Student Services – Program/Departmental Reviews Project

Purposes:

- Contribute to the annual strategic planning and budgeting process.
- Permit the Department leads to actively reflect on their departmental activities, key data of the college and effectively strengthen their departments.
- Ensure departmental consistency with the mission.
- Provide development of annual, measurable goals.
- Assists VP. of Student Services and the Student Service departments to identify customer demand, stresses on customer support activities, gaps in services, opportunities to strengthen services.

Key Elements

1. Academic Year Data: key data is presented for the college. Student counts, credit hour counts, student goals (degree seeking and non-degree seeking), fully online counts
2. Departmental Activity: varies by department
3. Departmental Templates: Summaries prepared by departmental directors. What worked during the academic year?   What adjustments are needed?

Process

1. Three departments were chosen to initiate the project: Advising, Enrollment Services, Admissions. We are at the beginning stages of data collection and building the process and template for the reviews; it is a work in progress.
2. Each department has a tailored data section to identify key activities of the department.
3. Monthly departments submit their data for compilation.
4. Annually, following the end of June, departments are provided a collection of monthly data reports, overall college data, and the annual program review templates for their responses.

Future Enhancements

1. Adding other Student Service departments
2. Consider adding departments/activities that span divisions. Example: Tutoring, Recruiting.
3. Adding Student Learning Outcomes.   Example: Advising – *By the 2nd semester, Barton students will be able to identify classes needed for Registration.*
4. Identify opportunities to improve and streamline services/support
   a. Funneling student inquiries into a single channel
   b. Predicting prospect/applicant/student questions/needs before the question are asked. Example: Nudge transients before end of semester/session to the information on transferring credits.
   c. Improve information flow between recruitment/retention/completion activities and departments.   Example: Data is suggesting transient students may be confused about

prerequisite processing.   Possible solution: nudge these students immediately after application to the prerequisite processes.

Following Sections

1. Advisement Center Program Review Template
    All templates currently have six sections described below. The 'Data Section' is tailored per department and provides a view into departmental activities with goals of developing opportunities for improvement.   The Advising Department template is presented as an example below. Other departments have very similar layouts.

    a. Mission: All Barton should be focusing efforts consistent with the mission. The mission is both restated at the beginning of the template plus parsed in the goal section requiring the departments to consider the mission in goal creation and management.

    b. Data Section: Tailored to each department, data collected will be key to process improvement.

    c. Banner Data: Data provided to departments. Key data to be considered by departments.

    d. Questions for Departments: Provides opportunities for departments to consider the previous academic year and present information for Barton planning and budgeting.

    e. Goals: Key section to promote continuous improvement.

2. Spreadsheets: Two spreadsheets are presented as part of the process.

Advisement Center Program Review

Barton Mission

The Mission of Barton Community College is to provide quality educational opportunities that are accessible, affordable, continuously improving and student focused. Barton is driven to provide an educational system that is learning-centered, innovative, meets workforce needs, strengthens communities, and meets the needs of a diverse population.

Data Section:

Individual advising appointments
Drop in advising
Customer contacts (Email/Phone)
Workshops/Training
Orientations
Completed Degree Works audits
Percentage of assigned and enrolled advisees who meet at least once with their
        advisor.   (Track if the advisee is on campus, fully online, blended, athlete)

Banner Data – By Semester

Recruiting
            Applications yield
            Prospects added

Data by Advisors

        Enrolled advisees
        Retention per advisor (New – fall to fall)
        Term GPA by semester
        Completers by semester
        Degree progress – spring semester

Questions for Your Department
        Briefly describe successes or challenges the past year.

        Describe staff training this past year?

        Describe staffing needs or issues?

How have you implemented technology this past year?

Describe any process issues with online students?

Describe any actual/potential duplication of services or opportunities for efficiencies?

Goals – with Baseline

Goal: TBD (considering one related to Degree Works)

Link to Mission

☐ Provide quality educational opportunities
☐ Affordable opportunities
☐ Student Focused
☐ Create accessible opportunities
☐ Continuous improvement
☐ Learning Centered
☐ Innovation
☐ Meeting Workforce Needs
☐ Strengthening Community
☐ Meeting needs of diverse population

Student Learning Outcome
(example) Students attending counseling sessions will have increased knowledge of what courses to enroll in to match their educational goals.

Key Spreadsheets

'Student Services Department: Academic Year Summaries – AY 1819

Worksheet: 'College Data' – lists key AY datapoints.

Worksheet: 'Advising' , 'Admissions', 'Enrollment Services' – lists monthly Data Section information.   In process of being filled in before end of year.

'Admissions' - sampling of contact information from Admissions department.   Will provide key information on customer contacts.