

**Salt Lake Community College
Student Services
North and South Regional Administration**

**Program Review Plan of Action
January 2014**

Goal	ST or LT*	Action	Timeline	Progress	Notes
Clarify responsibilities of regional directors	ST	Present site standards to Student Services VP Extended staff group, on-site staff meetings, Curriculum, Scheduling and Site Management staff and Site Management teams.	May 2014 – May 2015	May 20, 2014: Present at VP Extended Staff meeting June 4, 2014: Present site standards at Jordan meeting June 9, 2014: Present site standards at SCC meeting June, 2014: Present site standards at Miller meeting	
		Present action plan at VP Extended Staff meeting	May 2014	May 20, 2014: Present at VP Extended Staff meeting	
		Establish times for directors to visit sites	Ongoing (beginning June 2014)		
		Hold joint retreat with all staff from North and South regions	July 2014	Retreat will be held in July 2014	
Increase Student Services involvement in early stages of site planning	LT	Participate in planning when opening and closing of sites	Ongoing	South Region director is member of West Valley Site Steering Committee	
				North and South Region directors are involved in closure of Highland Center and relocation of programs and support services to other locations <ul style="list-style-type: none"> - South Region director involved in relocation of SAT programs to Jordan Campus and planning for relocation of health clinic and other services - North and South Region directors involved in integration of SAT/non-credit and credit enrollment procedures - North and South Region directors involved in relocation of staff 	

				South Region Director is in contact with the Director of Planning & Design in regard to progress on the Juniper Canyon Campus at Herriman	
				Regular meetings with Curriculum, Scheduling and Site Management department will increase effective planning for student services needs at new instructional sites.	
Establish site management teams for Limited and Full Service sites: Jordan, Miller, Library Square and South City Team will include management representatives from Student Services, Auxiliary Services, Scheduling, Curriculum & Regional Management and Business Services (Facilities, Cashiering, Public Safety).	LT	Work in conjunction with vice presidents to establish teams.	June 1	Discussions have begun	
Strengthen communication with department of Curriculum, Scheduling & Regional Management	LT	Coordinate with department to hold a pre-fall planning meeting each year Attend ORAR/Scheduling meeting	Beginning July 2014 and ongoing March 2014 - ongoing	Attending monthly meetings May 2014: Kathi Campbell met with Katrina Greene and staff regarding staffing and cross-training at Meadowbrook, Westpointe and Library Square Center	Updates and discussion of implementation items contribute to a broader understanding of items that may have an impact on work functions
Strengthen communication with Student Services department directors	LT	Present plan to directors	May 2014	May 20, 2014: Present and discuss at VP Extended Staff meeting	Showing up at campus and paying attention improves the communication and connection; employees feel supported when they have a relationship with their

					supervisor Purpose: continue to improve and refine the relationships
		Hold pre-fall "State of the Region" meetings at Jordan and South City for Student Services directors and support staff.	August 2014 – annually	August 6, 2014: State of the State meeting at Jordan August 11, 2014: State of the State meeting at SCC	
		Work with directors to ensure employees are encouraged to attend on-site student services meetings	May 2014 – ongoing	May 20, 2014: Present at VP Extended Staff meeting	
		Provide framework to support intentional time spent at sites by arranging directors' use of shared office (with an expectation of ½ day each semester wherever employees are located). During this time the regional director will meet with the department director.	July 2014	May 20, 2014: Present and discuss at VP Extended Staff meeting	
		Guest presenters at staff meetings	January 2014 -- ongoing	Veterans Center, School Relations, Small Business Development Center, Continuing Education, Risk Management	
Strengthen communication between the ORAR and site employees who provide like services	LT	Directors and staff attend ORAR Semester Training/Update meetings	December 2013 – ongoing		"The regional directors should be included in the discussions about policy and process changes regarding enrollment services. When this is not possible, the latest policy changes need to be communicated to the regional director immediately."
		Continue support and involvement for Data Center meetings each semester	2000 – ongoing	Excellent exchange of information and forum for questions; networking helps employees to interact comfortably with each other	
		North and South Region directors and staff attend monthly meeting with ORAR and Scheduling.	March 2014 – ongoing		
		North and South Regional Directors meet with ORAR management team to discuss ways to increase two-way communication and establish a formal process where feedback is solicited before decisions are made.	TBD		
Strengthen on-site supervision	LT	Provide framework to support intentional time spent at sites by arranging directors' use of shared office (with an expectation of ½ day each semester wherever employees are located). During this time the regional director will meet with the department director.	July 2014	May 20, 2014: Present and discuss at VP Extended Staff meeting	

		Provide shared office for use by directors	July 2014		
		Regular management presence on site to provide support to staff and maintain expectations of service			
		Line authority on site			
		Establish system of supervision, evaluation and management of on-site staff			
Strengthen foundation of assessment for more consistency in long-term data collection	LT	Meet with Institutional Research			
		Adjust benchmark data	Beginning Fall 2014		
		Improve sharing of data with other departments			
Remodel front desk at Jordan Campus	ST	Cost estimate requested from Facilities for possible request during IBP	November 2013	Completed April 2014	
Remodel Student Services area at South City Campus	LT	Funding request submitted in 2014-15 Informed Budget Process	12-18 months	Funding approved for 2014-15 Construction to begin after July 1, 2014	