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

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 Director 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