FIRST FOLLOW-UP REPORT:
A RECORD OF PRESIDENTIAL APPROVAL
TO TASK FORCE RECOMMENDATIONS FOR
Student Services, 3/24/09

With input from the Cabinet, the President makes final approval of program review recommendations. This report articulates those decisions. Approval of task force recommendations requiring funds beyond the base budget of the reviewed unit is not tantamount to receipt of additional funds. Those funding requests must be channeled through the institutional budget process. Nonetheless, special consideration will be given to requests stemming from program review recommendations.

A progress report toward implementation of recommendations must be drafted one year following completion of the task force report by the chairperson. The report will be sent electronically to the Special Assistant to the President for Strategic Planning & Analysis for college-wide distribution and archiving. Recommendations not achieved within a year are to become “objectives” in the corresponding unit plan to ensure a continued focus on their achievement.

The President accepts the recommendations of the task force as presented below with the inclusion of an additional recommendation indicated in bold (#11).

**Recommendations**

1. Develop organizational structures, policies, procedures, and assessment strategies to ensure that Student Services professionals provide consistent information to students.

2. Build on the collaboration between the Vice-President of Academic Affairs and the Vice-President of Student Services, and increase collaborative efforts between Academic Affairs and Student Services.

3. Implement the recommendations of the faculty-driven Student Success, Retention and Placement Committee and the college-wide Enrollment Planning Steering Committee that address academic alert systems, advising, career counseling, expanding the use of technology, identifying and supporting FTIC students, and orientation.

4. Develop one vision, one set of values, and one philosophy for Student Services across all HCC campuses; make the vision, values, and philosophy an integral part of employee training; and assess staff members periodically to determine if their actions are consistent with the division’s vision, values, and philosophy.

5. Evaluate the staffing levels within Student Services to determine if the division is understaffed, and then design and implement a proactive approach to recruiting, training, and retaining the most qualified and motivated student services staff members.

6. Establish a centralized Student Services Web page that can answer general questions, correctly refer students, and serve as a resource to faculty and staff trying to assist students.

7. Expand the use of technology, increase the training and technical support available to staff members, and design and implement strategies to offset the loss
of experienced users.

8. Design and implement a once a semester verification process to authenticate student information (name, address, phone, emergency contact, etc.) and program codes.

9. Support the work of the Process Management Teams by implementing their recommendations, replacing ineffective and inefficient procedures, and supporting the teams’ efforts to make procedures consistent from campus to campus.

10. Collaborate with Academic Affairs to design a Student Success Model that builds on the work of the Student Success, Retention and Placement Committee and the Enrollment Planning Steering Committee and increases the retention and graduation rates of all students, especially FTIC students.

11. Develop a means to reduce the time required for transcript evaluations.