

DEPARTMENT OF STUDENT SERVICES 3-YEAR PLAN

VISION

Student Services will be an integral campus partner in helping students attain their educational goal(s).

MISSION

The mission of the Department of Student Services is to support the educational goals of all students through the delivery of essential enrollment services and co-curricular opportunities and programs which complement classroom learning.

In achieving an environment conducive to learning, the following operational principles will guide annual Department goals:

- Create a client centered approach through the delivery of efficient and effective enrollment services that provide all students with the foundational pieces necessary for sustained enrollment.
- Provide eligible students with financial aid; counsel any student needing assistance in meeting educational costs.
- Guide students undecided in degree or occupational plans helping them to act through informed choices and awareness of campus resources.
- Create an environment of inclusiveness by demonstrating commitment to the success of all students and the earnest promotion of degree attainment.
- Offer co-curricular programs and learning opportunities which enhance personal growth, foster leadership skills, civic responsibility, and service to others.
- Share in establishing a learning community where all members respect the individual differences, needs, and contributions of one another.

VALUES

Access and opportunity
Respect for individual student needs
Problem resolution
Integrity
Efficiency and continuous improvement
Inclusiveness
Collaboration

Acquisition of knowledge and learning
Servanthood
Stewardship of resources
Community and civility
Professionalism
Leadership
Engagement and connectedness

KEY LONG-TERM OPERATIONAL OBJECTIVES

1. Play a leadership role in defining and attaining annual new student enrollment targets.

The Admissions Office is the principal office charged with identifying, recruiting, and admitting new students. Yet, all offices in Student Services are committed to connecting with prospective students in a meaningful way that influences student choice, such as the intentional packaging of financial aid, and presentation of curricular options and ease of registration. Additionally, Student Development offices will assist in the promotion of co-curricular opportunities and activities which enrich student learning.

2. Implement initiatives that will contribute to improved retention and improved graduation rates.

Many variables influence student persistence and each office in Student Services understands its responsibility in influencing student intent to persist. Admissions is obligated to shape the new student profile with applicants that align with campus mission. The effectiveness of business functions in the enrollment services units are critical to student progress. Financial Aid has long been a key variable in the retention formula and a multitude of surveys on this campus have shown that course availability and scheduling are central for regular attendees. All units in Student Development understand that the more involved a student is in campus life the more satisfied he/she will be.

3. Promote collaboration with faculty to enhance student learning and engagement.

Student Services subscribes to the *Learning Imperative* [ACPA] that states student affairs professionals are educators who share responsibility with faculty in creating the conditions under which students learn and develop. The combining of Student Activities, Career Services, and Campus Climate into one unit was designed to create a synergy where enhanced resources resulted in more service and leadership opportunities for students. Similarly the establishment of the office of Applied Learning was a commitment to partner with faculty in developing pragmatic out-of-class learning experiences to support curricular objectives and connect students with external communities..

4. Develop appropriate assessment activities which lead to continuous improvement.

Declaring the importance of Student Services in student success requires that contributions are measured and improved upon. The department has adopted a model where enrollment services units are assessed on service performance. Concomitantly, since Student Development offices are providing experiential learning opportunities these units are committed to assessing learning outcomes as applicable.

5. Develop and disseminate student data to inform campus decision-making.

In the absence of an Institutional Research office Student Service units are committed to sharing available student data. The offices of the Registrar and Information Management regularly produce reports that when more widely distributed can be used by academic units to inform decisions related to student recruitment and persistence.

6. Sustain a working environment which evidences integrity, shared knowledge, open communication, and mutual support of co-workers.

Employees are the institution's primary asset. What we strive to do for students, we must do the same for department staff, i.e., understand differences, foster a caring environment, balance challenges with opportunities and reward performance. To the degree that we demonstrate we value our staff the more attainable are the goals herein.