

**Divisional Plan for
Student Services**

Last Update 1-22-02

Student Services Division Plan Table of Contents

Student Services Mission Statement.....	3
Student Services Division Objectives.....	3
Planning and Charting our Future.....	3
Growing and Expanding.....	3
Creating Partnerships.....	3
Investing in People.....	3
Creating a Climate for Success.....	3
Integrating Information Technologies.....	4
Summary of Resources Needed To Accomplish Goals.....	5
Schedule for Evaluation and Update of Plan.....	5
Appendix A: Budget Summary.....	6
Appendix B: Optional Appendix.....	7

Student Services Mission Statement

Student Services delivers comprehensive services to all students and provides a caring and consistent environment that supports academic and personal success.

2001 – 2002 Division Objectives

Planning and Charting our Future:

- a) Develop a divisional strategic plan that links to the college strategic directions by April 2001.
- b) Conduct a SWOT analysis at an all employee strategic planning retreat by July 2001.
- c) Ensure that planning is complete for the Phase IIB by July 2001.
- d) Identify resources needed for the operation of Phase IIB by December 2002.
- e) Participate in campus wide planning and assess Student Services needs for Phase III.
- f) Participate with the district Student Information Systems Council to ensure that we are prepared for the new SIS system.
- g) Review progress made in response to Council of Academic Standards self-evaluations by June 2002.
- h) Evaluate student perceptions and need for ‘student governance’ model by July 30, 2002
- i) Participate in evaluation of services for the February 2002 NCA Team evaluation.

Growing and Expanding:

- a) Reevaluate high school outreach model, materials, and activities by August 1, 2001.
- b) Increase the number of recent high school graduates who enroll by 10 %.
- c) Increase the number of GED completers who enroll at EMCC by 10%.
- d) Increase the number of students who participate in the Genesis West program by 10%.
- e) Expand recruitment presence in new charter schools in our feeder area.
- f) Coordinate with the Information Technology and Institutional Advancement Divisions to improve WEB presence by December 2001.
- g) Continue to monitor retention strategies via achievement on student success core indicators and develop appropriate strategies.
- h) Coordinate the recruiting process with Dual Enrollment.
- i) Track and increase the number of students who register and receive advisement services via WEB.
- j) Expand job placement services and increase internship opportunities with local business and organizations.
- k) Identify resources to continue funding special needs populations (childcare vouchers, and special needs scholarships).

Creating Partnerships:

- a) Develop and implement two new high school career pathway programs by July 2002.
- b) Expand inspire.teach partnership program to two new high schools by January 2002.
- c) Explore expansion of inspire.teach partnership to include additional university partner by January 2002.
- d) Coordinate pathway program development with Title V initiative by January 2002.
- e) Develop infrastructure to support expanded partnerships with local elementary and secondary schools for the purposes of creating teacher training programs and bridge programs.

Investing in People:

- a) Develop an Individual Learning Plan (ILP) for all full time student services staff by December 2002.
- b) Develop a training manual for one – stop services by May 2002.
- c) Compare staffing patterns with colleges of similar size in order to develop staffing plan for Komatke Phase IIB by December 2002.

Creating a Climate for Success:

- a) Conduct annual new student focus groups to identify needs and evaluate satisfaction with services by December 15, 2001.
- b) Coordinate with graduation planning committee to conduct annual graduating student focus group to evaluate satisfaction with services.
- c) Coordinate with Office of Planning and Institutional Effectiveness to gather Noel – Levitz Student Satisfaction data every two years.
- d) Conduct annual survey of services to evaluate student satisfaction by June 15th of each year.
- e) Conduct annual 360 degree evaluation of all full time staff and process results by June 1st.
- f) Develop and pilot an instrument that evaluates student services impact on EMCC Abilities by January 2002.
- g) Review Core Values with staff during the June 2001 staff retreat.
- h) Expand opportunities for student involvement on campus committees.
- i) Reexamine campus committee purposes, roles, and memberships and promote expanded employee involvement in college and community committees.

Integrating Information Technologies:

- a) Assess and recommend technology needs for Komatke Phase IIB by July 2002.
- b) Coordinate with Information Technologies and Institutional Advancement to improve update and improve WEB information by December 2001.
- c) Participate in college – wide Information Technology Planning Committee.
- d) Participate with the college Information Technology Planning Committee to ensure that we are prepared for the new SIS system.
- e) Participate in college e-learning task force to determine what student services are needed to support e-learning initiatives.

Summary of Resources Needed To Accomplish Goals

We have identified the following resources to advance the objectives identified in this plan.

Support from other Divisions:

- Assistance from the Office of Institutional Advancement to reevaluate our high school outreach program, strategies, and materials.
- Assistance from the Informational Technology Division to update and enhance our Web related information.
- Assistance from the Office of Planning and Institutional Effectiveness to develop surveys and evaluate satisfaction results from student customers.
- Assistance from Academic Divisions to identify partners and implement high school career pathway programs.
- Coordination with Title V program staff to support development of career pathway and bridge programs.

Future Staffing:

- A coordinator for disability services continues to be a funding priority for the Student Services division.
- Additional professional staff will be needed in the Admissions & Records area, Financial Aid, Assessment, and administrative support for student services MAT staff.
- A supervisor of Admissions & Records will be requested for the 2002 – 2003 academic year. These resources may be available from the Komatke IIB Operational Funds.
- Expanded high school outreach efforts may require additional staff to support increased efforts and expanded recruitment goals.
- Title V initiative will require hiring of 4 staff members to support program activities.
- Contract web designer to enhance student services web site.

Facilities:

- Additional offices and space will be needed to support Title V staff (depending on grant funding) for 2001 –2002 academic year.
- Plan for the future relocation to the Komatke Phase II building by May, 2002.

Schedule for Evaluation and Update of Plan

The Student Services Division will review progress on division objectives in June of each year. By July 15 of each year, Student Services will send an updated plan with a progress report to the Dean of Students.

Appendix A: Budget Summary

Include a copy of your most recent budget. You do NOT need to include full-time staff costs here. You should include part-time wages, supplies, printing, special functions dollars, contractual services, and any other budget item that you control. The amounts should represent what is budgeted to you, not what you actually spend. Please contact Ronnie Elliot or Nancy Greenlaw if you need assistance with this appendix.

Appendix B: Optional Appendix