



Student Services Plan

Revised: 06/12/2024

Introduction

The Student Services department is an integral part of the training experience for all students. The effectiveness of these services has a significant impact on student success, so these services (and the personnel providing them) are evaluated on a regular basis. The following plan outlines the procedure for gathering and disseminating regular feedback, and for evaluating Student Services personnel and procedures.

Responsibilities

The Director is ultimately responsible for all functions of the department. The Director oversees all activities in the department, responds to questions of procedure or policy, and administers the feedback and evaluation process. The Director works with other college administrators to gather informal feedback on the Student Services process and activities. This feedback is used to modify processes where necessary to improve services. Other, more formal, processes include on-going student surveys, annual employee evaluations, and data audit reports.

Counseling of Students

Counseling services are available to all potential and current students. This is a collaborative effort between the registrars, financial aid personnel, and administrators. These services include pre-admissions advisement, academic advisement, admissions assessments, enrollment, and scheduling. Along with these services the Student Services department also provides behavioral intervention where necessary to preserve the learning environment, referral to outside resources where appropriate, ADA services, records, graduation, and financial aid.

Evaluation

At the end of each semester, students are encouraged to complete an online survey administered by their instructor. In addition to questions specific to their coursework, students are asked to respond to questions about the services provided by the college, including Student Services. The results of this survey are collated twice annually and provided to the Director.

Additional data are provided by way of an audit report regarding potential entry errors or other anomalies in the Student Information System. These reports are generated by the District's MIS department.

Evaluation Results

The results of the student survey are collated twice annually and provided to the Director.

Survey results are shared with the staff and faculty through a digital folder accessible to all staff and faculty. Survey results are also reviewed in Student Services staff meetings, with attention being drawn to specific compliments and concerns. Concerns are addressed through discussion with staff on ways to improve services and processes.

District data audits are given to the specific personnel and reviewed. This information is used to determine when staff retraining is necessary to improve accuracy in Student Services.

An annual evaluation of this plan shall be conducted annually.

Feedback:

Feedback from evaluations will be used to maintain and improve this plan. All Feedback from evaluations (including from other sources) will be taken into consideration.

THIS PLAN IS AVAILABLE IN THE STUDENT AND CAREER SERVICES OFFICE TO EMPLOYEES AND STUDENTS AT ANY TIME. EMPLOYEES CAN ACCESS THIS PLAN ON THE TEAMS DRIVE.