

Student Services – 2012 Department Review

Mission Statement – *The mission of the Student Services division of Mohave Community College is to provide services and resources to empower students to learn and succeed.*

Values and Visions – *Create a campus culture that promotes unity and a sense of belonging. Provide comprehensive and integrated student experience which embraces learning, personal responsibility and appreciation, respect and understanding of individual and cultural difference.*

Major Department Goals and Objectives

Goal 1: Provide comprehensive one-stop assistance to students.

- To provide continuity of services and deliver accurate, current and consistent information about the college, its programs and services to students (July, 2012).

Goal 2: Improve communication and continuity of information.

- Student Services meetings once each month (March, 2012).
- Continual training with follow-up for staff and WS (April, 2012).
- Create easy access repository of processes (September, 2012).

Goal 3: Provide quality, efficient and consistent admissions, enrollment and financial aid.

- Define and develop consistent processes and workflow (March, 2012).
- Reconfigure and utilize enterprise technology to provide paperless processes (April, 2012).

SWOC Analysis

Weaknesses (Problems to be Solved)

- Offices and services designed to serve but structure is confusing
- Inconsistencies in information and ineffective use of student workers on campus front lines
- Lengthy processing time

Opportunities

- Develop training and transition support for employees who may be assuming new responsibilities will result in effective training and development at all levels with provide a more knowledgeable and well trained workforce.
- Report success throughout the process but also establish a criterion that will determine when redesign has been completed will result in communicating successes will help to move the college and the Student Services Division from the familiar to the unfamiliar and make the uncomfortable comfortable.

Challenges

- Students are applying now for financial aid and processing is currently occurring at the campus level.
- The timeline for NOLIJ workflow processes is anticipated to meet expectations however, hardware (scanners) and software (PowerFAIDS) issues could be a factor.
- If trained existing financial aid techs do not agree to move to the district office new staff would

need to be hired and trained within a relatively short period of time.

- Call center implementation will directly affect delivery of services at the campus level.

Action Recommendations

- Improve and simplify communication to students about processes
- Increase training and cross training existing staff
- Discontinue use of student workers as front line staff and hire additional FT staff as the first point of contact
- Simplify current systems and implement document imaging
- Reorganize financial aid staff to increase efficiency

Additional information can be found at:

http://www.mohave.edu/documents/Admin/Student_Services_Redesign.pdf