



## **Diamonds College Plan for Student Services FY 2022 – 2023**

### **Supporting the Mission of Diamonds College**

*The mission of Diamonds College is to educate individuals to develop the knowledge and skills that will enable them to achieve their professional goals, improve the productivity of their organizations, and provide leadership and services to their communities. Through this education, we will prepare each student to be employable in the job market.'*

#### **Purpose of this plan:**

The Student Services department is an integral part of the training experience for all students. This plan outlines:

- Services provided to students
- Methods for evaluating the effectiveness of personnel and services annually
- Methods for disseminating results of evaluations to staff
- Methods for implementing improvements based on evaluations.

#### **Services provided:**

- Counseling
- Orientation
- Records
- Grievances
- Academic advisement
- Financial assistance
- Health and Safety
- Pre-admission advisement
- Admission assessment
- Enrollment and scheduling
- ADA services
- Veterans' services

#### **Responsibility for Evaluation**

The school Director is ultimately responsible for all functions of the Student Service department. The Director works with other college administrations to gather informal feedback on Student Services processes and activities. This feedback is used to modify processes where necessary to improve services. Other, more formal, processes include ongoing student surveys, annual employee evaluations, and data audit reports.

## **Information Collection and Dissemination**

Before graduating, students are encouraged to complete a survey administered by the Director. In addition to questions specific to their coursework, students are asked to respond to questions about the services provided by the college, including Student Services, Financial Aid, Assessment Services, Veterans Services, and ADA Services, as applicable. The results of this survey will be reviewed monthly to address items that are of immediate concern, but will generally be collated quarterly by the Director, and then disseminated to the administrators and instructors as described below.

Survey results are sanitized as appropriate (for privacy on employee-specific complaints) and reviewed in staff meetings with attention being drawn to specific compliments and concerns. Concerns are addressed through discussion with staff, either individually or as a team, on ways to improve services and processes. Discussions are documented in the minutes of staff meetings or through emails. Scores are analyzed and compared to previous scores to strategically determine the course of action for the department.

Additional data are provided by way of an audit report regarding potential entry errors or other anomalies in the Student Information System. This information is used to determine when staff retraining is necessary to improve accuracy in Student Services.

## **Planning and Improvements**

All the data collected from various sources are provided to the Director and Financial Aid Administrator who incorporates it into ongoing improvements as well as the annual departmental plan for improvement, some of which may be part of the Diamonds College Business Plan.

The departmental improvement plan begins with a review of the previous year's goals and accomplishments for the department and the institution. Coupled with this, the institutional goals for the coming year are considered and goals for the department are developed.

Per Diamonds College policy, employees are evaluated at least once per year. The written evaluation covers employee performance relative to the duties of the job and the expected norms of employee behavior. Using information provided through the student surveys, feedback from students and Diamonds College personnel, and direct observation, the Director records both the positive and negative aspects of the employee's work. The Director makes suggestions for improvement, which are jointly agreed by the Director and the employee as goals for improvement.

Student Services commits to the following goals:

1. We will improve service and processing time, as well as fiscal efficiency, in Student Services and Assessment by reviewing and improving staffing patterns.
2. We will review our office plan to better utilize space and provide an efficient student experience and ADA compliance.
3. We will implement the Student Retention Plan to assist students who cease attending before goal completion.