Response to Student Concerns

Dr. Aubrey Conover – Vice President of Student Development, West Campus
Michael Tulino – Vice President of Student Development, Northwest Campus
Focus of Response

- Professional Development/consistency
- Veterans specific advising
- Advising outreach and communication
- Student Services Review
Staff Professional Development

- Professional Development Calendar for 2013/2014
- Mandatory Advisory Trainings for SSC staff each semester
- Weekly staff meetings and quarterly FA FAQ
- Staff Ambassador Program
Veteran’s Service

- Campus Points of Contact Team established
- Campus Subject Matter Experts
  - Veteran Advising
  - Certification and Benefits
- Veterans Orientation beginning this Spring
- Additional District staff are being hired to assist with processing
Advising Outreach and Communication

- Counselors and advisors have been actively reaching out to students across all campuses
- Student feedback/evaluation initiatives
- SENSE and CCSSE surveys
- District-wide Student Government group
Student Services Review Foundations

- Reclaiming the American Dream – Community Colleges and the Nation’s Future, AACC
- A Matter of Degrees – Promising Practices for Community College Student Success, CCCSE
- Voluntary Framework for Accountability Metrics
- NACADA, The Global Community for Academic Advising
- Council for Advancement of Standards (CAS) in Higher Education
- Noel-Levitz Researched Best Practices
“We (Pima Community College Student Development) welcome, engage, guide and mentor students on their journey through lifelong educational, career, and personal goal attainment.”
Student Services Review

- Diverse representation: (Approx. 70 members) Exempt and non-exempt staff, Instructional and Counseling faculty, Administrators
- Sub-committees structured from student “lifespan”
  - Connect
  - Continue
  - Complete
- 4th Group analyzing the interactions between FA and SSC
- All-SSC survey and All-SSC update sessions in October
  - Integrating and adapting to input
- Student focus groups and/or surveys planned for Spring 2014
Questions?