CAR RECOMMENDATIONS REPORT_14

Evaluation of: **Student Services: ACCESS Team**   **Date: August, 2014**

Recommendations	Rationale	Responsible Party	S*	Budget Cost	Identify Theme Alignment	Dean's Comments	ASVPSS Comments	CARC's Comments	Executive Comments
1. Complete recommendations as developed at June 2014 retreat (Assessment Centers) which includes increased staffing and improved communications, internally and externally.	Common Student Experience	Director of Assessment Centers	S	Most have no cost, or cost has already been requested	Theme II	Support. Action plan is being submitted as appendix to this report.	Concur	Concur	Concur
2. Overhaul or replace Exam Tracker (Assessment Centers).	Accountability	Director of Assessment Centers	S	No cost	Theme II	Support. Exam tracker does not accurately count tests.	Concur	Concur. New system should integrate with Banner.	Concur with CARC.
3. Increase staff by at least two full time positions, at least one bilingual (Response Center).	Assistance and information to all populations; number of calls have increased	Director of Student Access	S	$60,000	Theme II	Number of calls and depth of problems solved by staff has increased. See report.	Concur. Request supports CTAG initiative.	Concur. Needs to be prioritized in unit and in college needs.	Concur with CARC.
4. Investigate technology for improved call clarity (Response Center).	Difficulty hearing some callers	Director of Student Access	S	$6,000 est.	Theme II	Support. A good solution has not been found it. Funding is in the FY15 budget	Support the request using current funding.	Concur. Work with IT to resolve this issue.	Concur with CARC.
5. Ensure the physical location of the Response Center stays the same	Need quiet space to hear callers	Director of Student Access	S	No cost	Theme II	Support for the near-future, but new buildings might bring new	Support the need to have appropriate space, but not	Concur. Center should have appropriate space for	Concur with CARC.

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(Response Center).						opportunities	necessarily the same location.	function.	
6. Develop a plan to establish an ACES parent group (ACES).	Additional support for student success	Director of ACES	S	Within current budget	Theme II	Concur.	Concur.	Concur	Concur
7. Increase outreach and community partnerships (ACES).	To increase opportunities for students	Director of ACES	S	Within current budget	Theme II	Concur.	Concur.	Concur	Concur
8. Offer Accuplacer testing during the 11th grade year of high school (ACES).	Information needed to provide test prep and tutoring	Director of ACES	S	Within current budget	Theme II	Need further discussion as to purpose of the testing, what instrument is best, and whether there is a duplication with the HSAP program	Concur with dean's comments.	Concur with dean and coordinate with Academic Affairs.	Concur Concur with dean and CARC's comments. Coordinate with Academic Affairs.
9. Develop and implement a plan to improve communications with other departments, especially related to enrollment (All ACCESS departments).	Information needed to best advise students and parents	Directors of Access, Assessment Center, and Director of ACES	S	No cost	Theme II	Concur.	Concur.	Concur	Concur
10. Increase staff by at least one bilingual, full-time outreach position (Recruiters).	Increased outreach to target populations	Director of Access	S	$60,00	Theme II	Concur, but position is competing with other ACCESS needs, such as Response Center	Concur, but position is competing with the need for other positions in the Student Services Division.	Concur. Needs to be prioritized in unit and in college needs.	Concur. Needs to be prioritized in unit and in college needs.

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11. Create a new webpage distinct from Admissions for prospective student recruitment (Recruiters).	Increased outreach to student target populations and provide quick access to needed college information.	Director of Access	S	No cost	Theme II	Concur	Concur.	Concur. Support new webpage.	Concur.
12. Make all Welcome Center staff permanent (two are TWB); increase staff to 18 over 5 years (8 new positions) (Welcome Center).	Hire additional staff to accommodate the growing number of services provided, as well as increased service hours at the TP/SS campus, while maintaining a high level of customer service to students / visitors.	Director of Access	S	No cost for TWB to perm. $60,000 per position x 6 over 5 years	Theme II	Concur with TWB to permanent; evaluate effectiveness of Welcome Centers in relation to Enrollment to determine where staffing would best be placed	Concur with request to make TWB positions permanent, but they have to be considered in light of the other TWB positions in the Student Services Division.	Concur with ASVPSS.	Concur with ASVPSS.
13. Solicit feedback from students/visitors and student services departments as needed to evaluate services provided and additional services required (Welcome Center).	Increased outreach to target populations	Director of Access	S	No cost	Theme II	Concur, but needs an integrated tracking and database to use the information most effectively (see #14)	Concur, but will need to determine how to analysis the data so as to make better informed decisions.	Concur. When will feedback be solicited? Consider identifying an App to do this.	Concur with CARC comments.
14. Investigate integrated tracking and database systems that will allow all departments to obtain objective	Tracking and accountability	All	S	Unknown	Theme II	Concur. There are currently multiple data bases, surveys, and evaluations.	Concur with needing to develop a shared system.	Concur. Recommend collaborating with other units	Concur with CARC comments.

Problem is currently website organization requires several (4 to 5) clicks from the Admission website to get to the specific information. Need easily assessable recruitment information for all students.

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measures of our services (All Access).						Student Services needs to bring them into one place with one system.		(Academic Affairs) with similar needs. College wide concern OIT should be charged with taking lead.	

*Indicate source of recommendation: (F) Faculty, (S) Staff (D) Dean, (C) CAR Committee, (P) VP Provost, and (E) Executive Team.
** Provide a brief explanation/justification for the recommendation. Recommendation should align with one or more of the College's five themes. Indicate (list) the theme(s) that aligns with this recommendation. List names of faculty/staff members on review team below.

<u>Name (Printed)</u>   <u>Date</u>   <u>Campus</u>

A. See department reports   ☐G ☐R ☐T
B.   ☐G ☐R ☐T
C.   ☐G ☐R ☐T
D.   ☐G ☐R ☐T

Faculty Workgroup Chairperson's Signature_____

Dr. Karen Roseberry, ~~Instructional~~ Dean _of Student Services_ *Kae Roseberry*_____

Dr. Monica Brown, Associate Senior Vice President of Student Services_____

Dr. Sanjay Rai, Senior Vice President of Academic Affairs_____

Dr. Janet Wormack, Senior Vice President of Administrative & Fiscal Services_____

Dr. Gwendolyn Dungy, Interim Senior Vice President of Student Services_____

Mr. David Sears, Senior Vice President of Advancement & Community Engagement_____

Dr. DeRionne P. Pollard, President_____