

## Administrative and Support Units Assessment Report

Student Services Coordinator Office

Fall 2010-Summer 2012

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**Unit/Office/Program**


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**Assessment Period Covered**
 **Formative Assessment**
 **Summative Assessment**


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**Date Submitted**
**Administrative Evaluation Question (Use a different form for each evaluation question):**

Have 100% of SS staff practiced quality customer service to the students?

**First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):**
*Ia. Means of Unit Assessment & Criteria for Success:*

We assessed the student satisfaction of student services from 2010-2012. A focus group was also conducted to find out from students why there was a dramatic drop in student satisfaction of student services.

*Ia. Summary of Assessment Data Collected:*

We found that from 2010 to 2011 there was no change in students satisfaction of all of the student services, but in 2012 there is a drastic drop from 5 (somewhat satisfied) down to 3.5 (somewhat unsatisfied). In the focus group “Students reported that the services are “Slow” and that there are, “limited resources”. Students also reported that some offices “are not doing their job” and that when they go to the student services offices “staffs are not present”. When asked how effective our services for our students are, students responded that, “some are helpful and some are not”.

*Ia: Use of Results to Improve Unit Services:*

Based on the results the following recommendations have been implemented:

**Recommendation 1:** Buy laptops for the staff to improve efficiency in meeting student’s request.

**Recommendation 2:** Work with staff to identify a way to always be available to meet students concerns.

**Recommendation 3:** Train counselor on ways to help the students feel that, “Counseling Staff care about students as individuals”.

**Recommendation 4:** Train FAO staff on having, “Financial Aid awards are announced to students in time to be helpful in college planning.”

**Recommendation 5:** Conduct customer service training with all staff.

**Recommendation 6:** Brainstorm with staff to identify ways to increase students’ use of student services.

**Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):**
*Ib. Means of Unit Assessment & Criteria for Success:*

To see the effectiveness of the Student Services Coordinator (SSC) we focused on measuring leadership behaviors in 2010 and again in 2012. Then we classified these behaviors and ran a statistical analysis to see their effect on program effectiveness and student satisfaction with student services.

*Ib. Summary of Assessment Data Collected:*

. SSCs relation focused behaviors increased students' satisfaction. Such behaviors included, staff training, in-house training, monthly meetings with the students, and communication to management council about student services concerns.

And we can see that the SSCs Change focused behaviors increased tutorial program effectiveness. Such behaviors included, weekly monitoring of student complaints, office visit's, monthly meetings with staff, conducting surveys, and monitoring of tutorial programs.

*Ib: Use of Results to Improve Unit Services:*

Based on the results the following recommendations have been implemented:

**Recommendation 1:** Develop rapport with staff.

**Recommendation 2:** Customer service training for staff.

**Recommendation 3:** Identify concerns of staff and submit for action to management council each month.

**Recommendation 4:** Hold students general assembly once a month.

**Recommendation 5:** Coordinated in-house training/mini-workshops for the staff.

**Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):***Ic. Means of Unit Assessment & Criteria for Success:*

We did an analysis to find out what topics would be most beneficial to train our staff on in order to increase student satisfaction with our services. No criteria for success is indicated by positive T-scores. A forward stepwise linear regression was run to see which variables have the greatest influence on students' satisfaction with student services. Such variables would identify topics for staff training.

*Ic. Summary of Assessment Data Collected:*

Results found that there are 3 variables that predict student satisfaction listed in the following from most important to less important: 1) Counseling Staff care about students as individuals. 2) Students use of our services. 3) Financial Aid awards are announced to students in time to be helpful in college planning. Therefore with this analysis we have identified specific areas to focus on in our trainings.

*Ic: Use of Results to Improve Unit Services:*

Based on the results the following recommendations have been implemented:

**Recommendation 1:** Work with FAO to announce to students their Financial Aid awards in time to be helpful in college planning.

**Recommendation 2:** Train and monitor counselor to work on how to help students feel like "Counseling Staff care about students as individuals"