**Student Services**

**Goal:** Ensure access services for students to facilitate enrollment and financial aid support and to meet the special needs of students.

- Student support technology systems including web-based registration were implemented and a Dean was named to guide the activities. (August-01)
- Student Services was reorganized to include New Student Center Directors, and Retention Directors. (August-01)
- 2000-01 Vision Budget monies were provided for developing a web-enabled student advisement system, student access to course listings, and registration. (August-01)
- 2001-02 Vision Budget monies have been identified for: Completion of the projects for web-enablement ($300,000); The MDC card ($320,000); The Millennium job placement system ($50,000); Optical imaging ($140,000); Access services ($150,000). (August-01)
- A new College web page was implemented for students to access information, register, and pay for classes. (March-02)
- A web based registration system for non-credit Community Education courses was implemented. (March-02)
- A web based Summary Degree Audit for AA degree students was implemented. (March-02)
- Optical Imaging was instituted for campus student records areas, facilitating access to information across the six campuses. (March-02)
- Smart Card enhancements were completed including: Citibank debit account; providing Wolfson parking garage access; enabling vending & cafeterias accepting cash from Smart Card chip. Over 90,000 cards have been issued to date. (March-02)
- 29,274 students (credit and non-credit) registered on the web for Fall term 2002-1, up 23% from Spring term 2001-2. (August-02)
- 2,981 credit students and 1,286 non-credit students used the web-based admissions application for Fall 2002-1. (August-02)
- 7,233 students attended orientations conducted by the New Student Centers for the Fall term 2002-1. (August-02)
- A new web based financial aid summary is available to students. (August-02)
- A new financial aid book voucher program was instituted utilizing an electronic process in the bookstores. (August-02)
- The web-based non-credit admissions and registration process is now available. (August-02)
- ASK M-DCC, a web based knowledge management system providing information on frequently asked questions, has been installed. (August-02)
- A pilot project is being developed for tracking prospective student inquiries. (August-02)
- Optical imaging has been installed in all campus student records departments. (August-02)
- The M-DCC Information Center accepts all incoming calls generated from advertisements, initiates “campaign” outgoing calls, responds to email inquiries and manages ASK M-DCC. (August-02)
- Over 100,800 student smart cards have been issued to date. Over 2,700 financial aid students are using the card’s ATM feature through a debit account with Citibank. Parking access to the Wolfson Garage is complete. Cash to Chip vending is available in the campus cafeterias and vending machines. (August-02)

**Goal:** Continue to implement the “student flow” model to improve students’ ability to access the student support systems.