td>
<td>October 25, 2013</td>
</tr>
</tbody>
</table>
KENTUCKY STATE UNIVERSITY
Regular Meeting of the
Board of Regents
Student Success and Enrollment Management Committee
October 25, 2013
10:00 am to 10:30 am
Board Room – Academic Services Building
Frankfort, Kentucky

MINUTES

Regent Phyllis Williams, Chairperson, called the meeting of the Kentucky State University Board of Regents Student Success and Enrollment Management Committee to order at 10:30 a.m. on April 26, 2013. Regent Williams asked Ms. Rolon Williams, Recorder to call the roll:

Regent Phyllis Williams, present
Regent Syamala Reddy, present
Dr. Lorenzo L. Esters, present

Regent Edwin Conner, present
Regent Joseph Franklin, absent

A quorum was declared.

The minutes of the April 26, 2013 meeting were approved.

Action: No action item.
Correction: No corrections.
Informational:

Dr. Lorenzo L. Esters began by introducing new employees, Joy Harris, Mental Health Counselor, and James Berry, Director of University Safety and Security Affairs.

Dr. Esters presented a slide presentation with an overview of the Student Success and Enrollment Management area activities since the last board meeting which included the following:

In May a Frankfort/Franklin County Education Initiative was launched. The goal of the initiative is to introduce a series of efforts to promote Kentucky State University as Frankfort’s University and to encourage and promote ongoing collaboration with the University and public schools which would include middle and high schools. City of Frankfort Mayor William May issued a proclamation designating Kentucky State University as Frankfort’s University.

The University has reinstated its Circle K Club (the university version of the Kiwanis Club). The New Student Orientation Program has been totally redesigned. Instead of having one session, it was broken into three sessions for new and transfer students. Orientation is now mandatory of all new students.
The Division's Strategic Plan was completed as well as the Quality Service Initiative, a customer service enhancement training effort. A new Call Center has been developed. Our One Stop Shop has partnered with IT and the calls will be routed through one area. This will allow calls to be managed more effectively. Fourteen additional lines have been added.

The Men and Women of Excellence program is seeking alumni, faculty and staff to serve as mentors to the incoming freshman class.

The Comparative Enrollment update – The University has continued to increase application for admission. A total of 4922 applications for admission were received by July 2013 as compared to 3592 applications that were received in July 2012 representing a 37% increase.

The Admission's staff has attended over 20 high school graduation ceremonies in Kentucky. The Financial Aid team has been recertified through Fiscal Year 2019 for participation in Title IV.

Retention Management and Advising Services – The University experienced a decrease in academic actions in spring 2013 as compared to 2012. A total of 152 nontraditional students participated in the FRIENDS program.

Student Support Services initiated a male mentoring session for the AWA class. A university wide advising model has been completely revised and continues to make progress with the implementation of our course signals (an early alert system).

A total of 1,433 students were served through the Testing Center.

Student Engagement and Leadership Development – A total of 168 students were placed in jobs.

We have an agreement with the state to provide free vaccinations to our Kentucky State University students. A $600,000 grant has been submitted for HIV/Substance Abuse/Mental Health.

Leadership Development Activities - The 2013/14 Homecoming activities have been confirmed. The calendar can be located on the KSU Website. The Thorobred Week has been redesigned for August 14-17. Flyers were distributed. One of the speakers was Mr. Coleman Eldridge, Executive Assistant to the Governor. Several rituals were developed this year. The male students were given ties and pins and female students were given scarves and pins.

University Police Services – A new Director has been hired. Eleven members of the staff have completed CPR training and certification. Active shooter training has been developed and will be implemented for all students, staff and faculty beginning this fall.
Submitted by:

Dr. Lorenzo Esters, Vice President
Student Success and Enrollment Management
Kentucky State University

Regent Phyllis Williams, Chair
Student Affairs Committee
Board of Regents
Kentucky State University

____ Approved with no corrections

____ Approved with corrections
**Agenda Item Background**

| To: | Board of Regents  
Student Success and Enrollment Management | Date: | October 25, 2013 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td>Dr. Lorenzo L. Esters, Vice President for Student Success and Enrollment Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subject:</td>
<td>Executive Summary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reason for Consideration:</td>
<td>Informational Item</td>
<td>Enclosures:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Background:**

- Background details are not provided.

**Recommendation:**

- Recommendation details are not provided.

**Informational Item**

<table>
<thead>
<tr>
<th>Initiator:</th>
<th>Dr. Lorenzo L. Esters, Vice President for Student Success and Enrollment Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board Action Date:</td>
<td>October 25, 2013</td>
</tr>
<tr>
<td>Effective Date:</td>
<td>October 25, 2013</td>
</tr>
</tbody>
</table>
KENTUCKY STATE UNIVERSITY
Regular Meeting of the
Board of Regents
Student Success and Enrollment Management Committee
October 25, 2013
10:00 am to 10:30 am
Board Room – Academic Services Building
Frankfort, Kentucky

Executive Summary

The Division of Student Success and Enrollment Management (SSEM) is proud to report the achievement of several strategic divisional goals this semester and to report programmatic progress in other key areas.

- While the overall university enrollment increased less than one percentage point in fall 2013 over fall 2012 (from 2524 to 2531), the fall 2013 first-time freshmen class of 537 students represents a 35.3% increase over fall 2012.
- The average composite ACT score of 21 for the regularly admitted students in the fall 2013 first-time freshmen class represents the highest average composite ACT score for a first-time freshmen class at the University in the last five years. The fall 2012 average composite ACT score for regularly admitted students was 19.
- The average cumulative high school GPA of 2.68 for the fall 2013 first-time freshman class represents the highest cumulative GPA of any first-time freshman class at the University in the last five years. The fall 2012 average cumulative high school GPA was 2.43 for first-time freshmen.
- The Division is concentrating on providing internship and career opportunities for all students. This semester, a total of thirty-two companies registered for the career fair and a total of forty-nine students have been placed in internships.
- As a result of the entrepreneurial efforts of staff in Health Services in collaboration with the Office of Sponsored Programs, the University has secured a 3-year grant in the amount of $816,000 for HIV/Substance Abuse/Mental Health.
- University Safety and Security Affairs has sponsored a total of three workshops on what to do in the event of an active shooter emergency.
Student Success and Enrollment Management
Departmental Activity Reports

ENROLLMENT SERVICES
The Office of Enrollment Services maintains as its primary mission the planning, implementation, coordination, monitoring and evaluation of a comprehensive enrollment management plan that fosters collaboration and promotes teamwork in the achievement of an academically enriched student population. Enrollment Services consists of the Green to Gold Program, Office of Admissions, Office of Student Financial Aid, Office of the Registrar and the Student One Stop Shop.

2013/14 Programmatic Priorities
As outlined in the Division’s strategic plan, the 2013/14 annual programmatic priorities for the area of Enrollment Services includes the following:

- To increase the overall institutional enrollment;
- To recruit and serve students who are an institutional fit; and
- To improve delivery of services that are responsive to students’ unique needs and that promote effective learning.

Office of Admissions
- New recruitment materials have been created to include first time freshman & transfer scholarship guides, scholarship application and a view book.
- Fall Open House is scheduled for November 9, 2013 from 8:00 a.m. to 1:00 p.m. A total of 368 students have registered online to date.
- The University’s admissions applications have been modified to include new questions allowing students to identify the need for special services and to disclose whether or not they have ever been convicted of a criminal violation.
- A new communications plan was implemented to efficiently respond to admission applicants.
- To date, the office has received and responded to over 400 inquiries of students who have requested information about the university for future enrollment terms.
- The Office of Admissions will now be the custodian of processing applications of individuals in the following areas: dual enrolled, first-time freshman, readmit and transfer students. Graduate students are excluded and will be processed by a new graduate coordinator that reports to the Office of the Provost.
Student One Stop Shop (SOSS)

- In the month of September the SOSS continued to work with students to print schedules for their classes.
- Counselors completed background checks for those students working Green2Gold and College Work-study.
- Everyone assisted students with completing their Entrance Loan Counseling and signing Master Promissory notes for their loans.
- The SOSS has a total of 8 students trained and working in the new call center.
- A total of 2027 calls were managed through the SOSS Centre for the month of September.

Financial Aid Office

- Personnel participated in a Financial Literacy Workshop hosted by the Student Support Services Program on September 17, 2013.
- The office worked collaboratively with the Admissions Office in awarding merit based scholarships.
- The office mailed 2013-14 Missing Information letters: 2734 sent during September (email as well)
- The office mailed 2013-14 Financial Aid Award Notification letters: 1112 to enrolled students totaling 1237 by email notice.

Office of the Registrar

- The office completed the Information Booklet and posted it on the University’s website.
- All Veteran’s Affairs students have been certified.
- The office has begun the development of a policy and procedures manual.

RETENTION MANAGEMENT AND ADVISING SERVICES

Retention Management and Advising Services (RMAS) represent one of three major areas within the Division of Student Success and Enrollment Management at Kentucky State University. The departments that comprise Retention Management and Advising Services are: Academic Center for Excellence (ACE), Center for Academic Persistence and Success (CAPS), Placement, Testing, Career Preparation, and Student Support Services (SSS). The goal of this comprehensive area is to increase student retention rates and persistence to graduation with a focus on academic success and achievement through intrusive, early intervention, academic support programming, and systematic tracking of students from matriculation to graduation. Several programmatic strategies have been instituted both by the area and individual departments in support of the institutional goals of improving student persistence, retention rates, graduation rates, and academic success.
2013/14 Programmatic Priorities

As outlined in the Division's strategic plan, the 2013/14 annual programmatic priorities for area of Retention Management and Advising Services includes the following:

- To increase student retention, progression and timely degree completion
- To decrease the number of students with academic action

Summary of Area Progress

- In an effort to improve the retention rates of returning students, a massive registration campaign was held prior to the beginning of the fall 2013 semester. The initiative included outreach to students using various mediums: telephone, campus e-mail, and postal mail.
- Working collaboratively with the Office of Institutional Research, a Graduation Initiative has begun for students identified as a member of the fall 2009 cohort. This initiative will focus on students who have at least 60 hours completed, to ensure their ability to graduate within the required timeframe to impact graduation rates. Degree audits will be performed on those individuals and individualized success plans will be developed and continually monitored to ensure students remain on track to completion.

Retention Management & Advising Services Departmental Highlights

Academic Center for Excellence (ACE)

- ACE has served over 350 students to date during the fall 2013 semester.

  Instructional Counselors are currently collaborating with faculty in Math 096, MAT 097, and ENG 102 to provide structured study sessions and integrated academic support. Several UNV 101 faculty have brought their classes to ACE for an introductory orientation to the Center's services, and many UNV students, as well as others including faculty and staff, subsequently attended the Center's Fall Open House on September 4th. Supplemental Instruction is being provided in IGS, Latin, Accounting, Art, and Music Theory.

- During summer 2013, ACE staff presented academic workshops for the Summer Transportation Institute.

- The ACE Director is actively involved in the Wal-Mart Student Success Collaborative grant which is focused on providing holistic instructional services to students in a learning community context. A national conference of this team was held at the University's research farm on September 12-13. In July, the Director also attended the Advanced Kellogg Institute for developmental education.
Finding Resources in Education for Nontraditional Students (FRIENDS)

- This semester, 95 students made use of the FRIENDS program during the months of July, August, and September.

- Over the summer semester the FRIENDS program staff also participated in “New Student Orientation” where information of the program was given to all who attended. The FRIENDS Program participated in Welcome Week Extravaganza, sponsored by Student Life, to introduce FRIENDS to newly enrolled non-traditional students of Kentucky State University. During this event FRIENDS advertised the services, workshop, and amenities provided by the program.

- Staff members of FRIENDS in conjunction with ACE provided academic workshops to KSU students on Learning Styles, Study Skills, Goal Setting, Time Management, and Test Taking Tips to give guidance, focus and to assist in the success of their educational careers.

- For the upcoming semester, the supervisor of the FRIENDS program, under the direction of Mrs. Stamper, is preparing to move forward with other nontraditional student focused programming including “The Healthier You Challenge” and Nontraditional Student Week which will be held November 4th-8th to celebrate KSU’s nontraditional student population.

Center for Academic Persistence and Success (CAPS)

- CAPS held 837 advising/counseling sessions during this quarter, including one-on-one meetings and registration for fall 2013.

- CAPS staff participated in several divisional and university-wide efforts in support of student success, including but not limited to: New Student Orientations, new call center trainings, and SSEM Quality service trainings.

- The Director of CAPS, Ms. Verlee Wilson, served as the Chair of the Satisfactory Academic Progress Appeals Committee, charged with hearing appeals from students at risk of maintaining their Financial Aid. The cross-disciplinary committees met throughout the summer to make timely decisions, ensuring students were given ample time and opportunity to make alternate plans for continuing and financing their educations.

- A new Academic Persistence Officer, Ms. Tara Alexander, was appointed to the CAPS team, completing staffing for the department. Ms. Alexander brings a wealth of experience and knowledge in at-risk counseling, financial aid, and classroom instruction to special needs students.
Placement, Testing, and Career Preparation (CPCP)

- During this quarter, approximately 1,019 students attended the Lab or received services from CPCP.

- CBT’s-Computer Based Test (CLEPS, Correspondence, Miller Analogies, and MATH Placement) served 120 students and one additional student was tested for Spanish Placement.

- In support of the University’s strategic goal for student retention and graduation, CPCP supported 445 attendees for PRAXIS, Nursing, GRA, and LSAT faculty-led workshops to assist students with preparation for national licensure and professional school testing.

Student Support Services (SSS)

- Student Support Services (SSS) continues to strengthen its efforts by interfacing with the campus community and offering programing to assist students holistically. SSS played an active role in assisting with New Student Orientations (NSO) in July, August and September. The Director, John Burrell collaborated with ACE counselor, Miss Brittany Motely to deliver an informational segment to the Thorobred parents entitled “Giddy-Up Partners” informing them of the resources available to KSU students; how to access them and benefits of utilizing these onsite venues. SSS counselors and office personnel provided an informational table in the exhibit area with one-on-one discussion with parents and students about details of SSS and services.

- SSS started the fall semester with a series of events and workshops. The staff assisted new students during “Move in Day” assisting new freshman in moving in the residence halls and providing directions for parents and new students. On August 27th, SSS participated in the “Welcome Back Extravaganza” on the plaza at Carl Hill Student Center distributing information as well as on location sign-ups for participation with SSS.

- On August 30, SSS began the calendar of event series for fall semester with an “Opening Day/Welcome Back” informational session for new and returning participants. Following this session and throughout the semester, counselors and participants will interface in one-on-one sessions so we can stay abreast of their progress. Productive workshops are scheduled and hosted by professionals from both on and off campus entities.

- On September 17, SSS sponsored a Financial Literacy Workshop, which included presenters from Financial Aid and Fifth Third (5/3) Bank, who delivered valuable information about financial aid and credit building. Other workshops scheduled include: learning styles, study skills, note taking, and memory, social and professional etiquette.
• SSS is incorporating innovative strategies of selecting seven (7) high performing and active participants as "Students Setting the Standard" (student leaders) to assist SSS in outreach and development of the program. In addition, we are selecting a ten member board from across the curriculum as key personnel to assist in guiding student success.

• SSS continues to make technology advancements; including website updates, Facebook and Instagram pages, and instant messaging where they have developed a chat line for instant response.

• SSS in the planning stages of the second annual "Essence of Culture Fair" scheduled for April 17th as an on campus venture to be hosted all day. This year’s fair will incorporate the Frankfort community as part of the KSU/ Frankfort Initiative. SSS continues to make strives to accomplish its mission and goals of assisting students to be the very best they can be while preparing them for a global society.

### Student Engagement and Leadership Development

Student Engagement and Leadership Development (SELD) consists of the following offices: Health Services, Career Counseling and Placement, Judicial Affairs/Director of Women, and Student Life. The current major initiatives of SELD are: to enhance student engagement outside the classroom, on and off campus; to implement early monitoring of student leaders’ academic performance; to partner with local health agencies to provide health education and initiatives; and to provide leadership development and training aimed at preparing students for life after graduation. To this end, the following strategies are being implemented in an effort to reach these goals:

#### 2013/14 Programmatic Priorities

As outlined in the Division’s strategic plan, the 2013/14 annual programmatic priorities for the area are as follows:

• **Student Engagement**
  - To ensure that undergraduates participate in 1 of 2 community service projects annually.
  - To implement monthly student activities and leadership programs, including evenings and weekend programming and programs for off-campus students.
  - To increases the cumulative GPA of student leaders annually.

• **The current objectives for the Office of Career Placement and Planning** are:
  - To increase federal job placement annually.
  - To increase in state job placement annually.

• **The current objectives for the Office of Health Services** are:
  - To implement educational programs related to substance abuse, physical health, and mental health, in conjunction with local health agencies.
• In the area of Judicial Affairs:
  o Student Code of Conduct sanctions are being revised to include less punitive and more educational sanctioning workshops to foster student development (i.e., Conflict Resolution, Decision Making, Substance Abuse, and Anger Management) while still enrolled as opposed to out of school suspensions).
  o Efforts continue to decrease judicial violations and enhance character education through 1st and 2nd Year Seminar committee.

**Student Engagement and Leadership Development Highlights**

**Career Counseling & Placement**

A total of 11 students participated in training and interviews conducted by the Thurgood Marshall Institute. Six of the 11 students were selected to attend) and represent KSU on November 8-11 in Washington, D.C. during the Thurgood Marshall College Fund's annual meeting.

• A Career Fair is scheduled for October 24, 2013 in the Student Center Ballroom. As of October 4, 2013, thirty-two companies have registered for the 2013 Fall Career Fair. Below is the breakdown by industry:
  o Universities (6)
  o State and Local Government (4)
  o Federal Government (11)
  o Corporate (11)
  o Banking Industry (3)
  o City and County Police (4)

• As of October 4, 2013, forty-nine students have been placed for internship opportunities this semester. Below is the breakdown of their placements:
  o Universities (14)
  o State and Local Government (4)
  o Federal Government (1)
  o Corporate (16)
  o Banking Industry (4)
  o Non-Profit Organizations (6)
  o City and County Police (4)

**Health Services**

• Health Services has been successful in working with Mr. Derrick Gilmore in the Office of Sponsored Programs to secure funding for a 3-year grant in the amount of $816,000 for HIV/Substance Abuse/Mental Health.
• The office hosted an Open House in collaboration with the Office of Cooperative Extension and Department of Physical Education; the Franklin County Health
Department, Frankfort Red Cross, Sickle Cell Foundation, Epilepsy Foundation of Kentucky, and Kentucky Organ Donor Affiliation

- Health Services personnel conducted Sexually Transmitted Diseases, Healthy Life Style Choices, Stress Management, and Depression seminars.
- The Office sponsored Blood Drive in collaboration with the Red Cross of Frankfort.
- The Office conducted on-site Mental Health Counseling in The Halls Residence.
- A total of 100 immunizations were provided for KSU students made possible through vaccine donations from the State Department of Public Health/Immunization and Prevention to receive free vaccines for immunizations of Hepatitis A and B, Measles and Mumps and Rubella, Meningitis HPV, Diphtheria, Pertussis, Tetanus, and Varicella.
- Health Services has been selected by the State Health Department to serve on the surveillance team, which reports flu cases to the Centers for Disease Control.
- Secured donation of flu screening kits from the State Laboratory Department of Public Health

Student Life

- In collaboration with the Office of the Director of Men, sponsored Freshman Thorobred Week Activities to include:
  - Move In Day
  - Introduction to the Men & Women of Excellence Program
  - University President’s Reception
  - Success Seminar
  - Convocation and Induction Ceremony
- Sponsored Welcome Week Extravaganza for Upperclassmen
- Collaborated with the Men and Women of Excellence Program on Convocation, Kionne McGhee – keynote speaker
- Sponsored the Annual Student Leadership Retreat

University Safety and Security Affairs

The University Safety and Security Affairs Department is committed to creating an environment in which learning, living, research, and teaching may flourish. The Department holds steadfast in which learning, living, research, and teaching may flourish. The Department holds steadfast in promoting a positive community environment while upholding and enforcing the law and minimizing risks to ensure the safety of students, faculty, staff and the guests at Kentucky State University. All Departmental personnel strive to maintain excellence and integrity in respecting the rights and dignity of all persons with whom they make contact.

Programmatic Highlights

The University Safety and Security Department has been with several initiatives.
• The Department increased patrol due to several assaults and groups engaged in fighting. The magnitude of this situation necessitated the addition of outside police resources to augment our police force. The result was a significant decrease in altercations.

• The Department has sponsored three workshops on what to do in the case of an active shooter on campus. A total of six workshops are planned this semester.

• The Department also began monitoring and operating the main security guard house this semester. The guard house has also been equipped with automated security arms, but they are not operational at this time.

• The Department has been aggressively trying to hire additional police officers. This will be a two prong approach to our manpower shortage. The plan is to hire qualified sworn officers, but at the same time attempts are being made to recruit officers that will need to be sent to the Police Academy.

• Chief Berry participated in a peace rally on September 26, 2013, where he spoke to the students regarding working together for development of a safe campus.

• The Department purchased and issued new digital radios that allow for interoperability with Frankfort Police and the Franklin County Sheriff's Department.

• The Department is in the initial stages of writing and development of a policy manual.

• The Department has initiated the purchase of a new system to enhance the records management system, which would aid in the management of the large volume of parking tickets.

• The Department is currently performing an audit of the property and evidence room.