

NASHVILLE STATE TECHNICAL COMMUNITY COLLEGE Student Services Three –Year Planning Document

Academic Years: 2007-2008
 2008-2009
 2009-2010

Student Services

Governmental, national and local factors to affect student services:

- Banner implementation
- Luminous implementation
- Off-site campuses increasingly request services be available at their sites
- State proposal regarding free tuition for first two years of college
- War in Iraq. VA enrollment has been down as few people are being released from active duty. Enrollment could increase if war ends.
- Technology to assist students with disabilities continues to improve
- SACS recommendations will need to be addressed
- Critical thinking skills will be incorporated into student services

Goals:

Year 1 2007-08

- Review refund policies/practices associated with services to students with disabilities
- Develop retention plan (including early warning system)
- Banner implementation
- Luminous implementation: Critically review user friendliness of myNSCC for students
- Revisions to student handbook: New format and incorporation of critical thinking information
- Review forms for web accessibility
- Enhance working relationships with other campuses: Coordinate visits to other campuses
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Year 2 2008-09

- Develop plan for implementation of New Student Advising Center
- Revise advising CD
- Luminous implementation
- Prepare to move to new building
- Continue to grow Student Activities: Address issue of student activities at other campuses

Year 3 2009-10

- Pod casting/web accessibility re: student services
- Complete overhaul of student handbook content
- Evaluate evening/weekend needs of students as they relate to student services

Budget changes required to meet goals:

Year 1

- Zoomtext
- \$5000 for new handbook format

Year 2

- Copy machine for dean's suite

Year 3

Staffing requirements needed to meet goals:

Year 1

- Director of Special Projects moves to FT
- Move Sec III – Student Life to report to Director of Special Projects
- Move VA Coordinator to report to Direct of Records

Year 2

Year 3

Financial Aid

Governmental, national and local factors to affect financial aid:

- Geir revisions
- Respond to anticipated revisions to state lottery & Pell grant regulations

Goals:

Year 1 2007-08

- Implement diversity scholarship
- Coordinate efforts with foundation, grants office, bursar related to scholarships
- Develop default prevention program
- Banner – write population selections and reports
- Provide Banner training to other campuses

Year 2 2008-09

- Banner implementation – Luminous
- Prepare for move to new building

Year 3 2009-10

Budget changes required to meet goals:

Year 1

- Printer, paper, toner for new printing needs precipitated by Banner implementation

Year 2

Year 3

Staffing requirements needed to meet goals:

Year 1

Year 2

Year 3

Admissions, Recruiting and Information Center

Governmental, national and local factors to affect admissions:

- Banner implementation
- Implementation of New Student Advising Center
- Continued participation in Alignment Nashville
- ZAP implantation

Goals:

Year 1 2007-08

- Banner implementation

- Develop recruitment/advisor job descriptions
- Plan for New Student Advising Center
- Incorporate additional technology into recruiting high school population (i.e. instant messaging option)
- Utilize ZAP transcripts

Year 2 2008-09

- Revision of New Student Orientation
- Continued development of New Student Advising Center
- Investigate possibility of communications flow for recruiting
- Investigate possibility of phone bank staffed by peer advisors
- Merge two part-time positions into a full-time position

Year 3 2009-10

- ACT workshops

Budget changes required to meet goals:

Year 1

- Printer, paper, toner for new printing needs precipitated by Banner implementation

Year 2

- Copier
- Instant messaging program cost

Year 3

Staffing requirements needed to meet goals:

Year 1

- Recruiter / Advisor

Year 2

- Move Assistant Director from modified contract to FT

Year 3

- Recruiter / Advisor

Records

Governmental, national and local factors to affect records:

- Monitor if Partners in Education (PIE) regulations apply to community colleges
- Banner implementation
- Luminous implementation

Goals:

Year 1 2007-08

- Relationship building with staff
- Review of policies and procedures in Records office
- Banner training for faculty and staff
- Work with academic divisions on areas of mutual responsibility
- Assess best practices in Records/Registration in TN in other states

Year 2 2008-09

- Review phone messaging system for possibilities of where to provide automated messages

- Staff cross-training
- Relationship building between Records and other student services staff
- Evaluate student registration process
- Pilot “informational alerts” to the NSCC community
- Establish best practices committee (possibly college-wide)

Year 3 2009-10

- Establish Records newsletter
- Provide FERPA information and workshops to the campus
- Prepare to establish early warning system
- Implement call campaigns in conjunction with Admissions

Budget changes required to meet goals:

Year 1

Year 2

Year 3

Staffing requirements needed to meet goals:

Year 1

- Assistant Registrar to permanent position

Year 2

- Create new position which might include Veterans and PIE
- Move front desk receptionist position from PT to FT

Year 3

Career Employment Center

Governmental, national and local factors to affect CEC:

- Increased demand from students for career advising
- Increased demand from NSCC personnel specifically related to student tracking, employer information and statistics including AA/AS

Goals:

Year 1 2007-08

- Implement on-line job placement system
- Investigate best practices at other TBR college
- Utilize UPS monitors to advertise employment positions

Year 2 2008-09

- Partner with foundation in organizing Alumni Association
- Prepare for move to new building
- Investigate possibility of securing a research and/or career counseling graduate student to work as an intern

Year 3 2009-10

Budget changes required to meet goals:

Year 1

- Student printer for resumes (TAF funds)

Year 2

- Copier in new building

Year 3

Staffing requirements needed to meet goals:

Year 1

Year 2

- 84% CEC Career Counselor
- Secretarial position to be shared with Special Projects Director

Year 3

Special Projects

Governmental, national and local factors to affect Special Projects:

- Continue to respond to demands of entire campus community as it relates to special events
- Incorporate student life into Special Projects area

Goals:

Year 1 2007-08

- Hold a minimum of one student activity each semester which invites the community into the campus
- Coordinate critical thinking day (spring 08)
- Enhance communications to students via web / on-campus announcements
- Improve gradation ceremony
- Evaluate use of student life calendar
- Work with foundation to improve Sweethearts Dance fundraiser, specifically faculty and staff participation
- Investigate special event signage options

Year 2 2008-09

- Investigate idea of "Money Makers" day as a part of critical thinking information
- Use Luminous to market student life and special projects events
- Move to new building

Year 3 2009-10

Budget changes required to meet goals:

Year 1

- Processional flags for graduation

Year 2

Year 3

Staffing requirements needed to meet goals:

Year 1

Year 2

- Secretarial position to be shared with Career Employment Center

Year 3