

## Departmental Goals and Assessment Plans 2016 – 2017

**Department Name: Student Services, South Region**

### Departmental Goals for 2016-2017

1. Define standard service hours at non-hub campuses/sites.  
Hours at non-hub campuses/sites are standard for the North and South Region “Student Services” offices (8 am-7 pm Monday through Thursday, and 8 am-4:30 pm on Friday). The directors drafted a model to standardize “Tier 1” and “Tier 2” services but that has not been implemented due to staffing limitations.
2. Standardize data collection between North and South Regions to assist in identifying unmet needs and determine student traffic patterns.  
This is being accomplished through a combined assessment project of working with Institutional Research to develop campus profiles.
3. Work with the Director of Admissions to establish transition plan for moving the oversight of early Enrollment admission from Student Services, South Region to Admissions.  
The full scope of Early Enrollment admission will move to the Admissions Office by mid-June 2017.
4. Work with Office of Financial Aid to respond to increased student demand at the West Valley Center and provide adequate service and hours on site.  
Additional staff from the Financial Aid Office have been made available at the West Valley Center during events such as Express Registration and other times when an increase in student traffic is expected. Additionally, College Funding Advisors are regularly available at the center to help students and families through the FAFSA application process, which has provided great support to the Financial Aid staff.
5. Coordinate with First Year Experience to develop a video that highlights the Jordan Campus services.  
Video will be used at various orientation events.  
The First Year Experience office hired a student and former ambassador to develop a virtual tour video of the Jordan Campus. The final product after editing is 18 minutes long which is okay for some events but too long for others. The South Region Director also created a PowerPoint virtual tour that highlights the services available on campus. The video and PowerPoint have been used at Health Sciences orientation over the past year.

**Project (Assessment) Title: 2016-2017 Develop New Baseline Data to Support Campus-Specific Efforts to Improve Student Access and Completion.**

#### Strategic Goal

*This information is identical to what was in this section for North Region – they worked together on the project. As the data, charts, maps, and explanations are already contained in this document, I have omitted the repetition. KP*