

NUMBER: 693

SUBJECT: STUDENT SERVICES PERSONNEL EVALUATION PLAN

APPROVAL DATE OF LAST REVISION: AUGUST 15, 2005; JANUARY 24, 2011; NOVEMBER 23, 2015; JUNE 19, 2017

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693.1 – PLAN

The Vice President for Student Services is responsible for the yearly evaluation of the Student Services Department. The purpose of the evaluation is to ensure that the service needs of the public, students, staff, and faculty are being met in an efficient and professional manner. It is the goal of Student Services to have each individual who enters the department feel that every effort has been made to provide accurate and current information and to meet the registration needs of each student.

693.2 – DETERMINING/DOCUMENTING EFFECTIVENESS OF STUDENT SERVICES PERSONNEL

To determine the effectiveness of the personnel in the Student Services Department, the Vice President for Student Services will review the following sources of information and will make necessary adjustments as the data warrants.

- (a) The results of the Instruction/Program Evaluation Survey will be reviewed. The survey includes data elements relating to registration, financial aid, testing, and other aspects of Student Services.
- (b) A review will be made of all complaints filed during the school year to determine if any Student Services functions were involved and to recommend and take corrective action within the Student Services Department.
- (c) An ongoing review of all applicable data reporting will be made to determine any weaknesses or inconsistency within the scope of the Student Services responsibility.
- (d) The Vice President for Student Services is responsible for completing the Council on Occupational Education (COE) Annual Report and will use this document in the evaluation process for Student Services Personnel.

693.3 – DISSEMINATING RESULTS

The Vice President for Student Services is responsible for completing a Performance Appraisal Form for all Student Services personnel. The appraisals are conducted in a formal meeting with each employee individually. During the appraisal process, results of the student services evaluations are provided to the staff for review and discussion. If necessary, pertinent information is used to improve the services provided. The form is signed by the employee and the Vice President for Student Services. A copy is given to the employee and a copy is submitted to the Accounting/Controller's Office for inclusion in the employee's personnel file.