



## **Effectiveness of Student Personnel Services Plan**

The purpose of the Effectiveness of Student Personnel Services Plan is to ensure that student services are offered and maintained at the highest possible level to support Technical College of the Rockies' students, mission, and programs. This plan is reviewed on an annual basis by staff and faculty.

### **Identification of Responsibility for Coordinating Student Services**

The Student Services Coordinator and Assistant Director are responsible for managing the process of registration, career advising, financial aid and responding to student issues that may arise. The intent of evaluating the effectiveness of Student Services is to refine our processes, be responsive to students changing needs and to hear them, and to ensure that the transition into college life is smooth and that they get pertinent information in a timely manner regarding add and drop dates, upcoming events, deadlines and know how to access services.

### **Counseling of Students**

The Career Advisor/Student Advocate provides information about the various programs at TCR and the steps to enroll. Program flyers include information about the requirements to complete the program. The Career Advisor/Student Advocate will counsel each student and will assess the student's educational goals, need for support services and/or accommodations. The Career Advisor/Student Advocate maintains appropriate documentation on each student. If special accommodations are needed, the Career Advisor/Student Advocate will communicate with administration and the instructor(s) to aid in student success.

The Financial Aid Technician meets with each student to guide them through the FAFSA application process, and will counsel on any other scholarships and/or funding available.

### **Notification of Opportunities**

The Job Placement Coordinator will work closely with faculty to coordinate job opportunities for current and alumni students. The Job Placement Coordinator will reach out to students via email and text with information regarding these opening up to a year after graduation.

### **Evaluation**

At the end of each semester, students and faculty are surveyed on their overall experience at TCR, including student services. The survey results are reviewed by administration and then disseminated to the faculty and staff annually and revised as necessary. These results are used for continuous improvement of student services available at TCR.

*Revised on 1/11/2022 by Tony Bowling, Assistant Director; Lisa Harris, Student Services Coordinator; and Misty Neustel, Job Placement Coordinator, based on input from staff meeting held on 1/3/2022.*