

MEMORANDUM

DATE: March 24, 2003

TO: Office of Planning and Research

FROM: Yvonne B. Goodman
Associate V. P. for Student Services

SUBJECT: Fall 2002 Student Services Survey Response

The following action(s) has been or will be taken to address this issue:

1. Planning Objectives have been submitted into 2003-2004 plan that will address some of the concerns from the results of the survey. The planning objectives are as follows:
 - Examine the WCC marketing and recruitment process
 - Create an interactive WCC CD that will allow the institution to provide information to perspective students
2. In response to the Financial Aid Office, there are several things that may contribute to the slight decline in students' satisfaction compared to the last survey:
 - a. Since Spring 1999 there has been several position changes in this office (3 different secretaries and 2 different VA counselors). Each staff member had to get familiar with their positions and learn the procedures and regulations.
 - b. All of the employees had to learn and get familiar with a new computer system.
 - c. One seasoned staff member participating with the CIS computer project has been away from the office about 50% of the time.

Although the above situations have occurred, we have seen an increase of recipients and funds but not personnel. The Federal Pell Grant program is example of the increase since Fall 1999-2000 918 recipients - \$1,622,072 and 2002-2003 1,339 recipients - \$2,773,344.

Now that financial aid has been implemented for a year on the new CIS system, the staff is learning how the system operates. We are also reporting and correcting any problems we may encounter as we work in the system. CIS training is an ongoing process.

We continue to encourage customer service by having staff training; speaking to the students in ACA 111 classes; sending correspondence to students informing them of financial aid and the deadline dates for processing financial aid applications. All financial aid and scholarship application deadline dates are posted on CAMNET.

One way to assist in closing the gap to provide customer service is the use of WebAdvisor. This will be a form of e-student services. The WebAdvisor will be available 7 days per week and 24 hours per day.

These are some of the things students will have access to review and request:

- Register online
- Add and drop classes
- Check grades
- Check their financial aid status and awards
- Review their grades
- Request transcripts
- Review communication that has been sent to them from faculty and staff

This may not solve all of the concerns or problems students may have; however, it will help close the gap for students who may not be able to see someone during regular office hours. WebAdvisor should be implemented by the 2003-2004 school year.

STUDENT ACTIVITIES

Currently, the students are being informed of the SGA by presentations in the ACA 111 classes, the clubs, SGA officers, CAMNET and Student Handbook. In the future, an information table will be available during the period of registration to share information with students. It will be suggested that the SGA representatives man the information table.

MEMORANDUM

DATE: March 27, 2003
TO: Office of Planning and Research
FROM: Cooperative Education, Cooperative Programs, Job Referral Dept.
SUBJECT: Fall 2002 Student Services Survey Response

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: _____

No further action is required – Rationale

1. The Cooperative Education, Cooperative Programs, Job Referral Department speaks to College Student Success (ACA 111) Classes each semester – day classes, evening classes, SJAFB classes – in order to reach the student body to inform the students of the function and of the services that Cooperative Education provides and that Job Referral provides.
2. The Cooperative Education Department works closely with Cooperative Education Instructor Coordinators in order to identify advisees as potential Cooperative Education students.
3. Job Referral post job orders on CAMNET and on Employer Bulletin Board, which is located in the Dogwood Building. Also, a copy of the job order is sent to faculty members in appropriate curriculum programs so that the job order may be shared with a target audience; also, a copy of the job order is sent to the Evening Coordinator so that evening students may have access to the job orders as well.