

Quality Improvement Plan Eastview Student Services

Mission of Student Success & Support Systems:

Provide exemplary programs that support the teaching/learning process and increase opportunities for students to define and reach their educational and career goals.

Primary services:

- Counseling
- Advising
- Testing
- Assessment
- Office of Students with Disabilities
- Student Conduct

Impact of the primary services

The primary services list above have a direct impact on student success.

SWOT – Conducted 12/3/10 (appendix a)

Strengths

- Friendly staff
- Measures put in place to assist students
- Combined testing & assessment

Weaknesses

- Sign-in/screening process to see advisors & counselors
- Accuracy in regards to OSD advising
- Assessment hours do not service students who work full-time
- Increase/redesign space for student services areas

Opportunities

- Development of a First Year Experience
- Mentor Programs
- Developmental offerings at EVC
- More collaboration with community.

Threats

- Presence of individuals on campus that are not here to attend school
- Lack of developmental offerings
- Clarity in regards to funding & budget issues.
- Transportation & safety

Primary service issue	Improvement	Assessment/Measurement
Sign-in/screening process to see advisors & counselors	<i>The current configuration of the advising & counseling area presents challenges in regards to the screening process. Once the overriding space issues are addressed, the sign-in process should no longer present an issue.</i>	Redesign, Point of Service (POS) survey.
Accuracy in regards to OSD advising	<p><i>Several measures have been put in place to insure that the needs of students with disabilities are being met. These measures include:</i></p> <ul style="list-style-type: none"> <i>-Tracking of student progress</i> <i>-Weekly updates & meetings with the Dean of Student Services</i> <i>-Additional hourly/part-time support for OSD</i> 	POS survey
Assessment hours do not service students who work full-time	<i>Assessment at EVC has evening hours on Tuesday. There are also evening hours available on Monday & Tuesday at RGC.</i>	POS Survey
Increase/redesign space for student services areas	<i>Eastview Student Services was to receive a remodel starting spring 2011. Unfortunately, budget constraints prevented the designed remodel from moving forward. Currently, the VP of SS & SS is working with the Dean of Student Services in regards to accomplishing some of the items submitted in the previous redesign.</i>	Redesign, Point of Service (POS) survey.

Safety/Presence of individuals on campus that are not here to attend school	<i>Due to the location of the Texas Workforce Solutions (Building 1000), it is difficult to tell if individuals are on the EVC campus for class, Workforce related issue, or for non-related issues. The overriding impression is that these individuals may be on campus with ill intent. EVC campus police are always present and willing to intervene when necessary.</i>	Daily Crime log & Clery Act Crime Report
Lack of developmental offerings at EVC	<i>Information has been shared with the VP of SS & SS and the VP of College Access Programs. The goal is to address the perception and the reality. Ex. for spring 2011-33 sections of developmental math at EVC, 47 sections of developmental math at PIN.</i>	Spring 2012, Summer 2012 course schedule
Clarity in regards to funding & budget issues.	<i>The majority of the issues regarding budget cuts have been clarified by the administration.</i>	NA
Transportation	<i>ACC has made tremendous strides with the Green Pass program. In addition to the Green Pass, students are looking for a reliable means of traveling between the centrally located campuses (EVC, NRG, RVS) in a timely fashion.</i>	Green Pass usage, Ride Share usage