

Student Support Services Processes

Key Process	Process Needs (What are the main components or steps of the process?)	Process Management (How is the process managed on a day-to-day basis that ensures meeting student and stakeholder needs?)	Process Measures (How to we assess our processes, where can data be found on the assessment of this process?)	Use of Results (Who looks at the information and what is done with it? How do we improve our process?)	
Enrollment and Advising	Admissions application Pre-assessment Enrollment Advisor assignment Successive enrollment	Graduation/Exit survey Advisement survey Transfer institution	Goal attainment Graduate survey Student satisfaction	Collected by CAO, analyzed by various teams and committees	
Recruitment	High school contacts Faculty letter to students Senior Day College Planning Conference Program specific recruitment activities GAP & College Advantage	Feedback from counselors Set high school visit schedule Phone calls Computer database of students Correspondence	Enrollment trends by high school and program area Program review Admissions monthly update Number of students receiving awards	Program areas review program review data. FTE monitored by the President Monthly reports reviewed by admissions staff, President and Vice-President	
Scholarship and Financial Aid	Federal grants and loans Endowment scholarships Academic/activity scholarships	Student applications/selection Award notification Semester review/renewal of award	Number of aid suspensions Number of student appeals Student satisfaction	Reports viewed by the Fine Arts Department, Scholarship Committee, SAP and Foundation	
Course Placement	Administration of placement exam (Compass, work keys) Establish placement scores	Enrollment in appropriate course Review of cut scores	Student success in developmental courses Success in successive course Number of students incorrectly placed	Program review data discussed by instructional department, review of data by various groups	
Athletics	Promote programs Provide opportunities for student athletes to compete	Practice/event scheduling Eligibility reports Academic needs	Team/individual success Annual audit Budget balance		
Bookstore	Maintain store supplies Order books from faculty requests	Textbook request forms Project enrollment	Customer service survey Annual audit Books provided on time	Reviewed by the Coordinator of Bookstore Operations	
Library Services	Student access to reference materials Orientation on library use	Feedback from faculty and students	Student satisfaction Productivity rating	Reviewed by Director of Learning Services	
Tutoring	Provide tutors and tutorials for most subjects	Establish need Monitor usage and academic progress	Usage records Academic records of users	Information shared with various teams	
Child Development Center					
Campus Life	Housing	Dorm application Payment plan Assignment of room, roommate	Roommate questionnaire Coach and student requests Number of rooms available	Full dorms Student and housing surveys Participation number	Collected by Student Life Office, shared with Dorm Managers, reviewed by Director of Student Life , various teams and committees, the President and Board of Trustees
	Activities	Student senate meetings Club participation Campus special events	Student input Budget concerns Attendance records	Student satisfaction	
	Food Services	Contracted service Great Western Dining Campus special events	Monthly food service committee Food Service Director responsible for menus and supplies	Daily usage Profit	
	Health Services	Assessment and treatment of physical and mental health Health promotion Maintain records	Referrals from students/employees Referral to outside agencies Federal and state guidelines	Satisfaction survey Referral numbers	

Figure 6.2