



*SARASOTA*  
*COUNTY SCHOOLS*



**STUDENT PERSONNEL SERVICES  
EVALUATION PLAN**

REVISED: 1/30/2017

## **SECTIONS**

- 1** Student Services Program and Mission
- 2** Evaluation of Student Services
- 3** Evaluation Results
- 4** Improvement Tasks
- 5** Recommendations

## **1. Suncoast Technical College Student Services Program and Mission**

Student Services is an integral part of the school's total program with a commitment to individual uniqueness, through an understanding of multicultural diversity. Student Services addresses the personal, social, educational and career needs of all students.

Student Services includes a Program Manager, guidance counselors, test center coordinators, financial aid officers, records management personnel, outreach specialists, and front desk specialists. The department works closely with ESE and placement services staff.

STC has a written plan for determining the effectiveness of student services, for documenting an annual evaluation of these services and for disseminating the results to the staff so the pertinent information can be used to improve student services.

While self-review provides some insight in the performance of the Student Services Department – the perception of the public being served also provides critical information regarding the effectiveness of the department.

The purpose of the school Student Services department is to impart specific skills and learning opportunities through academic, career and social personal counseling, in a healthy and encouraging learning environment.

Primary function of counselors is to assist students in reaching their academic potential by working cooperatively with teachers, parents and staff. The goal is to help the student successfully complete a career technical education program and enter the career upon completion of program.

## **2. Evaluation of Student Services**

Student Services developed and administered 3 surveys:

- Teacher Survey: STC staff were given a Student Services survey regarding services.
- Student Services: Adult and high school students were given a survey with the data being separated in report of high school student's results and a report of the adult student survey results.
- Student Services Customer Service Survey: The daily flow of perspective students, parents seeking assistance also provides critical feedback regarding how well the department is meeting the needs of the community.

### 3. Evaluation Results

The STC staff and students view the Student Services as a vital element of the school with emphasis on achieving career goals with success and satisfaction. - Results from the surveys were for the most part supportive, and the fact that the department meets on a weekly basis and works together as a team with the program managers and staff accelerates the plans for improvement.

Upon review the following recommendations and comments were summarized from the 2016 results:

- Distribute survey form to all participants at all events
  - Revamp survey form and information collected
- Maintain excel spread sheet of results of survey information
- Extend STC opportunities via our outreach specialists and locations
- Adjust employee schedules to accommodate busiest times of day and season
  - Evening hours have been added to the Financial Aid hours of operation.
- Orient new staff to student services and process.
  - A new plan for staff training was designed and implemented
- Distribute instructional procedures and policies to educate and inform staff of expected procedures
  - Records handling and management – information is located on SharePoint and distributed by email and at Program Manager meetings.
  - Record transmittal instructions – meetings have been held to train staff on new policies and procedures.
  - Financial aid SAP policy
  - Financial aid academic achievement policy
  - Attendance policy – distributed to all students in welcome packet
  - Refund policy – distributed to all students in welcome packet
  - Homeless and DCF enrollment policy
  - 504 Accommodations procedures- updated to request all PSAV students sign consent of knowledge forms.
  - Withdrawal procedures (adult and high school)
  - Certificate guidelines/procedures
  - Transcript procedures
  - Recruiting process for high school students – revised plans for the 2018-2019 school year will be put in place.
  - Minimum qualifications for high school students – has been updated for the Practical Nursing Students.

- Design programs in Focus (SIS system) to better serve Financial Aid – this has not yet been implemented.
- Redesign and implement standard procedures for transcript templates in Focus – still in process

#### **4. Improvement Task**

- Conduct Open House in coordination with SPHS Open House (TBD)
- Initiate, seek out, and participate in additional recruiting events
  - College Night
  - Venice Community Chamber Event
  - Hispanic Student Festival
  - GED/Transitional Student Events
  - TRIAD Student Fair
  - Book Fair Night
  - Extend/stagger hours for financial aid
- Coordinate more effectively with all departments
- Host District high school principals meeting/tour
- Host District counselors meeting
- Coordinate with health science to facilitate heavy application initiation
- Provide copy of individual registrations to instructors
- Provide rosters to instructors upon request

#### **5. Recommendations**

As the department continues to study its service delivery model – it will be critical to inform staff of changes with focus on the enhancement and accessibility of student services.

To strengthen the department, consideration should be given to organizing a Student Services Advisory Committee to provide feedback and suggestions for improvements to be made in the future.