



## Student Services Unit Review Report Findings Spring 2002

### **PART I**

All yes, no and N/A responses from the Student Services Unit Review Reports (College-wide) were tallied for each question to provide an overview of the strengths and challenges of the Student Services program.

#### **Section I: Mission and Goals**

Question	Yes	No	N/A	Recommendations/Comments	Resources Needed
1.1 Does your unit incorporate the College's mission in its activities?	86	1	3		
1.2 Has your unit prepared goals that are related to the College's goals?	85	5	5		

#### **Section II: Organizational Structure and Human Resources**

Question	Yes	No	N/A	Recommendations/Comments	Resources Needed
2.1 Has an organization chart been developed for this unit with recommended changes?	76	16	5		
2.2 Has a staffing plan been prepared identifying needed staff additions, reductions, or other changes?	46	36	6		
2.3 Are position descriptions accurate for each individual in this unit?	50	41	3		
2.4 Have changes to position descriptions been recommended?	25	45	29		
2.5 Have the qualifications for each individual in this unit been identified and confirmed during this assessment? (Confirmation should be conducted by the unit administrator.)	60	13	18		

Question	Yes	No	N/A	Recommendations/Comments	Resources Needed
2.6 Are individuals in this unit evaluated annually?	80	9	6		
2.7 Have the evaluations been used to make beneficial changes (i.e., for the individual's benefit or for the unit's benefit). If yes, please explain how in the comments section.	41	10	40		
2.8 Do a majority of unit members participate in internal staff development activities? Please describe.	82	11	2		
2.9 Do a majority of unit members participate in interinstitutional staff development activities? Please describe.	70	17	8		
2.10 Do a majority of unit members participate in state, regional, or national staff development activities? Please describe.	61	30	3		
2.11 Do a majority of unit members participate in community events? Please provide examples.	66	18	7		
2.12 Does the College adequately support professional development for unit members?	57	18	7		
2.13 Does the College provide adequate yearly training to staff to keep them current with legislative, academic, and other changes to programs and to the catalog?	71	17	7		
2.14 Does the College provide a sufficient number of institutional memberships to professional organizations?	70	14	10		
2.15 Do unit members agree that staying current with technological changes is part of their responsibilities?	87	2	8		
2.16 Do unit members seek and take advantage of grant opportunities?	29	29	34		
2.17 Is internal communication satisfactory?	57	32	0		
2.18 Do unit members advise their supervisors of issues that need addressing?	86	7	2		

### Section III: Resources

Question	Yes	No	N/A	Recommendations/Comments	Resources Needed
3.1 Does the budget support the unit's current operation and potential for growth in response to College needs?	17	66	13		
3.2 Does the budget support the unit sufficiently to satisfy student resource needs with regard to schedules, catalogs, test materials, etc.?	48	23	20		
3.3 Are the numbers of administrators, and staff sufficient to support the unit's current operation and potential for growth?	23	60	6		
3.4 Is technology appropriately incorporated into the unit?	80	14	3		
3.5 Are other technological resources needed?	56	33	9		
3.6 Does the facility adequately support unit needs?	38	50	6		

### Section IV: Unit Operations

Question	Yes	No	N/A	Recommendations/Comments	Resources Needed
4.1 Have rules and procedures relevant to this unit been reviewed?	82	13	5		
4.2 Have changes to rules and procedures been recommended and implemented?	69	18	9		
4.3 Have unit operation manuals been prepared?	53	16	24		
4.4 Have external mandates, including SACS Principles, been reviewed during this assessment to determine compliance? Identify which mandates have been reviewed in the comments section.	53	11	28		

## Section V: Unit Needs Assessment

Question	Yes	No	N/A	Recommendations/Comments	Resources Needed
5.1 Does the assessment data associated with this unit indicate any needs?	37	9	45		
5.2 Have student focus groups been conducted regarding this unit?	12	54	23		
5.3 Are students satisfied with the quality of services in this unit (indicate the basis for your response)?	71	14	9		
5.4 Are related units satisfied with the quality of services in this unit? (For example, are faculty satisfied with the quality of advising and counseling related to their discipline needs.)	77	6	9	1 varies	
5.5 Have any additional needs relevant to this unit been identified that are not covered in prior sections?	40	39	22		

## **PART II: GENERAL RECOMMENDATIONS AND COMMENTS**

All written-in comments found under the recommendations and comments and resources needed columns on the Student Services Unit Review Reports are listed below. In addition, comments were included for those questions (see above) where fifty percent or more of the respondents answered 'no'.

### **Admissions, Records & Registration (AR&R)**

Recommendations/Comments	Resources Needed
a) Need organizational chart with weekly, monthly and yearly duties/goals	
b) More staff (visible/active staff member); office has big turn around, why?	Funding
c) Position descriptions are too generic, need to be reviewed, updated and revised; full job descriptions and duties need to be printed	Observation
d) More than half of respondents indicated unit members do not participate in state, regional and national staff development activities	
e) More entire unit in-services, i.e. effective registering (all doing same process); two in-services a term instead of one; add oral trainings	

f) Customer service training	Additional staff
g) Better staff communication; working on it	Positive Sessions
h) Half of respondents indicated they do not take advantage of grant opportunities	
i) Sometimes members advise supervisors of issues; others complain	
i) Need increase in budget for expansion, technology and supplies	
k) Updated computers and frequent system cleaning	
l) Imaging	
m) Need student computers	
n) Need shredders and fax machine	
o) Numerous fire hazards	Need more space, storage (appearance is not friendly)
p) Guide traffic during registration	Peer Student
q) Someone at Information desk at all times	Peer Student
r) Phone trained personnel	Peer student
s) Student workers who will work	
t) More space, cabinets for files	
u) Unit rules and procedures under review	
v) Administrative rules slow to revise; recommended but not implemented	
w)) Need datatel and unit operation manuals updated	
x) More than half of respondents indicated focus groups not conducted	
y) Some related units unsatisfied with the quality of services in this unit; work not getting done fast enough; filing not adequate; very little support.	
z) Voice mail overused; look at voice mail management	

## Advising

Recommendations/Comments	Resources Needed
a) Need PT staff to provide adequate yearly training to staff to keep current: legislative, academic, and changes to programs and catalog (D. Doss is a start)	
b) Half of the respondents indicate that a staffing plan had not been prepared	
c) Need better College-wide information	Advising cluster (type)
d) Regular staff meetings	
e) Budget does not support current operation/growth; additional staff needed to support demand and growth; FT advisor(s)	Funding and more career development programs
f) Budget and flexibility to attend meetings	

g) Additional up to date technology, software and computers; more computer support	Funding
h) More than half of respondents indicated the facility does not adequately support unit needs	
i) More than half of respondents indicated changes to rules and procedures had not been recommended and implemented	
j) Majority of the respondents indicated student focus groups not conducted	
k) Funding at appropriate levels for travel, printing and office materials and supplies	

### Career Center

Recommendations/Comments	Resources Needed
a) More than half of respondents indicated organizational chart had not been developed with recommended changes	
b) All campuses need position descriptions with same title and level	HR
c) Continued employee training support	Training classes especially in computers
d) Continuation of membership for professional organizations	Funding for memberships and professional developmental opportunities
e) More than half of respondents indicated internal communication was not satisfactory	
f) Increased budget; funding comes from SGA mostly	
g) More than half of the respondents indicated facility does not adequately support unit needs	
h) More than half of respondents indicated changes to rules/procedures had not been recommended and implemented	
i) All respondents indicated student focus groups not conducted	
j) Better marketing of College publications	
k) More staff support; need support staff as back-up	

### Counseling

Recommendations/Comments	Resources Needed
a) Unit goals in process; develop goals for counseling services	Counseling cluster
b) More than half of respondents indicated organizational chart not developed with recommended changes; should be developed College-wide	

c) All respondents indicated staffing plan not prepared; mistake going to growth contract	Renegotiate
d) Position descriptions should be reviewed by campus Dean annually	
e) Some counselors are grand-fathered in	
f) More ability to attend conferences; more time for training; more staff in-service training	More FSPD or budget allocations
g) College information flow is inconsistent	
h) Need more courses when students want them	Better scheduling
i) Need program manager and/or more support	Funding
j) Adequate staff in Student Service department	Fill positions quicker
k) Need technology appropriately incorporated; staff needs to be on same page with technology use	Technical equipment needed
l) Other technological resources needed: on-line counseling	
m) Changes to rules and procedures recommended, implemented maybe	
n) All respondents indicated student focus groups not conducted; necessary to facilitate better student service to our students	

## Disability Services

Recommendations/Comments	Resources Needed
a) Majority of respondents indicated changes to position descriptions had not been recommended	
b) Unable to participate in national staff development activities; College does not support professional development	Allocate funds for use of staff development
c) Not enough funds for memberships to professional organizations and professional rehab publications	
d) More training needed in grant writing	
e) Increased budget	
f) Urgent need for FT Assistant; need another Coordinator; need FT LD Specialist	Funding
g) Majority of respondents indicated technology not appropriately incorporated into unit; no budget funds, only through grants	
h) More copiers and computers	
i) Facility should be totally separated physically from other departments for confidentiality purposes; separate sign-in/waiting area and tutorial areas	Unit budget has been the same since 1995
j) Not all rules and procedures relevant to unit have been reviewed	

k) All respondents indicated focus groups not conducted; will look into establishing	
l) Additional funds for supplies	

### Enrollment Development

Recommendations/Comments	Resources Needed
a) Increase enrollment/diversity; more community contact	
b) In process of preparing staffing plan	
c) Position descriptions/duties need revision; participation has expanded	Funding
d) College should have grant writer – not branch it out	
e) Budget increased; recruiter's office has no budget; some are funded by generosity of SGA; need to be funded at appropriate levels for travel, printing, and office materials and supplies	Funding
f) Need remote site capabilities	Funding
g) All respondents indicated no student focus groups conducted	
h) Better compensation for additional duties	Funding
i) More supplemental contact	

### Financial Aid

Recommendations/Comments	Resources Needed
a) Staffing plan proposed by Charlotte for additional staff	
b) Position descriptions not accurate; changes recommended but turned down/no money	
c) Manager & counselor positions OK, but technicians inaccurate; reclassification of technician position	
d) More staff is needed to meet global Federal & State reporting requirements & monitor return of Title IV funds process	Hire two District FA technicians
e) More staff to support current operation and potential for growth; decentralization of FA caused files to be housed at individual campuses; FA volume is increasing, not enough support	
f) Funding not available for training and conferences	
g) Increased budget; assign more resources	
h) Need center for students within the FA area to access FAFSA on web	More computers and space

i) Need updated and more computers	
j) Technology is here but the finance is not	
k) Wait is too long for students	More staff
l) Related units satisfaction with quality of department's services varies	FT administrative assistant; file room assistant
m) More office and storage space	
n) Constantly updating procedures to accommodate new needs	

### Student Government Activities (SGA)

Recommendations/Comments	Resources Needed
a) Unit goals related to College goals not precise	Coordinate across College
b) Majority of respondents indicated staffing plan had not been prepared; hired 2 student assistants to keep up with office; role of SGA needs to be more specific	
c) Position descriptions not accurate	
d) Does not take advantage of grant opportunities	
e) On-campus communication satisfactory; not between campuses	
f) Monthly meetings with Dean of Student Services	
g) Educate all on value of SGA	Better communication
h) Need more staff	
i) Need other technological resources	
j) Need better facilities: facility inside needed and available for student activities; slow on repairs; office is storage closet	

### Student Support Services

Recommendations/Comments	Resources Needed
a) All respondents indicated staff plan had not been prepared	
b) All respondents indicated position descriptions are not accurate and changes had not been recommended	
c) Individuals are not evaluated, but specific areas needing improvement are identified and pertinent staff informed accordingly	
d) More staff should be exposed to regional conferences at the state and national level because of the nature of the job which is heavily student oriented	

e) All respondents indicated that College does not provide yearly training to keep current with legislative, academic and other changes	
f) Professional development is severely limited and done on an Ad Hoc basis without structure	
g) Exposure to grant writing opportunities	Workshop information
h) Re: technological changes-College is responsible for determining what areas we need information in – hardly disseminated to staff	Information on changes
i) Internal communication needs improvement	
j) Increased budget; limitations due to a stringent grant funded situation	
k) Extension of office space for students and staff	Represent unit
l) All respondents indicated unit operation manuals not prepared	
m) Expansion of services	Extension on other campuses

## Test Center

Recommendations/Comments	Resources Needed
a) PT Test Proctor; additional staff	Funding
b) More than half of respondents indicated changes to position descriptions had not been recommended	
c) More than half of respondents indicated internal communication is not satisfactory	More meetings needed
d) A clear set of parameters delineating the levels for placement indicated by scores, timing between retest, use of alternative tests and equivalencies. This should be printed and used on all campuses.	
e) Increased budget; budget does not sufficiently satisfy student resource needs; funding for computer testing (currently using pencil/paper version)	Funding
f) Travel, printing, office materials and supplies should be funded at appropriate levels	
g) Update software	Funding
h) Facilities noisy and cold	Energy management
i) All respondents indicated student focus groups not conducted	
j) Not enough money for computerized CLEP and CPT	

## Tutorial & Writing Center

Recommendations/Comments	Resources Needed
a) Six Computers with Windows XP capabilities	