PRIORITY: Refine and implement a plan to provide more effective and consistent student support. Give special attention to providing a system to meet serious counseling needs.

GOALS:

- Ensure access services for students to facilitate enrollment and financial aid support and to meet the special needs of students;
- Continue to implement the “student flow” model to improve students’ ability to access the student support systems;
- Implement Service Excellence training.

Assigned to: Student Deans; College Training & Development

BACKGROUND:

In order to provide more support to students in the admissions, advisement, testing, financial aid, registration, transfer, and job placement areas, the College should assess the effectiveness of these services and organize them so as to ensure consistent quality across the campuses. The previous emphasis on implementing a smooth, efficient “student flow” model must also continue.

It is equally important that all areas of the College provide the “customer satisfaction” that students and the public expect. Finally, faculty and staff need to have resources for providing counseling assistance to students, especially when there are difficult issues.

ACCOMPLISHMENT HIGHLIGHTS

- September 2002 Status Report
- March 2002 Status Report
- August 2001 Status Report