

Student Services
Departmental Goals and Assessment Plans 2014-2015

Department Name: Student Services, North Region

Departmental Goals for 2014-2015

Objective 1: Implement and work toward completion of program review action plan.

Actions Taken: See attached Action Plan

Objective 2: Facilitate Library Square transition from a satellite to a limited service campus, as outlined in the Student Services Site Standards plan.

With a 27% increase in enrollment between Fall 2012 (1,037) and Fall 2013 (1,320), Library Square is the only campus that has recently shown significant growth. In response to this growth and, with it, increased student need, one full-time (daytime) and one part-time (evening) Student Services generalist will be housed at Library Square starting August 1, 2014. In addition, Disability Resource Center, Financial Aid and Academic Advising will provide a regular presence at Library Square.

Actions Taken:

1. August 1, 2014 one full-time Student Services generalist moved to Library Square, working Monday-Friday 8:00 a.m. – 4:30 p.m.
2. August 1, 2014 one part-time generalist moved to Library Square, working Monday-Thursday, 2:00 p.m. – 7:00 p.m.
3. August 19, 2014 one DRC advisor kept regular weekly hours at LSC
4. August 21, 2014, Financial Aid offered regular weekly onsite support, rotating an advisor and a specialist.
5. September 9, 2014 two Academic advisors kept regular weekly hours at LSC.
6. Fall Semester, 2014, Student Life & Leadership kept regular weekly hours at LSC, as well as hosting several student events.

Objective 3: Facilitate remodel of Enrollment Services area at South City Campus

Money was approved during the 2014-2015 informed budget process for remodel of the Enrollment Services area at South City Campus (SCC). The remodel will involve moving Enrollment Services to the South West corner of the Student Services area. The space currently housing Enrollment Services will be remodeled to accommodate 4-5 Student Services offices, including School Relations, First Year Experience and Veterans Services. Construction is expected to begin in May 2015.

Actions Taken:

1. As the architects looked at the best use of the space in the Student Services area, they determined that (1) There is the opportunity to use the space in the proposed

office suite more effectively, creating nine offices, rather than the proposed 4-5; (2) The initial remodel cost estimate addressed the new space for Enrollment Services, but was not sufficient to create the office suite which would provide space to transform South City Campus into a true full-service campus. The cost was estimated at an additional \$600,000.

2. \$600,000 one-time dollars was approved.
3. Semi-final drawings were provided the last week in May, providing the opportunity for input from those who will have offices in the new office suite. Final plans will be approved the first week in June, with an estimated construction start in July 2015.

Objective 4: Work with Cashiering to ensure continuation of services during remodel

Cashiering at South City Campus (SCC) will be remodeled to improve wheelchair accessibility. The remodel is expected to begin in September 2014 and last about one month. During the remodel, Cashiering will be housed with Enrollment Services.

Actions Taken:

1. During the construction, Cashiering was housed at with Enrollment Services.
2. Cashiering remodel was completed without disruption of services.

Project (Assessment) Title: 2014-2015—Assess whether there is a correlation between availability of onsite Student Services and student satisfaction, retention and successful completion

College Priority & Objective: Strategic Priority II: Improve Student Access and Success: Increase student access to essential Student Services by providing onsite support through Student Services Generalists and specialized advising.

Methodology:

With a 27% increase in enrollment between Fall 2012 (1,037) and Fall 2013 (1,320), Library Square is the only campus that has shown significant growth recently. In response to this growth and, with it, increased student need, starting August 1, a full-time and a part-time Student Services Generalist will be housed at Library Square. In addition, DRC, Financial Aid and Academic Advising will provide a regular presence at Library Square.

Student satisfaction will be measured through the second stage of a satisfaction and needs assessment. A student satisfaction and needs survey was administered during 2011-2012 academic year. The survey will be offered again during the 2014-2015 academic year, and data will be compared.

Additionally, the department will work with Institutional Research to monitor student retention and completion. Using a longitudinal approach, the survey, along with the retention data will provide a multi-dimensional look at whether on-site support impacts student satisfaction, retention, completion and/or success.

Note: If you are assessing a learning outcome, list the Student Services learning outcome

Results/Findings:

A survey was administered to students at Library Square (LS) during the 2011-2012 academic year. Students indicated a desire for additional support services and amenities. Further, according to the Student Services Site Standard with enrollment rising to 1,300 students (headcount), there is need for additional onsite support. Data regarding student retention and completion specific to LS for previous years is not available. The survey will be administered during the 2014-2015 academic year and data will be compared. Retention and completion data will be gathered and analyzed beginning in 2014-2015 academic year.

Actions Taken (Use of Results/Improvements):

1. A survey was administered to students attending LSC during Spring and Summer 2015. Results will be available the first week in June, and data will be compared to the survey administered during the 2011-2012 academic year to determine student satisfaction. The survey will provide additional data on use of newly available services.
2. An initial report was run to look at student retention and completion; however after consultation with Institutional Research, it was determined that there is insufficient data to measure a correlation between onsite services at LSC and student retention and completion. IR will continue to look at possible ways to accurately measure such a correlation.

Other Notes