

# **Estrella Mountain Community College**

## **Continuous Improvement Interview**

### **Student Support Services**

#### **June 13, 2001 Meeting Minutes**

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**Attendance:** Carol Dichtenberg, Nancy Greenlaw, Sandy Hill, Ernie Lara, Daniel Meador, Bertha Medina, Kim Mounts, Joe Ochap, Becky Richey, Vernia Roseke, Linda Scott, Charles Summers, Lauren Shellenbarger, Bryan Tippet, Sara Winstanley, Rene Willekens.

#### **1. Based on the core indicator results for this Mission Goal, what strengths do you see?**

- Better than the national average.
- Students are satisfied, meaning that expectations are being met. Few items have performance gaps greater than 1.0.
- All student support services categories are less than 1.0 gap.
- Safety and Security performance went up.
- Academic services increased. Two composite scores increased for Computer Labs and Tutoring, increasing scores for academic services.
- Relations to Facilities – Lab Facilities are up-to-date and adequate.
- Employees have higher expectations.

#### **2. Based on the core indicator results for this Mission Goal, what opportunities for improvement do you see?**

- Much better job of making career services available & increasing awareness.
- Increase opportunities of internships.
- Increased breadth of curriculum.
- Convenience of schedule could be improved.
- Reduce conflicts of scheduling.
- Re-entry services to displaced homemakers could be improved.
- Negatives from population of evening students (faculty availability, bookstore).
- Reducing gap between notifying students early that they are doing poorly.
- Notify students earlier of financial aid opportunities.
- Increase student's perception related to academic advisors caring about their success.

**3. What are some actions (improvement strategies) that you might consider implementing in your area to positively improve future core indicator results for this Mission Goal for the coming year? (This list will be prioritized.)**

- Develop more internships. Expand internships in technology such as MCSE. (Betty Vickrey, Gary Kilduff, Randy Larson, Clay) (4) Pursue businesses with internships to attend career fair. (Stephanie Fujii, Becky Richey) Building 2+2 partnerships to include internships. (Ray Simpson, Ernie Lara) (10)
- When recruiting new students, provide financial aid information and direction. (Daniel Meador & Lauren Shellenbarger). Post financial aid materials at reception desk and not just Komatke. (Lauren Shellenbarger). Pursue Financial Aid nights at some of the larger feeder schools. (Daniel & Lauren Shellenbarger, Iris Love) (8)
- Have student's give us immediate feedback on academic advising (advisors care about students). Be consistent in getting feedback. (Linda Scott) Implement systems that follow-up with students after academic advising (post-card follow-up). Manual checksheets for students – invite students to come in to talk to academic advisor to show that we are interested. (Joe Ochap, Linda Scott & Sara) (5)
- Pursue increasing breadth of scheduling & times (Division Chairs & Rene Willekens) (3)
- Address evening student negative perception (bookstore, faculty availability, etc.) Review staff scheduling for evening students, communicate information about services to evening students (information at reception desk), self-service KIOSK
- (Sara, Lauren Shellenbarger) (2)
- Make career services information available via website. (Gary & web committee) (2)
- Pursue reentry club (Becky Richey, Linn Taylor) (0)
- Notify student's early that they are doing poorly. Enforce Early Alert. (Bert)

**4. Are there any modifications that should be made to the Core Indicators? What are they?**

- No changes at this time.

**Issue Bin**

- Split out questions on schedule data from Registration Effectiveness.
- Find out if SSI is available in Spanish, to distribute to ESL classes.

**Plus**

Good information  
Well organized

**Delta**

Literature out prior to meeting in order to go over it  
Meeting went over time