

Support Services Review Update Template

Suggested template for SSR annual update submission

Update Year: 2012

Unit Name:

EVC- Student Services

Today's Date: July 23, 2012

Unit Review Leader:

Dorado Kinney

Data Update: (Please enter and update information)

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Sign-in/screening process to see advisors & counselors	Redesign of student intake area as well as implementation of QLess software	POS	Student feedback	85% satisfaction via the POS survey	80%
Increase/redesign space for student services areas	Redesign of student intake area	POS Completion of redesign POS	Student/staff feedback	Construction complete by July 2012	Click here to enter text.
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Enter the information from last year's report into the corresponding fields and fill in the updates

Narrative Update: (Please supply a narrative explanation on the progress of your improvement)

Student Services at EVC has undergone a multi-stage upgrade over the last 18 months. The upgrade includes a redesign of the student intake area & process, a redesign of the admissions & records area, an expansion & upgrade of the OSD testing area, office reassignments to facilitate a counseling suite, upgraded student waiting area and the eventual installation of a new waitlist software.

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