WRITTEN PLAN

For Determining the Effectiveness of Student Services

Approved by Accreditation Steering Committee: August 26, 2025

PURPOSE OF THIS PLAN

The purpose of this plan is to identify the effectiveness of student services and to ensure that the plan identifies responsibilities for coordination of student services and provides for the counseling of students. In addition, the plan is evaluated on an annual basis and addresses how evaluation results are shared with faculty and staff and how these results are used for continuous improvement.

BUDGETARY RESOURCES

The activities for determining the effectiveness of student services are funded through direct state appropriations.

OVERVIEW OF SERVICES PROVIDED TO STUDENTS

It is the responsibility of the Student Services Division and the Administrative Services Division to provide services that help students efficiently move through their college experience, allow them to feel welcomed, and assist their success, particularly toward the areas of completion, placement and licensure. It is our goal to work efficiently while treating each student not only with respect, but genuine encouragement.

The divisions provide assistance in the following areas:

- Admissions Advising & Scheduling
- Assessment
- Student Support and Advisement
- Financial Aid and Scholarships
- Veteran Services and Funding
- High School Coordination
- Records
- Student Career Support
- Data & Workflow Automation
- Disability Services
- Title IX

Students have access to the services via the student resource portal.

STUDENT SERVICES INPUT & FEEDBACK

Student Services and Instructional Services leaders meet monthly to review the effectiveness of student services and discuss new initiatives or improved processes.

STUDENT SURVEY FEEDBACK

At designated points in the educational pathway, students receive surveys to evaluate feedback on student services. Surveys are sent directly to students after initial enrollment, at 40% of program completion, and at 80% program completion. These surveys ask the students if they received the help needed, if the quality of service met their expectations, and if the team members were welcoming and attentive. Students can also offer feedback, at any time, by submitting an improvement suggestion form available through the student resource portal.

Real-time data is monitored daily, and a report is sent to the Director of Student Services and the Vice President of Student Services when a student strongly disagrees. If the student has indicated they would like to be contacted, the appropriate leader contacts the student to better understand the concern/comment and implement process improvements based on the feedback.

Student Services leadership monitor survey scores. An average survey score change of less than four percent in either direction is generally considered normal from year to year, however, larger dips may warrant an improvement plan. Anytime a department's overall "positive" score approaches less than 80 percent, an improvement plan may be implemented.

Student Services leadership monitors scores and recognizes positive performance in leadership and division meetings.

RESPONSIBILITY FOR COORDINATION

The responsibility for coordination of Student Services is overseen by the Vice President for Student Services. The division includes:

- Director for Admissions
  - Admissions Coordinator
  - Admissions Advisors
  - High School Liaison
  - Community Outreach Specialist

- Director for Data & Workflow Automation
    - .Data Management Specialist
    - Worfklow Automation Specialist
- Director for Student Services
    - Financial Aid Manager
        - Financial Aid Advisors
        - Veteran Services Officer
    - Manager for Student Access and Success
        - Student Support Specialists
        - Registrar (student records)
        - Student Success Center (career)
            - Career Services Specialist
        - Testing Center Coordinator (Assessment)
            - Testing Center Specialist
            - Nursing Assistant Skills Examiner

In addition, the college compliance office is housed within the Human Resources office. This office is overseen by the Vice President for Administrative Services and includes:

- Human Resources Director
    - HR Compliance Specialist and ADA/Title IX Coordinator

COUNSELING OF STUDENTS

Student Support Specialists are assigned to specific programs and track students throughout their program, providing support in completing the occupational education programs they pursue. Every new student receives a welcome email from their Student Support Specialist. Student Support Specialist contact information is provided in new student resources, on every program page, and on a dedicated Student Support Specialist webpage.

Students can access their Student Support Specialist from the student resource portal. Student Support Specialists and their assigned programs are listed on the dedicated webpage. From there, students can choose an appointment category and schedule a one-hour appointment via phone, email, virtually, or in-person. The Student Support Specialist's email is also listed for quick questions. Faculty or staff may

refer students to a Student Support Specialist for assistance with basic needs, access to resources, or personal issues that could impact their retention, completion, or placement.

ANNUAL EVALUATION (REVIEW) OF THE PLAN

The written plan is evaluated annually, with feedback solicited from all faculty and staff via email. The Vice President for Student Services is responsible to distribute the email to faculty and staff, to use feedback to revise the plan as necessary, and to retain the feedback emails. The results from this review are used for the continuous improvement of this plan. The written plan is approved by the Accreditation Steering Committee.

EVALUATION (SURVEY) RESULTS ARE SHARED WITH FACULTY AND STAFF

Student surveys function as the key evaluation tool to determine the effectiveness of student services. These survey results are available to faculty and staff in real-time (including student comments, feedback, and response rates) on Tableau, the College's data reporting dashboard. Enrollment data is also available on each Program Dashboard in Tableau and reflects students completed, withdrawn, or currently enrolled.

Survey results are also shared annually during college general staff meetings. However, the real-time availability of this data empowers faculty, staff, and administrators to respond quickly with retention strategies and service improvements, rather than waiting for an annual report.

The Student Services division shares a survey results summary data with the College Board of Trustees on an annual basis. The summary results were shared:

- February 27, 2025
- February 22, 2024
- February 23, 2023
- February 24, 2022
- February 21, 2021