

accounting system has been revised and was implemented in July 1, 2012 establishing some collegewide guidelines for consistency as programs and areas are assessed. It supports consistency in terms of reporting as well as program evaluation. Finally, the Institutional Effectiveness Report, comprising the Performance Canvas, assessment results of the collegewide strategic plan, and other relevant institutional data is accessible on the web site and announced through collegewide e-mail.

Standard 8: Student Admissions and Retention

The College has made progress toward developing a process for students to reassess their goals on a continuing basis and toward identifying ways to collect and report accurate student goals. Goals are identified at admission, clarified during Montgomery Advising Program sessions, and may be reassessed through individual counseling and advising, student development courses, workshops, and events, as well as through online resources and workshops. In addition, students who are suspended from financial aid eligibility because they do not meet the College's standards for financial aid satisfactory academic progress must appeal their suspension to regain their aid eligibility. Part of the appeal process is developing a long-range academic plan with an academic adviser. There is no mandatory comprehensive or individual advisement or goal assessment currently in place for all students. Nevertheless, the majority of incoming students attend group advising sessions. Efforts to evaluate and improve advising and registration processes are ongoing and are a fundamental component of the Common Student Experience initiative and the College's recently adopted principles articulated in the [7 Truths for a Common Student Experience](#). These efforts constitute a primary focus of the student success team (see chapter 3).

In the summer of 2008, The *Enrollment Management Plan* was finalized following the team's visit, presented to all constituencies, and adopted collegewide. The College's Enrollment Management team worked with the marketing team in developing student recruitment processes. The plan was further reviewed in spring 2012 and the latest collegewide strategic plan, [Montgomery College 2020](#), and the new academic master plan will drive the enrollment and recruitment strategies going forward (see chapter 4). The College continues to refine and develop programs and services to support retention and success, most recently with its participation in initiatives that support the nation's community college completion agenda. Particular attention is paid to Hispanic and African American students through initiatives such as the College's Boys to Men mentoring program and Latino outreach efforts (see chapter 3).

Standard 9: Student Support Services

The recommendations from the College's 2006 Disability Support Services Report were reviewed and many were implemented. A new collegewide tracking system, StarFish, has been purchased. Initiatives are underway to improve student access to counseling, testing, and tutoring services through an increase in online services. Welcome Centers will be created on each campus beginning in the fall of 2013. The Advising Steering Group has researched national models and best practices and conducted an advising survey to guide improvement. Preferred advising hours are now advertised in the spring for continuing student fall registration, leaving the busy summer months for new students. Special registration fairs and aggressive marketing have also been used to attract students to an earlier timeframe. Assessment centers and advising departments have part-time or temporary funding to supplement staffing during peak periods. Collegewide student support services and responsibilities in these areas have been realigned as part of this initiative. A complete page on "How to Get Help" has been added to the *Student Insider's Guide* (student handbook) to make grievance and complaint procedures more easily accessible to students.

Standard 10: Faculty

The full implementation of the Taleo recruitment system has helped streamline faculty hiring processes; it has also increased the efficiency of the part-time recruitment processes. Tuition benefits have been negotiated for part-time faculty, and the evaluation of these faculty members has been standardized collegewide. Revised evaluation forms have been developed for full-time faculty and counselors and take into consideration nonteaching roles such as committee service. A formal process to evaluate chairs is under discussion. Approval was negotiated for each faculty member to be able to use up to \$500 of professional development funds for