

Student Services Annual Highlights 2013-2014

Department Name: Student Services, North Region

Dash Board Indicators: (Please see attached)

Programming or Service Highlights:

- Program Review
 - In partnership with South Region, completed Program Review
 - In partnership with South Region, developed Action Plan and presented it at VP Extended Staff meeting
 - Participated in program review site visit for School Relations
 - Participated in program review site visit for Veterans Affairs
- South City Campus Construction and Remodel
 - Assisted with coordination of departmental moves following completion of remodel at SCC and opening of Center for New Media
 - Helped facilitate DRC remodel and move
 - Helped facilitate remodel of Academic Advising office
 - Helped facilitate remodel of Financial Aid office
 - Secured funding and helped coordinate efforts for new lighting project and painting in Student Services area
 - Assisted with coordination of installing new signage after campus was renumbered
 - Submitted funding request (which was approved) for remodel of Student Services/Enrollment area
- Staffing Changes
 - Director Retired in December; New Director began in mid-January
 - Specialist 3 retired in October; new Specialist 3 began May 1
 - Specialist completed an AS and was hired as a fulltime Specialist 1 after nearly ten years of part-time work in Student Services
- Regional management/involvement
 - Set up a regular North Region Student Services Staff Meeting schedule
 - Assisted with Campus Connect orientations at Jordan, Taylorsville-Redwood and South City Campuses
 - Along with AVP for Enrollment Services and South Region Director, presented Site Standards in VP Extended Staff Meeting
 - Assisted with transition of Student Services staff from Highland to other campuses
 - Specialist at Highland was instrumental in improving services at Highland, including getting the Globe delivered to Highland and working with Learning Center to arrange for English/writing tutors at Highland
 - Part-time coordinator continues to serve as site administrator at Westpointe

- Library Square growth/transition from a satellite to a limited service campus
 - Worked with Faculty Support to secure space for a consistent Student Services presence at Library Square
 - Arranged for Student Services coverage that matches the expectation for a limited service campus (8am-7pm) that will begin August 1.
 - Transitioning a full-time employee to Library Square to ensure reliable exceptional service
 - Working with Student Services departmental directors to arrange for a regular consistent presence at Library Square consistent with the needs for a limited service campus
- Trainings/Awards/Recognition
 - Director attended *National ACRAO* conference
 - Director participated in Student Services Learning Assessment Community
 - Director continues to serve on the Inclusivity Team
 - Director and two other staff completed *Safe Zone* training
 - Specialist completed an AS degree
 - Technician attended NASPA conference
 - All staff completed *Suicide Prevention Protocol* training
 - All staff completed *Front Line Staff Inclusivity* training
 - All staff completed *Data Center* training

Assessment Highlights:

- Completed Program Review