

# DATC Plan for Student Services

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## Introduction

The Student Services department is an integral part of the training experience for all students. The services provided include pre-admissions advisement, admissions assessments, enrollment, scheduling, behavioral intervention where necessary to preserve the learning environment, referral to outside resources where appropriate, ADA services, records, graduation and financial aid. The effectiveness of these services has a significant impact on student success, so these services (and the personnel providing them) are evaluated on a regular basis. The follow plan outlines the procedure for gathering and disseminating regular feedback and for evaluating Student Services personnel and procedures.

## Responsibility for Evaluation

The Director of Student Services is ultimately responsible for all functions of the department. This Director oversees all activities in the department, manages the departmental budget, responds to questions of procedure or policy, and administers the feedback and evaluation process. The Director works with other college divisions and administration to gather informal feedback on Student Services process 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 Instructional Systems Design department. 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. The results of this survey are collated quarterly and provided to the Director of Student Services as well as the Directors of Training.

Survey results are reviewed in Student Services staff meetings with attention being drawn to specific compliments and concerns. Concerns are addressed through discussion with staff on ways to improve services and processes. Discussions are documented in the minutes of staff meetings. Scores are analyzed and compared to previous scores and rewards (such as a “casual dress” day) are offered to staff for demonstrating improvement.

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 who incorporates it into on-going improvements as well as the annual departmental plan for improvement which is part of the DATC 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 DATC 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 DATC 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.