



WRITTEN PLAN

For Student Services and Activities

Approved by Accreditation Steering Committee: June 24, 2026

PURPOSE OF THIS PLAN

The purpose of this plan is to define the responsibilities for coordinating Student Services and to ensure consistent support for all students. Student Services play a critical role in helping students remain enrolled, overcome barriers, progress through their programs, and achieve successful outcomes related to completion, placement, and licensure. Students are regularly provided with opportunities to share feedback on services, and results are shared with staff to support coordination, decision making, and continuous improvement. This plan is reviewed annually and revised as necessary to ensure alignment with the college's mission and commitment to student success.

RELATIONSHIP TO OTHER WRITTEN PLANS

The Student Services Plan serves as a coordinating framework that supports students across the full educational lifecycle. While specific processes related to admissions, retention, licensure, placement, and program outcomes are addressed in separate, dedicated written plans, Student Services plays an integral role in connecting students to these supports and ensuring coordinated access to resources. Together, these plans reflect a comprehensive, institution wide approach to student success, with Student Services providing centralized support, communication, and referral throughout a student's enrollment.

RESPONSIBILITY FOR COORDINATION

Coordination of Student Services is overseen by the Vice President for Student Services. The division includes the following leadership roles and functional areas:

Director for Data and Workflow Automation

- Lead for Data Workflow and Automation

- Data Management Specialist
- Workflow Automation Specialist

Director for Student Services

- **Financial Aid Manager**
 - Financial Aid Advisors
 - Veteran Services Officer
- **Manager for Student Access and Success**
 - Student Support Specialists
 - Registrar (Student Records)
 - Student Success and Wellness Center (Career Services)
 - Career Services Specialists
 - Student Outcomes Specialist
- **Testing Center Coordinator (Assessment)**
 - Testing Center Specialists
 - Nursing Assistant Skills Examiners
- **Admissions Coordinator**
 - Lead Admissions Advisors
 - Admissions Advisors
- **High School Liaison**
- **Community Outreach Specialist**

SUPPORT AND SERVICES PROVIDED TO STUDENTS

The Student Services Division provides coordinated services that support student retention, persistence, and success. These services are designed to help students progress efficiently through their educational experience, feel welcomed and supported, and achieve outcomes related to completion, placement, and licensure. The college is committed to delivering services efficiently while treating each student with respect, encouragement, and individualized support.

The division provides student support in the following areas:

- Admissions advising
- Assessment
- Student support and advisement
- Financial aid and scholarships
- Veteran services and funding
- Orientation
- High school coordination
- Records
- Academic advisement

- Career guidance and placement
- Data and workflow automation
- Disability services
- Title IX support

Students access these services through the Student Resource Portal.

STUDENT EVALUATION OF SERVICES

Students are provided with an opportunity to evaluate services and provide feedback at designated points along the educational pathway through surveys sent after initial enrollment, at completion of approximately 40% of their program, and at completion of approximately 80% of their program.

Surveys ask whether students received the support they needed, whether services met expectations, and whether staff were welcoming and attentive. Students may also submit feedback at any time through an Improvement Suggestion Form available in the Student Resource Portal.

Survey results are monitored daily. When a student indicates strong dissatisfaction, a report is sent to the Director of Student Services and the Vice President for Student Services. If the student has requested follow-up, the appropriate leader contacts the student to better understand the concern and identify opportunities for improvement.

Student Services leadership monitors survey trends and feedback patterns to support coordinated responses. Notable changes in trends or overall feedback may prompt targeted improvement strategies to better support student retention and success.

Student Services and Instructional Services leadership meet monthly to review the coordination of student services and discuss new initiatives or process improvements.

STUDENT RECORDS, PRIVACY, AND FERPA COMPLIANCE

The college complies with all FERPA and collecting and storing Personal Identifiable Information, as outlined in FERPA policy and rules. A designated staff member (Registrar) is responsible for maintaining official files and records of students. Records are stored securely, with access limited to authorized personnel who have a legitimate educational interest. To ensure confidentiality, written procedures are established for accessing student records.

Policies governing access, disclosure, and correction of student records are published on the college website and available through the Student Resource Portal. Student Services and Records staff

support students in exercising their FERPA rights, responding to record requests, and retaining records in accordance with institutional policy and applicable regulations. FERPA practices and record retention procedures are reviewed periodically to ensure continued compliance.

Student records, including enrollment, financial, academic, and current progress, program completion, job placement, and licensure exam pass rates are available at the institution.

Transcripts contain the program of study, courses completed, corresponding grades, periods of enrollment, and any credential awarded. Students have full access to their unofficial transcripts in their student portal. Directions for students to access official transcripts are found on the college's website.

STUDENT COMPLAINTS AND GRIEVANCES

The college maintains a written grievance process to ensure student concerns are addressed in a fair, timely, and consistent manner. Information about the process, including how to submit a grievance, is published on the college website and in the Student Resource Portal. Student Services staff are available to assist students in understanding the process and submitting grievance when needed. Grievances, including due process and evidence of resolution, are documented and reviewed by the appropriate college officials in accordance with established procedures, and records are maintained securely. Aggregate insights from grievances are used to inform continuous improvement and ensure acceptable quality in the educational programs offered.

If a grievance cannot be resolved at the institutional level, the COE address, telephone number, and website address are included within the [Student Complaints and Grievance Policy](#).

ANNUAL EVALUATION (REVIEW) OF THE PLAN

The written plan is reviewed annually, with feedback solicited from faculty and staff via email. The Vice President for Student Services is responsible for distributing the review request, incorporating feedback as needed to revise the plan, and retaining documentation of the feedback received. The results of the annual review are used to support continuous improvement. Final approval of the plan is provided by the Accreditation Steering Committee.

EVALUATION (SURVEY) RESULTS ARE SHARED WITH FACULTY AND STAFF

Student surveys and enrollment data are used to support the coordinated delivery of student services that promote retention and student success. Survey results, including response rates and

student feedback, are available to faculty and staff in real time through the college's data reporting dashboard. Program level dashboards also display enrollment status, including students who are currently enrolled, withdrawn, or completed.

Survey results are shared with faculty and staff during collegewide meetings and remain continuously accessible through the college's reporting dashboards. This real-time access allows faculty, staff, and administrators to identify trends, coordinate support strategies, and respond promptly to student needs rather than waiting for annual reporting cycles.

Summary survey results are also shared annually with the College Board of Trustees and are made available through the college website.

BUDGETARY RESOURCES

Student Services activities and coordination efforts are funded through direct state appropriations.

PLAN DISTRIBUTION

All written plans are posted on the college website and are available to students, college employees, and the public.