

Student Affairs Division  
 Department: Prescott Learning Center  
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
<p>1. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs Staff.</p>	<p>Collaborate with Student Affairs (SA) colleagues to create opportunities for sharing information and training staff. (Jane Hersh)</p> <p>Partner with existing faculty and staff to provide low or no cost interactive customer service and leadership training for PLC staff and SA staff, if appropriate. (Jane Hersh)</p>	<p>Stay abreast of best practices in excellent customer service and behaviors which promote a culture of customer service by reviewing pertinent, articles, books, studies, and training seminars.</p> <p>Establish a regular schedule of customer service and general training opportunities for PLC staff and tutors.</p>	<p>Improved customer service ratings collected through institutional satisfaction surveys.</p>	<p>1 &amp; 2</p>	<p>5</p>	
<p>2. Evaluate and enhance one stop student services.</p>	<p>Insure all SA managers have in-depth knowledge and training regarding the policies and procedures of the PLC programs and services. (Jane Hersh).</p>	<p>Actively participate in One-Stop meetings with Prescott Campus Assistant Dean and SA managers to exchange information and support each other's functions to support students' needs.</p> <p>Attend other department staff</p>	<p>Improved work flow and coordination with other departments which are a part of the one-stop student services.</p>	<p>1 &amp; 2</p>	<p>1,2,4, &amp; 5</p>	

		meetings to collaborate as necessary.				
3. Continue developing a unified activities and outreach plan for Prescott Learning Center services and programs.	<p>Utilize PLC Activities/Outreach Calendar created in 2007-08 to proactively schedule, track, and manage recurring and new outreach activities. (Jane Hersh/Jeanne DiGirolamo).</p> <p>Revise and simplify Prescott Learning Center webpage as a mechanism to improve marketing exposure, outreach, service, and access. (Jane Hersh/Jeanne DiGirolamo).</p> <p>Revise and simplify Disability Resource Services webpage to improve student and faculty use as an information and training resource. (Robb Ferguson/Jane Hersh).</p>	<p>Continue to collaborate with other departments to integrate marketing efforts at the Student Affairs (SA) Division level as well as partners outside SA such as the Library, Academic Divisions, etc.</p> <p>Continue to stay abreast of marketing/outreach strategies based on best practices.</p> <p>Collaborate with ITS staff and web designers to accomplish web page revisions for both PLC and DR.</p>	<p>Increased exposure to students, faculty, and staff as resulting in an increased number of student referrals and visits to the PLC.</p> <p>Improved PLC activity scheduling in coordination with other departments and campus events.</p>	1, 2, & 3	2 & 5	
4. Continue to develop tutorial services and related academic success workshops to support student achievement.	<p>Continue to expand Supplemental Instruction (SI) and integrate effective assessment mechanisms to support continued program growth and improvement. (Jane Hersh/Sara Holter).</p>	<p>Continue expanding tutorial services and “how to study” subject-specific workshops based on need at all campuses in the Prescott area.</p> <p>Increase integration of critical thinking, learning styles, and diversity into tutor</p>	<p>Partner with faculty, staff, and/or tutors to develop workshop content as well as promote participation of all students interested in improving their study skills.</p> <p>Improved data reporting in place to evaluate SI program effectiveness relative to student</p>	1, 2 & 3	1, 2, 3, & 5	

		training as well as student success workshops.	outcomes.			
5. Continue to evaluate and improve policies, procedures, and practices.	<p>Based on student input, observation, and careful evaluation, reconfigure PLC furniture to provide better accessibility and flow for all students and improved operational functioning of reception and staff office areas. (Jane Hersh/Robb Ferguson).</p> <p>Incorporate effective recruitment and retention strategies and practices applicable to PLC functions and student populations 5/15/08, as appropriate. (Jane Hersh).</p>	<p>Invite input from students, faculty, and staff to consider for periodic evaluation in order to improve policies, procedures, and practices, as appropriate.</p> <p>Annually review to insure effective policies and procedures are kept up to date and compliant with any applicable College, Federal, or State regulations.</p> <p>Collaborate with other SA managers regularly to insure consistency with related policies, procedures, and practices.</p>	Improved overall customer service ratings, employee interaction, and internal operational flow.	1, 2, & 3	6	
6. Seek grants and other funding sources, as needed, to continue expansion and improvement of PLC services while offsetting reductions in state funding.	<p>Continue to research grant and resource partnership opportunities with outside agencies and organizations serving persons with disabilities. (Robb Ferguson).</p> <p>Continue to research grant and resource sharing opportunities</p>	<p>Stay abreast of potential grant funding opportunities by utilizing the grant database and YC Grant Office.</p> <p>Network with outside entities/colleges to</p>	Collaborate with College's grant writer to assist in researching information and application process.	1, 2, & 3	6	

	to expand tutorial services both in-person and online throughout the Quad-City area. (Jane Hersh).	share resources, if appropriate.				
7. Provide departmental input for implementation of the new Banner System.	Participate in functional work groups, product evaluation process, and encourage staff participation in appropriate ERP demonstrations, activities and processes (Jane Hersh/Robb Ferguson).	Continue to participate and provide input throughout the Banner implementation process, as appropriate.		3	4	