

**Student Services**  
**Departmental Goals and Assessment Plans 2011-2012**

**Department Name:** Student Services, North Region (Highland, Library Square, Meadowbrook and SCC)

**Departmental Goals for 2011-2012**

South City

1. Continue to serve on the Scheduling Committee.
2. Continue to hold monthly meetings with Student Services staff in the North Region.
3. Strategize and Promote "Student Involvement"
4. Coordinate and plan with Malin Francis and Susan Valentine for the remodel/expansion of SCC Student Services to compliment the opening of the Center for New Media.
5. Coordinate the communication and remain Involved in the SCC building expansion.
6. A minimum of monthly visits to all sites in the North Region.
7. Assess service availability and effectiveness will be analyzed at LSC and Highland.

Incoming Transcript Office

1. Meet with ITO staff on a monthly basis to evaluate processes that can improve and shorten the time for completing student evaluations and notification.
2. Hire and train new Technician I replacement.
3. Continue to work with other in-state public institutions to receive electronic transcripts.
4. Improve web site for student access and information.
5. Define roles of both Technician I positions to enhance efficiency and quality of daily duties.

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**Project (Assessment) Title: 2011-2012 Phase I Student Needs and Satisfaction Assessment**

**College Priority & Objective:** Strategic Priority II – Improve Student Access and Success; Objective II D: Implement best practices to improve student participation in advising, learning support and non-curricular activities that are related to student persistence.

**Methodology:**

Through the use of a standardized needs assessment, service availability and effectiveness will be analyzed at off-site locations. Locations will review on a rotational basis within the north and south regions so as to gather historical data regarding core functions at each location. A student survey will be administered each fall, beginning in Fall 2011 with the **Highland and Library Square Centers** in the North Region and the Miller Campus in the South Region. Subsequent annual surveys will be administered at the Jordan, Meadowbrook and South City Campuses on a rotational basis. New sites, such as Herriman and West Point Center, will be added to the rotation.

**Student Services Learning Outcomes:** 1) Develop cognitive skills; 2) Acquire knowledge and 3) Display practical competence and intrapersonal skills

**Results/Findings**

Fall 2011 semester; I distributed an electronic survey with the assistance of CampusLabs to both the Highland Center students with 60 respondents and Library Square Center with 188 respondents. Spring Semester 2012, the electronic survey was sent to the Highland Center students with 96 respondents and Library Square Center with 212 respondents. The e-mail list was provided from Institutional Research each semester.

I chose to survey Highland again this year, to see if there would be different needs with the introduction of the "Step Ahead" program. What I discovered was; of the services that students at Highland would use most are the Bookstore, Computer Lab, cafeteria/snack bar, Financial Aid and Academic/Career Services. These were nearly identical to last year's responses with the exception of a cafeteria/snack bar. This year it appears from the comments made about their frustration with the Highland site was the lack of food options. Many students mentioned with the length of time they spent on site, with no breaks between classes there was no reasonable way to get meaningful nourishment. Some comments related to the lack of parking. Many students commented about a computer lab that is away from the front entrance, with less distractions and the need for tutoring. Of the few frustrations, limited services were a concern to a few students. Of the on-line services that students accessed most were grades, financial aid, registration and tuition payment.

The first year at Highland we had limited Enrollment Services hours of coverage. Beginning Spring semester, largely due to the cross training of SAT and Enrollment Services staff, we have been able to extend full coverage from 8:00 a.m. to 6:00 p.m. with plans to hire with additional funding received to cover from 6:00 p.m. to 8:00 p.m.

It was surprising to learn that although the Step Ahead GE program began this past Fall, Highland was still not student's first choice, they were very satisfied with their experience once they attended, with very few frustrations. As a suggestion from Nate Southerland we also surveyed the amount of collaboration students had with other fellow students and the faculty. What I discovered was that many students collaborated with each other on a weekly basis at the same level as they would have at other sites attended. They found the academic challenge equal to other sites. The students also found that they could confer and engage with faculty with the same level of satisfaction as other sites.

The majority of students who choose to attend at Library Square were there because their major was taught at that site. Nearly half of the students were full time and more than half of the students planned on returning for the following semester. At Library Square the level of frustration was 71%, as compared to Highland at 24%. The major concerns for students at the Highland Center were parking, lack of hot food options and enough computers to use. The major concerns for LSC students are about the parking; the lack of parking, parking and parking. The special permit caused confusion and irritation. As with the Highland students there was a level of frustration with the lack of food options. With both the Fashion Institute and Paralegal Studies offering degree programs at LSC, and class offering occurring in sequence there is not much time allowed for going offsite for food.

I discovered the services that students at the Highland Center would access most were identical to that of Library Square; the Bookstore, a cafeteria/snack bar and Computer Lab. None of these services currently exist at LSC. Parking was the major issue with the majority of students, particularly at LSC.

## Survey Results for Highland

Results from the Fall Semester Survey:  
60 Total survey responses received

Results from the Spring Semester Survey:  
96 Total survey responses received

	<b>FALL 2010</b>	<b>SPRING 2011</b>
1. Was your attendance at the Highland Center your first choice?	57% yes 43% no	50% yes 50% no
2. If yes, why do you prefer this location?		
Close to home	56%	56%
Close to work	9%	15%
Like the facilities	16%	11%
My major is taught here	2%	3%
Participating in GE Step Ahead Program	12%	*
Other	5%	14%
3- If no, what prompted you to attend at this location?		
Availability of class	26%	41%
I am participating in the GE Step Ahead program	26%	34%
Registered late and had limited choices	39%	*
Faculty teaching at the site	3%	12%
Other	6%	12%

4 - Rank the top five Services you use or would use most if available at the Highland Center.

The top 5 services were:

1	Bookstore	Bookstore
2	Computer Lab	Computer Lab
3	Cafeteria/Snack	Computer Lab
4	Acad/Career Serv	Acad/Career Serv
5	Financial Aid	Financial Aid

5- How many credit hours are you taking this semester?

1- 5 credit hours	7%	11%
6- 8 credit hours	25%	25%
9-11 credit hours	23%	21%
12-15 credit hours	38%	34%
16-18 credit hours	7%	8%
18+ credit hours	0%	2%

6- To help us access our hours of operation, tell us when you would most likely visit Student Services offices for assistance: (Check all that apply)

Fall 2011

10:00 - 11:59 a.m. 18%  
 12:00 - 1:59 p.m. 17%  
 6:00 - 8:00 p.m. 25%

Spring 2012

10:00 - 11:59 a.m. 20%  
 12:00 - 1:59 p.m. 16%  
 6:00 - 8:00 p.m. 24%

7- Have you experienced any frustration at the Highland Center?

No	73%	No	78%
Yes	27%	Yes	22%

Some of the comments regarding their frustration were: Parking, long drive, no dedicated study area, computer lab too small and not in a good location, no hot meals and meeting with teachers.

8 - If you have had to rely on on-line services, which have you used?

	Fall 2011	Spring 2012
Registration/selection of courses	21%	20%
Grades	16%	18%
Financial Aid information	15%	Tuition 15%

9- What is your race/ethnicity? (Fall Semester only)

White/Caucasian	<b>66%</b>
Hispanic	11%
Others, combined	23%

10 - Please provide your age:

Median 27

11 - Will you be attending at the Highland Center Summer 2012? (Spring Semester only)

No	54%
Yes	46%

12 - Will you be attending the Highland Center in the Fall2012 semester?

No	49%
Yes	51%

**LIBRARY SQUARE CENTER**

Results from the Fall Semester Survey:  
 188 Total survey responses received

Results from the Spring Semester Survey:  
 212 Total survey responses received

	<b>FALL 2011</b>	<b>SPRING 2012</b>
1- Was your attendance at LSC your first choice?	Yes 56%	Yes 48%
	No 44%	No 52%
2- If yes, why do you prefer this location?		
Close to home	45%	28%
Close to work	27%	21%

Like the facilities	17%	13%
My major is taught here	56%	32%
Other	8%	5%

3- If no, what prompted you to attend at this location?

Availability of class	66%	62%
Registered late	12%	16%
Faculty teaching at the site	11%	10%
Other	12%	

4 - Rank the top five Services you use or would use most if available at the Highland Center, number from 1-5. (select only 5).

		<b>FALL 2011</b>	<b>SPRING 2012</b>
The top 5 services were:	1	Bookstore	Computer Lab
	2	Cafeteria/Snack Bar	Bookstore
	3	Computer Lab	Financial Aid
	4	One Card Service	Enrollmnt Serv
	5	Financial Aid	

5- How many credit hours are you taking this semester?

1- 5 credit hours	8%	9	11%
6- 8 credit hours	24%	23	29%
9-11 credit hours	21%	16	20%
12-15 credit hours	38%	26	33%
16-18 credit hours	9%	3	4%
18+ credit hours	0	2	3%

6- To help us access our hours of operation, tell us when you would most likely visit Student Services offices for assistance: (Check all that apply)

Fall 2011	10:00 - 11:59 a.m.	19%
	4:00 - 5:59 p.m.	16%
	6:00 - 8:00 p.m.	24%
Spring 2012	10:00 - 11:59 a.m.	18%
	2:00 - 3:59 p.m.	20%
	6:00 - 8:00 p.m.	20%

7 - What if any frustration, if any have you experience as a student attending at the LSC?

No	27%	No	82%
Yes	73%	Yes	18%

Some of the comments regarding their frustration were: Parking, and not enough food options

8 - If you have had to rely on on-line services, which have you used?

Registration	21%	21%
Grades	18%	16%
Financial Aid information	14%	13%

	<b>FALL 2011</b>	<b>SPRING 2012</b>
9- Will you be attending the LSC in the Spring 2012 semester?	No 41%	89%
	Yes 59%	11%

**Action Taken:**

My plan for the Highland and Library Square Center is to work closely with Nate Southerland and both David Brower (LSC) and Russ Collett (HLD) to work on an information brochure to acquaint the student at each of the sites to the services and recourses. I would also like to coordinate with Peggy Hoffman to solicit the assistance of students from Student Life and Leadership with the activities planned at each of those sites on the first days of each semester to help distribute printed resource information and a follow-up in the second or third week of the semester to have a "Town Hall Meeting" with pizza and drinks to discuss issues students are experiencing as well as bring to students attention the resources that are available at each site. Better communication to students at each of the sites is lacking, my intent is to improve communication. Some of the services are provided, but from the responses to the surveys, students are not aware of them.

At both Highland and Library Square, most students are there for a prescribed amount of time and in some cases in blocks, which doesn't allow for flexibility in scheduling courses. I believe this may be a factor in frustration with food options at those sites. I would like to investigate the possibility of having Food Services or the Bookstore provide some prepared food, like sandwiches, frozen and microwaveable meals that could be ordered for each site. Investigate the possibly of securing a refrigerator/freezer and microwave that might improve the food options and also work with David and Russ on finding a location. We could use the model at Millcreek as an example of a mini quick stop in the bookstore where students could purchase quick and more substantial food options could contribute to a successful solution.