

**Salt Lake Community College
Student Services
North and South Regional Administration**

**Program Review Plan of Action
January 2014 – May 2015**

Goal	ST or LT*	Action	Timeline & Progress	Notes
Clarify responsibilities of regional directors	ST	Present site standards to Student Services VP Extended staff group, on-site staff meetings, Curriculum, Scheduling and Site Management staff and Site Management teams.	May 2014 – May 2015 Completed	May 20, 2014: Presented at VP Extended Staff meeting June 4, 2014: Presented site standards at Jordan meeting June 9, 2014: Presented site standards at SCC meeting June, 2014: Presented site standards at Miller meeting
		Present action plan at VP Extended Staff meeting	May 2014 Completed	May 20, 2014: Presented at VP Extended Staff meeting
		Establish times for directors to visit sites	Ongoing (beginning June 2014)	Office space available at Jordan and Miller; will be available at South City upon completion of remodel. Increased visits by some directors have been observed; however, interactions are not documented or tracked by the regional directors. Staff meeting presentations have included: Lowell Baggely, Small Business Development Center; Suicide Prevention Protocol Training, Scott Kadera; Emergency Preparedness, Breanna Shunn; Competency-Based Education, Rebecca Armitage; School Relations/Outreach, Jill Kemerer; Diversity and Multicultural Affairs, Shellie Jo Enscoe; Darlene Head, Veterans Services; Mark Francom, Health and Wellness Services; Jan Meigs, Learning Resources
		Hold joint retreat with all staff from North and South regions	July 2014 Completed	Retreat held in July 2014; discussion with all regarding communication between sites and Taylorsville-Redwood and suggestions for improvement. Joint retreat will be held annually.
Increase Student Services involvement in early stages of site planning	LT	Participate in planning when opening and closing of sites	Ongoing	South Region director is member of West Valley Site Steering Committee, and has been highly involved in architectural plans, space needs, logistics, staffing, budget needs and community/student outreach. The West Valley Center will open in August 2015 for Fall classes.

				<p>South Region Director is chair of screening committee for new Assistant Facilities Planner position.</p> <p>North Region director is member of West Pointe Planning Committee, which is in the early stages of determining what expansion will look like and how money will be raised through private donations and requested during the next legislative process.</p> <p>North and South Region directors are involved in closure of Highland Center and relocation of programs and support services to other locations</p> <ul style="list-style-type: none"> - South Region director involved in relocation of SAT programs to Jordan Campus and planning for relocation of health clinic and other services - North and South Region directors involved in integration of SAT/non-credit and credit enrollment procedures - North and South Region directors involved in relocation of staff <p>South Region Director is in contact with the Director of Planning & Design in regard to progress on the Juniper Canyon Campus at Herriman. Director is member of the Capital Development Task Force assigned to develop recommendations for the Executive Cabinet regarding future growth at the Jordan and Herriman locations. Recommendations will be presented to Executive Cabinet in June 2015.</p> <p>Regular meetings with Curriculum, Scheduling and Site Management department will increase effective planning for student services needs at new instructional sites.</p>
<p>Establish site management teams for Limited and Full Service sites: Jordan, Miller, Library Square and South City</p> <p>Team will include management representatives from Student Services, Auxiliary Services, Scheduling, Curriculum & Regional Management and Business Services (Facilities, Cashiering, Public Safety).</p>	LT	<p>Work in conjunction with vice presidents to establish teams.</p>	<p>June 1 Completed & Ongoing</p>	<p>The Executive Cabinet appointed members for management teams at Jordan, Miller and South City Campuses. The North Region director is on the South City team. The South Region director is the chair of the Jordan Campus team and a member of the Miller Campus team. Appointments were made and meetings began in April 2015. The teams will report progress to the Cabinet in August 2015.</p>
Strengthen	LT	<p>Coordinate with department to hold a pre-fall</p>	<p>Beginning July 2014 and</p>	<p>Both directors attend a monthly ORAR/Scheduling meeting,</p>

communication with department of Curriculum, Scheduling & Regional Management		<p>planning meeting each year</p> <p>Attend ORAR/Scheduling meeting</p>	<p>ongoing</p> <p>March 2014 - ongoing</p>	<p>which has increased awareness of projects and changes that are in progress and coming soon.</p> <p>Attending monthly meetings.</p> <p>May 2014: Kathie Campbell met with Katrina Greene and staff regarding staffing and cross-training at Meadowbrook, Westpointe and Library Square Center.</p> <p>Shannon McWilliams met with Katrina Greene to coordinate job descriptions for new positions at the West Valley Center. Responsibilities regarding emergency communication, building security, building hours, etc. determined early on.</p>
Strengthen communication with Student Services department directors	LT	Present plan to directors	May 2014 Completed	May 20, 2014: Present and discuss at VP Extended Staff meeting
		Hold pre-fall "State of the Region" meetings at Jordan and South City for Student Services directors and support staff.	August 2014 – annually Completed & Ongoing	<p>August 6, 2014: State of the State meeting at Jordan</p> <p>August 11, 2014: State of the State meeting at SCC</p> <p>Hold meetings before August</p> <p>Feedback:</p> <ul style="list-style-type: none"> - Most helpful: Information updates from multiple areas <p>Recommendations: Ask someone to take notes and distribute them.</p>
		Work with directors to ensure employees are encouraged to attend on-site student services meetings	May 2014 – ongoing Completed & Ongoing	May 20, 2014: Presented at VP Extended Staff meeting
		Provide framework to support intentional time spent at sites by arranging directors' use of shared office (with an expectation of ½ day each semester wherever employees are located). During this time the regional director will meet with the department director.	July 2014 Ongoing	<p>May 20, 2014: Presented and discussed at VP Extended Staff meeting</p> <p>Office space available at Jordan and Miller; will be available at South City upon completion of remodel. Increased visits by some directors have been observed; however, interactions are not documented or tracked by the regional directors.</p>
		Guest presenters at staff meetings	January 2014 – ongoing Ongoing	Veterans Services, School Relations, Small Business Development Center, Continuing Education, Risk Management, Health & Wellness, Academic Advising, Emergency Management,

				Competency-Based Education, Diversity and Multicultural Affairs, Learning Resources
Strengthen communication between the ORAR and site employees who provide like services	LT	Directors and staff attend ORAR Semester Training/Update meetings	December 2013 – ongoing Completed & Ongoing	“The regional directors should be included in the discussions about policy and process changes regarding enrollment services. When this is not possible, the latest policy changes need to be communicated to the regional director immediately.”
		Continue support and involvement for Data Center meetings each semester	2000 – ongoing Completed & Ongoing	Excellent exchange of information and forum for questions; networking helps employees to interact comfortably with each other
		North and South Region directors and staff attend monthly meeting with ORAR and Scheduling.	March 2014 – ongoing Completed & Ongoing	Initially, directors and staff were included in the monthly meeting. After a few meetings, the Registrar narrowed down the list of invitees so that only the directors attend.
		North and South Regional Directors meet with ORAR management team to discuss ways to increase two-way communication and establish a formal process where feedback is solicited before decisions are made.	Completed & Ongoing	Feb 6, 2015: North & South Regional Directors met with Registrar and Assistant Registrar to discuss need and strategies for a formal process to improve two-way communication. North and South Regional Directors, with support from ORAR, launched a monthly meeting for all support staff from sites and ORAR. The meeting includes time for connecting and strengthening relationships, 1-2 presentations based on timely events (enrollment push, changes in testing, etc.), and time for questions and discussion. The meetings began in March 2015 and are scheduled through December 2015.
Strengthen on-site supervision	LT	Provide framework to support intentional time spent at sites by arranging directors’ use of shared office (with an expectation of ½ day each semester wherever employees are located). During this time the regional director will meet with the department director.	July 2014 Ongoing	May 20, 2014: Present and discuss at VP Extended Staff meeting
		Provide shared office for use by directors	July 2014 Completed	Remodel plans of Student Services at SCC include a shared office, which will be available for use by directors beginning Spring 2016.
		Regular management presence on site to provide support to staff and maintain expectations of service	Ongoing	August 1, 2014: Testing AD hired to support North and South Region sites, including attendance at regional staff meetings. April 1, 2015: Academic Advising AD hired to support SAT advisors and manage AA office at SCC. April, 2015: Health & Wellness Clinic Manager assigned to support services in North and South Regions, including attendance at regional staff meetings. - Attended SCC meeting in May and plans to begin attending Jordan meeting in June.
		Line authority on site	Ongoing	April 1, 2015: Academic Advising AD hired to support SAT advisors and manage AA office at SCC.
		Establish system of supervision, evaluation and	Not Complete	

		management of on-site staff		
Strengthen foundation of assessment for more consistency in long-term data collection	LT	Meet with Institutional Research	Not Complete	
		Adjust benchmark data	Beginning Fall 2014	
		Improve sharing of data with other departments		
Remodel front desk at Jordan Campus	ST	Cost estimate requested from Facilities for possible request during IBP	November 2013 Completed	Completed April 2014
Remodel Student Services area at South City Campus	LT	Funding request submitted in 2014-15 Informed Budget Process	12-18 months In Progress	Funding approved for 2014-15 Construction to begin after July 1, 2014 Following design phase, it was determined that additional funding was needed to complete project, which will include an office suite (space for SS departments, which are not currently represented at SCC). Additional funding was approved with an estimated construction start date of July 2015.