Davis Technical College Plan for Student Services
Revised: 06/15/2018

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 will be

reviewed monthly to address items that are of immediate concern, but will generally be collated quarterly (October 1, January 1, April 1 and July 1) by the Director of Student Services as well as to the Directors of Training and College administration, and then disseminated to the Student Services and Financial Aid staff as described below.

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, some of which may be 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.

During the 2018/2019 academic year, Student Services commits to the following goals:

1. We will improve service and processing time, as well as fiscal efficiency, in Student Services and Assessment by reviewing and improving staffing patterns.
2. We will review of office plan to better utilize space and provide a student experience that is efficient and ADA compliant.
3. We will implement the Student Retention Plan to assist students who cease attending prior to goal completion.