

Dear Dr. Flores,

It has been a pleasure to work with the staff of Pima Community College on the review of the College's student services. The cooperation and professionalism of the entire staff was exemplary. The message I commonly received was an acknowledgement from staff that issues exist which need to be addressed. I feel the honesty and candidness of the College staff helped to make the attached report very thorough.

The intent of the project was to analyze the College's student service business processes, related issues, and organizational structure. Based on that analysis, recommendations were to be made as to where processes may be more effectively and efficiently redesigned, identified barriers or obstacles might be alleviated, and organizational structures might be redesigned to best address customer and student needs.

From our very first session it became apparent that the College's student service processes were impacted negatively by lack of technological currency, inconsistency in service delivery and organizational structures across campuses, and lack of effective communications and training. We found many processes that we feel may be streamlined and made more consistent and effective for students through prescribed redesign. Also, in order for the College and its campuses to conduct student services in a more consistent and productive manner for students, it is felt more direct centralized leadership, direction and guidance must be provided through the organizational structure.

The attached documents provide recommended Strategies, and the supporting detail, for the College to address the redesign and issues identified in relation to more effective and efficient delivery of student services. I would also note that our review of "best practice" institutions strongly validated our proposed strategies for Pima Community College. These best practice schools have implemented similar strategies and have experienced positive results in student success, retention and reported satisfaction.

Dr. Flores, if upon review of the attached documentation we may provide any further information or clarification, please let us know. Again, it has been an honor to assist Pima Community College in your efforts to improve your service to the community and your students.

Sincerely,

Joe LeCluyse  
Senior Consultant