



Davis Technical College Plan for Student Services

Revised: 07/01/2017

Purpose of this plan:

The Student Services department is an integral part of the training experience for all students. This plan outlines:

- Services provided to students
- Methods for evaluating the effectiveness of personnel and services annually
- Methods for disseminating results of evaluations to staff
- Methods for implementing improvements based on evaluations.

Services provided:

- Counseling
- Orientation
- Records
- Grievances
- Academic advisement
- Financial assistance
- Health and safety
- Pre-admission advisement
- Admission assessment
- Enrollment and scheduling
- ADA services
- Veterans services

Responsibility for Evaluation

The Director of Student Services and Financial Aid is ultimately responsible for all functions of the department. The Director works with other college divisions and administration to gather informal feedback on Student Services processes and activities. This feedback is used to modify processes where necessary to improve services. Other, more formal, processes include on-going student surveys, annual employee evaluations, and data audit reports.

Information Collection and Dissemination

At the end of each course, students are encouraged to complete an online survey administered by the Director of Institutional Effectiveness. In addition to questions specific to their coursework, students are asked to respond to questions about the services provided by the college, including Student Services, Financial Aid, Assessment Services, Veterans Services, and ADA Services, as applicable. The results of this survey are collated quarterly (October 1, January 1, April 1 and July 1) and provided to the Director of Student Services as well as to the Directors

of Training and College administration. The summary data from the quarterly survey is tracked and reported on a separate document which is used to monitor changes over time in student satisfaction scores.

Survey results are sanitized as appropriate (for privacy on employee-specific complaints) and provided to Student Services personnel or reviewed in Student Services staff meetings with attention being drawn to specific compliments and concerns. Concerns are addressed through discussion with staff, either individually or as a team, on ways to improve services and processes. Discussions are documented in the minutes of staff meetings or through emails. Scores are analyzed and compared to previous scores to strategically determine the course of action for the department.

Additional data are provided by way of an audit report regarding potential entry errors or other anomalies in the Student Information System. This information is used to determine when staff retraining is necessary to improve accuracy in Student Services.

Planning and Improvements

All of the data collected from various sources are provided to the Director of Student Services and Financial Aid who incorporates it into on-going improvements as well as the annual departmental plan for improvement which is part of the Davis Technical College Business Plan. The departmental plan for improvement begins with a review of the previous year's goals and accomplishments for the department and the institution. Coupled with this, the institutional goals for the coming year are considered and goals for the department are developed.

Per Davis Tech policy, employees are evaluated at least once per year – often twice. The written evaluation covers employee performance relative to the duties of the job and the expected norms of employee behavior. Using information provided through the student surveys, feedback from students and Davis Tech personnel, and direct observation, the Director records both the positive and negative aspects of the employee's work. The Director makes suggestions for improvement, which are jointly agreed by the Director and the employee as goals for improvement.

Goals for FY 2018

- Identify an appropriate point for early intervention to address retention and create a plan to retain students
- Continue to review feedback gathered through surveys and provide to staff