

**Student Services**  
**Departmental Goals and Assessment Plans 2011-12**

**Department Name:** Student Services, South Region (Jordan and Miller)

**Departmental Goals for 2011-2012**

**1. Pilot use of temporary, part-time staff to assist during Fall and Spring rush periods at the Jordan Campus.**

One-time funding was obtained through Enrollment Services and the Student Services Vice President's Office. Two employees were hired to work 20 hours per week, during the pre-Fall and pre-Spring rush periods. It proved beneficial to students so additional funds were requested for use during the Summer 2012 registration periods, and a request has been made for 2012-13 through the Informed Budget Process.

The employees assisted students in the computer lab, located in the High Tech Center at the Jordan Campus. They assisted with online applications, online orientation, MyPage navigation, class searches, organizing a class schedule, information updates such as major/address changes and degree evaluations.

**2. Determine appropriate hours of operation at the Miller Campus.**

The hours of operation will not be changed at this time and remain as:

Student Services

Monday through Thursday: 8:00 a.m. – 8:00 p.m.

Friday: 8:00 a.m. – 4:30 p.m.

Academic Advising

Monday: 9:30 a.m. – 6:00 p.m.

Thursday: 8:00 a.m. – 4:30 p.m.

Financial Aid

Monday and Thursday: 8:00 a.m. – 6:00 p.m.

Tuesday, Wednesday & Friday: 8:00 a.m. – 4:30 p.m.

Disability Resource Center

Tuesday: 8:00 a.m. – 12:00 p.m.

Test accommodations provided in the ACT Testing Center throughout the week

Student Employment and Cooperative Education Services

Thursday: 8:00 a.m. – 12:00 p.m.

**3. Determine additional (short-term) service needs at the Miller Campus, if any.**

A consistent schedule of a temporary Bookstore (beginning of each term) and Book Buy Back (end of each term) have been established and the service has been well received by students.

Additional services/needs have been identified through a Campus Needs Assessment. Please see Assessment project below for more details.

**4. Adjust staffing at Jordan and Miller to provide better coverage based on student traffic, in addition to balancing work load of staff.**

After being open at the Miller Campus for one year, staffing and hours of operation were reviewed and adjustments were made. While there is a steady flow of students throughout the day and evening at Miller, it is not as busy as the Jordan Campus; therefore, a full-time Technician was moved from Miller to Jordan. The Technician works at Jordan from 9:00 a.m. –

6:00 p.m. at the front desk which provides a consistent full-time presence throughout lunchtime and into the evening.

**5. *Promote services to students, faculty and staff at Miller; continue to develop and strengthen relationships at Miller.***

Marketing materials were updated to include new/additional services for students. Materials were distributed to faculty each semester. Increased student activities, the Book Buy Back and new location for the OneCard Office have brought more traffic to the Student Services area in MFEC; however, a Campus Needs Assessment (detailed below) has shown that students do not know what services are available and where/how to access services. Methods for improvement are also addressed below.

A Student Services staff meeting is held 5-6 times per year and has grown to include departments such as the Learning Center and Continuing Education. Attendance has increased and now includes 15-20 individuals each meeting time.

**6. *Continue working on request for Jordan Student Services remodel/expansion.***

Some immediate space needs (Advising and DRC) were met through the acquisition of office space in the Health Sciences Center; however, there is still a need for additional space for the offices of Financial Aid, School Relations, Orientation and the Thayne Center. The remodel plan has been scaled down and is still a possibility in the next 1-2 years.

**7. *Work through changes in Health Sciences admissions prerequisites.***

The Director and Health Sciences Admissions Specialist worked with the Health Sciences Admissions Task Force to establish the new admission criteria for each program, and make the information available to students. The Admissions Office worked diligently through the changes and is currently accepting the first round of Nursing applications under the new criteria. Applications (following the new criteria) for the other programs will be accepted during the upcoming year.

**8. *Get computer kiosks built/installed in hallway at Miller.***

This project is complete and provides a convenient location for students to apply for admission, update their records, order transcripts, add/drop classes, etc.

**9. *Develop School Relations presence (campus tours) in the South Region.***

The Office of School Relations, in conjunction with the Orientation Office, now coordinates and provides campus tours to individuals and groups wanting to visit the Jordan and/or Miller Campuses. They also coordinate with academic departments, such as Culinary Arts, as needed. During the summer of 2011, an Outreach Specialist spent two half days per week at the Jordan Campus; however, it was determined that an on-campus presence isn't necessary since most tours are arranged by appointment.

**10. *Explore possibility of Orientation Office getting involved in Health Sciences Orientation.***

Currently, the Student Services Director participates in Health Sciences Orientations several times per year, with the largest orientation (300 students) being held in July. The attendees are students who have been admitted to a Health Sciences major and will begin their coursework in the upcoming semester. The morning session includes brief presentations regarding the Student Code of Conduct, financial aid, academic advising, disability services, community service/service learning, student life, student employment, library services, health and wellness services, etc. The Director organizes this portion of the orientation, then welcomes the students

to campus and introduces each speaker. This summer (July 2012) an Orientation Specialist will observe the orientation and look for ways to become more involved—perhaps taking over the responsibility of coordinating the Student Services portion of the day.

**Project (Assessment) Title: 2011-2012 Phase I Student Needs and Satisfaction Assessment**

**College Priority & Objective:** Strategic Priority II – Improve Student Access and Success; Objective II D: Implement best practices to improve student participation in advising, learning support and non-curricular activities that are related to student persistence.

**Methodology:** Through the use of a standardized needs assessment, service availability and effectiveness will be analyzed at off-site locations. Locations will be reviewed on a rotational basis within the north and south regions so as to gather historical data regarding core functions at each location. A student survey will be administered each fall, beginning in Fall 2011 with the Highland and Library Square Centers in the North Region and the Miller Campus in the South Region. Subsequent annual surveys will be administered at the Jordan, Meadowbrook South City Campuses on a rotational basis. New sites, such as Herriman and West Point Center, will be added to the rotation.

**Student Services Learning Outcomes:** 1) Develop cognitive skills; 2) Acquire knowledge and 3) Display practical competence and intrapersonal skills

**Results/Findings**

Students enrolled in one or more courses at the Miller Campus were invited to participate in a 10-question survey regarding their experience at the Miller Campus. Out of 2,015 students there were 235 respondents (12%). The survey results and full comments can be viewed in Student Voice/Campus Labs and are included as a hard copy in this report. The questions are summarized below:

1. *How many credit hours are you currently taking in the Spring 2012 semester:*
  - a. 1-5 credit hours 8.51%
  - b. 6-8 credit hours 21.28%
  - c. 9-11 credit hours 18.3%
  - d. 12-15 credit hours 45.96%
  - e. 16-18 credit hours 4.26%
  - f. More than 18 credit hours 1.7%
2. *What is your major at SLCC?*
  - a. Automotive Technology 7.23%
  - b. Business 16.17%
  - c. Criminal Justice 14.47%
  - d. Culinary Arts 11.06%
  - e. General Studies 15.32%
  - f. Health Sciences 9.36%
  - g. Undecided 8.51%
  - h. Other 17.87%
3. *When do you prefer taking your classes (check all that apply)?*
  - a. Mornings 57.45%
  - b. Evenings 52.77%

- |    |          |        |
|----|----------|--------|
| c. | Weekdays | 50.15% |
| d. | Weekends | 7.23%  |
4. *Have you ever visited Student Services in the Miller Free Enterprise Center (room 138)?*
- |    |     |        |
|----|-----|--------|
| a. | Yes | 31.06% |
| b. | No  | 68.94% |
5. *To help us assess our hours of operation, tell us when you would most likely visit Student Services offices for assistance: (check all that apply)*
- |    |                         |        |
|----|-------------------------|--------|
| a. | 8:00 a.m. – 9:59 a.m.   | 23.83% |
| b. | 10:00 a.m. – 11:59 a.m. | 38.3%  |
| c. | 12:00 p.m. – 1:59 p.m.  | 35.32% |
| d. | 2:00 p.m. – 3:59 p.m.   | 28.09% |
| e. | 4:00 p.m. – 5:59 p.m.   | 37.45% |
| f. | 6:00 p.m. – 8:00 p.m.   | 37.02% |
6. *What are two things you like about taking classes at the Miller Campus?*  
Common responses included clean facilities, convenient parking, convenience of location, faculty, quiet campus, not crowded, small campus, small classes and helpful staff.
7. *What are two things you would recommend to make the Miller Campus better for students?*  
Common responses included a full-time bookstore, a “quick stop” bookstore, access to computer lab, better internet access, more services, more maps/signage, more activities, courtesy phone and continue with free parking. *(Improvements are detailed below under “Actions Taken.”)*
8. How skilled do you consider yourself in regard to accessing resources and getting the help you need?
- |    |   |        |
|----|---|--------|
| a. | Extremely skilled – I am usually able to find what I need                 | 27.51% |
| b. | Very skilled  | 21.4%  |
| c. | Moderately skilled – I find what I need most of the time or I ask someone | 48.47% |
| d. | Not very skilled  | 2.62%  |
| e. | Not at all – I don’t know where to look or who to ask                     | 0%     |
9. What is your age range?
- |    |          |        |
|----|----------|--------|
| a. | Under 18 | 0.87%  |
| b. | 18-24    | 37.99% |
| c. | 25-34    | 27.51% |
| d. | 35+      | 33.62% |
10. What is your ethnicity?
- |    |                                |        |
|----|--------------------------------|--------|
| a. | Asian/Asian American           | 3.49%  |
| b. | Black/African American         | 1.75%  |
| c. | Hispanic                       | 8.73%  |
| d. | Native American/Alaskan Native | 0.87%  |
| e. | White/Caucasian                | 75.98% |
| f. | Other (please specify)         | 3.06%  |
| g. | Prefer not to respond          | 6.11%  |

## **Conclusion**

The Needs Assessment corresponds with previously known data regarding students at the Miller Campus:

- A high percentage of students attend full time
- Students attending Miller live across the valley; some attend there because of their major and others attend because of the campus location.
- Enrollment in daytime vs. evening classes is evenly split.
- The preferred hours for accessing in-person services is distributed throughout the day and evening.
- Students of all ages attend the campus and there is not a predominant age group
- The predominant ethnicity of students is White/Caucasian at 75%, with a small percentage identified as other ethnicities.

Prior to conducting the survey there was consideration of reducing the evening hours at the Miller Campus; however, after seeing students' responses to when they would access services, along with tracking of student contacts by hour, it has been decided to not change the office hours. There are fewer students who visit between 6:00 and 8:00 p.m. but 37% of students said that is the most likely time for them to visit. Many students have the perception of few services being available so reducing the hours may have a negative impact on students' perception of the Miller Campus.

The most telling data from conducting the survey were the comments and the most prevalent need was shown in the numerous comments about services. The questions regarding what students like and what they recommend as improvements were both positive and informative. While students indicated they feel skilled at accessing resources, it is clear that many students simply don't know about the services available to them at Miller, and they don't know what "Student Services" includes. The layout of the campus creates a challenge since services can't be housed in one central location like at other campuses. Clearly, more attention is needed on how to connect with students and get the information to them. Many improvements have been made and others are in progress. Students like the Miller Campus for its clean, modern buildings, great faculty, academic programs, convenient access and friendly employees but many of the improvements they suggested are already available. The departments and services are well established but will continue to reach out to students in a variety of ways.

### **Actions Taken to Improve Visibility/Perception of Services**

The following improvements were made over the past year:

- Courtesy phone moved to higher traffic area (now located near Student Services).
- Bookstore supplies such as notebooks, pencils, pens, scantrons and "blue books" available for purchase in the cafeteria which is open daily.
- Additional banner poles installed near southeast parking lot so advertising will be visible on both sides of campus.
- Signage (on bulletin boards) by Student Services updated to identify specific services since students don't know what "Student Services" includes.
- Additional study space made available in Library, Computer Lab and Culinary Arts Building.
- Increased number of activities provided by Student Life and Leadership.
- Flyers about Student Services (what is available and where) placed in faculty mailboxes.
- OneCard Office moved to MFEC, adjacent to Student Services.

- Self-operated copy machine placed in hallway near Student Services so students have access to it any time. (When the Copy Center was open the hours were sporadic and caused great frustration for students; then a machine was placed in the Library but they were sometimes closed on Fridays and by 7:00 p.m.)
- Bookstore's "Book Buy Back" moved to office near Student Services (rather than in the temporary Bookstore space). This has improved visibility and increased sales.
- Computer kiosks (3 computers) placed in hallway by Student Services so students have convenient access to a computer for adding/dropping classes, checking schedules, ordering transcripts and other MyPage functions. The Open Computer Lab is located in the same building as Student Services but students sometimes feel inconvenienced when directed upstairs to the lab.

Additional improvements are in progress based on student feedback:

- Expansion of advertising and promotion in order to: a) let students know what services are available at the Miller Campus, and b) where to find the services.
  - Work with Institutional Marketing to design additional window clings for south side of MPDC and south side of MFEC. In the fall a new parking lot was opened on the southeast side of campus so many students park there and do not see the signage and advertising on the north side of campus.
  - Design banner that identifies available services; place on banner poles when other banners are not up.
  - Work with Institutional Marketing to design an additional campus map that identifies which services are located in each building, i.e. Open Computer Lab in MFEC, Learning Center in MATC. Make map available in several online locations and in print.
  - Draw more attention to the Student Services South Region website. Incorporate monthly department/service highlights and offer incentives such as a free drink coupon to encourage return visits. Place advertising near computers in Open Computer Lab, Library, Internet Cafe and Student Services hallway, OneCard office, Learning Center and bulletin boards throughout campus. Promote website during student activities.
  - Make more connections with faculty so they will better understand what services are available. Ask to visit classes during the first week. Promote "department highlights" to faculty.
- Communication with Student Services Vice President and Tech Fee Board regarding wireless infrastructure needs, particularly in the Miller Professional Development Center (MPDC). (IT has obtained a bid of \$15,000 and the work should be completed prior to Fall Semester 2012.)
- Met with Student Life and Leadership regarding the planning of activities. A large number of activities were held last year but most were during the day. When planning for the upcoming year they will include more evening events.