

Outcomes	Means of Assessment & Criteria / Tasks	Results	Planned Projects / Use of Results/Planned Actions & Planned Action Updates/Implementation Update
		07-08 to 08-09.xlt	<p>and passwords, but prefer to use WebAdvisor, will request this information from First Stop. Either they do so electronically. Or those who request the information over the phone must answer a series of questions for us to verify it is truly them.</p> <hr/>
	<p>Assessment Method: Electronic tracking sheet</p> <p>Assessment Method Category: Participation</p> <p>Criterion: The Center will increase electronic communication by 25%.</p>	<p>06/04/2013 - As of 2008-2009 this measurement to increase our electronic communications was maxed out as almost all communications to students by the Student First Stop Center were electronic.</p> <p>Result Type: Criterion Met</p> <p>Result Year / Status: 2011-12 Results</p> <p>Synthesis and Analysis: Now that we have Jenzabar we will be reviewing the processes to ensure that we have electronic communications at the same level or exceeding the communications in Colleague. These will be specific planned actions fro strategic planning.</p>	
		<p>10/29/2009 - Electronic communications increased by 400%.</p> <p>Result Type: Achieved</p> <p>Result Year / Status: 2008-09 Result</p> <p>Synthesis and Analysis: Added eight formal electronic documents in 2008-2009, from two in 2007-2008. Email contest increased student email communication with over 203 students. Many more students are using their SOCC</p>	<p>04/14/2010 - We are creating more electronic documents and sending them via SOCC student email.</p> <p>Resources Needed: More datatel training to support student services including conferences.</p> <hr/>

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		<p>student email when communicating with the Center. We are creating more electronic documents and sending them via SOCC student email. The faculty student email contest was a success, resulting in five faculty winners. They assigned assignments or provided lessons on how to access the SOCC student email.</p> <p>Related Documents: Electronic Documents used at the Student First Stop Center as of 2008-2009.docx faculty student email contest results for Fall Term 2008.docx</p>	
<p>SS DEAN-Student First Stop - Provide financial services access - Provide students access to financial services</p> <p>Outcome Types: Operational</p> <p>Start Date: 10/27/2008</p> <p>Outcome Status: Currently Being Assessed</p>	<p>Assessment Method: Bad debt analysis</p> <p>Assessment Method Category: Self-Evaluation</p> <p>Criterion: Bad debt will be reduced by 25 %.</p>	<p>06/11/2013 - In 2009-2010 non-OCCI bad debt balance was \$191,867 difference than 2008-2009, this is 32% less than the difference from the prior two years.</p> <p>In 2010-2011 balance was \$52,800 difference, of 72% less.</p> <p>In 2011-2012 balance was \$61,642 difference, a 17% increase.</p> <p>These amounts represent the difference of the bad debt balance between academic years; not what was sent to collections.</p> <p>Result Type: Criterion Met</p> <p>Result Year / Status: 2011-12 Results</p> <p>Synthesis and Analysis: In reviewing the bad debt account balance for non-OCCI students, the ending balance each year was considerably less compared to prior years, proving more students have been paying their balances and less going to collections.</p> <p>Related Documents: Bad debt 2009 to 2012.xlsx</p>	<p>07/16/2013 - 2014-15: Redistribute job duties among all Student First Stop Center staff to aggressively target students before delinquent and to alleviate sending to collections. We will accomplish this by maximizing work-study students on the switchboard.</p> <p>Resources Needed: Minimum 20 study-work study hours on switchboard.</p> <p>Internal External Trends: Important to reduce student debt to be fiscally responsible.</p> <p>Select Planning Year: 2014-15</p> <p>Core Theme Association: Sustainability</p> <hr/> <p>07/16/2013 - 2013-14: Redistribute job duties among all Student First Stop Center staff to aggressively</p>

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			<p>target students before delinquent and to alleviate sending to collections. Develop process to reduce student housing bad debt by proactively increasing communications.</p> <p>Resources Needed: A half time position for Accounts Receivable collections. Budget: Funds Needed: 25000 Internal External Trends: A/R continues to grow while the college has fiscal issues. Select Planning Year: 2013-14 Core Theme Association: Sustainability</p>
		<p>10/29/2009 - Increased requirements reduced student bad debt rates for students with charges in the 01 account (non-OCCI). Result Type: Criterion Met Result Year / Status: 2008-09 Result Synthesis and Analysis: With proactive collection strategies we have increased our collection rate and reduced bad debt and student frustration. All students owing under \$400 per term are required to pay at time of registration. In person registrations require payment at time of registration; WebAdvisor registrations may be dropped for non-payment. These new requirements have reduced bad debt for the low balance students.</p>	<p>04/14/2010 - Reduce future bad debt balances with the help of a new collections position. Implementing stricter registration and payment requirements and educating students better on payment requirements.</p> <p>Resources Needed: new collections position Budget: Funds Needed: 40000</p> <hr/> <p>04/14/2010 - Work with Business Services to develop baseline bad debt percentage. Implement the new datatel payment plan module. Review account balances sooner.</p>

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		<p>Working closer with Student Housing to identify past due housing students sooner. Student accounts put on academic holds sooner and more late fees applied.</p> <p>Related Documents: Student First Stop Center steps taken 2008-2009 to decrease bad debt.docx</p>	
	<p>Assessment Method: Review of e-check participation rates.</p> <p>Assessment Method Category: Participation</p> <p>Criterion: E-check participation will increase by 25%.</p>	<p>06/11/2013 - 2009-2010 100 more e-checks and \$147,158 more than prior year. 2010-2011 364 and \$423,497. 2011-2012 203 and \$384,162.</p> <p>Result Type: Criterion Met</p> <p>Result Year / Status: 2011-12 Results</p> <p>Synthesis and Analysis: When we first offered e-check in 2007-2008 to students, 145 checks were processed via e-check. In 2011-2012, 1166 e-checks were processed. As of 2011-2012, 44% of all checks went electronically.</p> <p>Related Documents: echecks 2009 to 2012.xlsx</p>	<p>07/16/2013 - 2013-14: Implement e-check in Jenzabar.</p> <p>Resources Needed: Staff time</p> <p>Select Planning Year: 2013-14</p> <p>Core Theme Association: Sustainability</p>
		<p>10/29/2009 - Comparing 2008-2009 to 2007-2008 there has been over a 70% student participation increase.</p> <p>Result Type: Achieved</p> <p>Result Year / Status: 2008-09 Result</p> <p>Synthesis and Analysis: SOCC was one of the first colleges to implement Datatel's e-check module. Students are excited about the e-check feature, that was implemented 2007-2008, as it allows them to access their funds</p>	<p>04/14/2010 - We will discuss e-check options with students as we talk to them about their financial aid. E-check is an option available on WebAdvisor that is easily accessible and full instructions are provided.</p> <p>Resources Needed: Occasional IT assistance as modules are updated or other departments begin to utilize this option.</p>

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		<p>quicker and more conveniently. We market e-check through one-on-one conversations with students, memos, emails, and lawn signs. It is on WebAdvisor and easy to use. Many students find e-check on their own. More students attempt to participate but enter their information into WebAdvisor incorrectly. We have tried to resolve the issue by updating the instructions. However, many errors are a result of not reading instructions and being unfamiliar with bank information.</p> <p>Related Documents: Electronic check disbursement for 2007-2008 and 2008-2009.xls Students signed up for e-check as of 063009.xls</p>	
<p>SS DEAN-Student First Stop - Provide educational assistance - Provide a variety educational assistance in a one stop atmosphere</p> <p>Outcome Types: Operational</p> <p>Start Date: 10/27/2008</p> <p>Outcome Status: Currently Being Assessed</p>	<p>Assessment Method: Student First Stop Survey</p> <p>Assessment Method Category: Student Success</p> <p>Criterion: Student will rate the Student First Stop Center an overall rating of 3.5</p>	<p>06/04/2013 - 2009-2010 Student and staff surveys were not conducted that year. 2010-2011 Student survey rating average exceeded 3.5 and staff survey 3.8. 2011-2012 Student survey rating exceeded 3.5 and staff survey 4.2.</p> <p>Result Type: Criterion Met</p> <p>Result Year / Status: 2011-12 Results</p> <p>Synthesis and Analysis: 2010-2011 Student survey range 3.47 to 3.9, with four below 3.5; staff survey range 3.8 to 4.2. Staff worked together and addresses student and staff concerns as mentioned in the survey. The increased rates the following year proved our changes were successful. 2011-2012 Student survey range 3.37 to</p>	

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		<p>3.78, with one below 3.5; staff survey range 4.18 to 4.42. Staff worked together and addressed student and staff concerns as mentioned in the comments.</p> <p>Related Documents: first_stop_employee_survey_2012.pdf student_first_stop_survey_2012.pdf first_stop_employee_survey_2011.pdf student_first_stop_survey_2011.pdf</p> <p>10/29/2009 - Using an electronic survey our students and staff rated us at 3.5 or higher.</p> <p>Result Type: Achieved</p> <p>Result Year / Status: 2008-09 Result</p> <p>Synthesis and Analysis: The Student First Stop Center interacts with most of the college community in person, by phone, email, and my mail. We are a one-stop shop that provides services in registration, transcripts, Financial Aid, accounts receivable to name a few. We need to be able to provide clear, consistent information to our customers and try to meet this through constant trainings and process reviews. We strive to provide answers to all questions or find the appropriate person/department who can.</p> <p>Related Documents: Staff Survey Results 2008-2009.mht Student Survey Results 2008-2009.mht</p>	
SS DEAN-Student First Stop - Program Review Summary - Program Review Assessment Overview and Summary	Assessment Method: Program Review	07/16/2013 - All objectives were met for 2009 to 2012. We focused on improving student communication through electronic means which	07/16/2013 - 2013-14: Implement a debit card within the LakerOne card that loads A/R disbursements

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<p>Outcome Types: Program Review Year</p> <p>Start Date: 07/01/2008</p> <p>Outcome Status: Currently Being Assessed</p>		<p>reduced college expenses and increased communication effectiveness.</p> <p>Determined steps needed to reduce OCCI A/R balances, created a positive working relationship with OCCI Rep, worked closer with OCCI staff, and improved communication styles with the OCCI students.</p> <p>Implemented Jenzabar and transitioned to new processes while focusing on efficiency and reducing system costs.</p> <p>Result Type: Program Review Year</p> <p>Result Year / Status: 2012-13 Results</p> <p>Synthesis and Analysis: The goals for A/R collections were not met due to staffing issues, staffing turnover, and the new system. Now we have used the system for a year and are utilizing staff within the department, the goal is to get back on track with A/R so that bad debt is reduced.</p>	<p>onto the card.</p> <p>Resources Needed: Unsure as just initiating conversation. Debit card will incur costs on college; however, costs of paper, postage, and staff time will be reduced. This could also eliminate our unclaimed property issue.</p> <p>Internal External Trends: Students demand their funds quicker and in formats that are immediately accessible. Debit cards allow students to use their FA funds immediately.</p> <p>Select Planning Year: 2013-14</p> <p>Core Theme Association: Sustainability</p> <hr/> <p>07/16/2013 - 2015-16: Finalize the reconfiguration of the Student First Stop Center. The goals are to make the center Student Centered and move away from it being Staff Centered from the perspective on one entering the building. Change to student stations and away from staff stations, while still allowing staff to have their private work areas. Have the stations interactive so that students and staff can perform their tasks at the same computers but with different logins. Move the switchboard to the entrance as a door greeter. Create a student area for using student work stations for computer or homework use.</p>

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			<p>Resources Needed: Unknown as need estimate from architect.</p> <p>Internal External Trends: Transition students to taking care of their own needs while knowing the Student First Stop Center staff are available to answer questions and to perform tasks students are unable to do. Change the perspective to staff guiding students from staff doing for students.</p> <p>Core Theme Association: Access</p> <p>Lead Responsibility: SL</p> <hr/> <p>07/16/2013 - 2014-15: Implement the reconfiguration of the Student First Stop Center. The goals are to make the center Student Centered and move away from it being Staff Centered from the perspective on one entering the building. Change to student stations and away from staff stations, while still allowing staff to have their private work areas.</p> <p>Resources Needed: Will be updated once we receive estimates from the architect.</p> <p>Internal External Trends: With staff cuts and the reliance on students utilizing electronic tools, we need to teach students how to perform their own processes through staff guidance.</p>

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			<p>Select Planning Year: 2014-15</p> <p>Core Theme Association: Access</p> <hr/> <p>07/16/2013 - 2013-14: Begin the planning process by initial discussion to reconfigure the Student First Stop Center. The goals are to make the center Student Centered and move away from it being Staff Centered from the perspective on one entering the building.</p> <p>Resources Needed: Costs unknown as had initial meeting with architect</p> <p>Internal External Trends: The Student First Stop Center has evolved over the past decade into a necessary and vital department for SWOCC. We are now ready to take the Center to a new level that changes how the staff interacts with students so that students learn to be more self with staff guidance.</p> <p>Select Planning Year: 2013-14</p> <p>Core Theme Association: Access</p> <hr/> <p>07/16/2013 - 2013-14: Implement electronic transcripts using a third party. While keeping all paper transcript requests in house. Implement e-check for A/R student disbursement.</p>

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			<p>Resources Needed: IT and First Stop staff time. Transcript costs will be passed on to the students as convenient fees.</p> <p>Internal External Trends: Moving to electronic processes will reduce college expenses, saving money and staff time.</p> <p>Select Planning Year: 2013-14</p> <p>Core Theme Association: Sustainability</p> <hr/> <p>07/16/2013 - 2013-14: Implement electronic transcripts using a third party. While keeping all paper transcript requests in house. Implement e-check for A/R student disbursement.</p> <p>Resources Needed: IT and First Stop staff time. Transcript costs are passed onto students as convenience fees.</p> <p>Internal External Trends: Students demand their requests be processed quickly. This will exceed their expectations.</p> <p>Select Planning Year: 2013-14</p> <p>Core Theme Association: Access</p> <hr/>
		<p>01/30/2012 - Core Theme Planning 2011-12 through 2013-14</p> <p>Result Type: Program Review Year</p> <p>Result Year / Status: 2010-11 Result</p>	<p>01/30/2012 - Future - Innovation and Sustainability</p> <ol style="list-style-type: none"> 1. Create functional work stations for SFSC Reps. 2. Reconfigure waiting room so functional for students such as

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		<p>Synthesis and Analysis: Strategic Planning Spring 2011</p>	<p>build bar/tall tables for students to complete their forms. 3. Running TV videos in lobby on how to perform processes on portal so that students can learn how to self-serve.</p> <p>Core Theme Association: Innovation & Sustainability</p> <hr/> <p>01/30/2012 - 2012-13 Innovation and Sustainability 1. Provide financial services access: reduce bad debt by 25% from prior year; increase e-check participation from prior year. 2. Include parents when communicating electronically with students regarding monthly statements.</p> <p>Select Planning Year: 2012-13 Core Theme Association: Innovation & Sustainability</p> <hr/> <p>01/30/2012 - 2013-14 Innovation and Sustainability 1. Provide financial services access: reduce bad debt by 25% from prior year; 2. Increase e-check participation from prior year.</p> <p>Select Planning Year: 2013-14 Core Theme Association: Innovation & Sustainability</p> <hr/>

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			<p>01/30/2012 - 2011-12 Innovation and Sustainability</p> <ol style="list-style-type: none"> 1. Provide financial services access: reduce bad debt by 25% from prior year; increase e-check participation from prior year. 2. Implement an electronic disbursement onto the CardSmith OneCard with 25% of students enrolled in program. 3. Include parents when communicating electronically and by phone with students regarding account balances. 4. Update FERPA Release Form to include parent contact information. <p>Select Planning Year: 2011-12</p> <p>Core Theme Association: Innovation & Sustainability</p> <hr/> <p>01/30/2012 - 2012-13 Access</p> <ol style="list-style-type: none"> 1. Include parents when communicating electronically with students regarding monthly statements. <p>Select Planning Year: 2013-14</p> <p>Core Theme Association: Access</p> <hr/> <p>01/30/2012 - 2011-12 Learning and Achievement</p> <ol style="list-style-type: none"> 1. Provide access to multiple academic transactions: increase communications management by 25%.

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			<p>2. Printing at SFSC kiosk with OneCard.</p> <p>Select Planning Year: 2011-12</p> <p>Core Theme Association: Learning & Achievement</p> <hr/> <p>01/30/2012 - 2011-12 Community Engagement</p> <p>1. Provide educational assistance: Survey students and staff on satisfaction with SFSC with 3.5 rating or higher.</p> <p>2. FAQ on SFSC webpage</p> <p>Select Planning Year: 2011-12</p> <p>Core Theme Association: Community Engagement.</p> <hr/> <p>01/30/2012 - 2011-12 Access</p> <p>1. Provide access to multiple academic transactions: Increase electronic transcript requests by 25%; increase communications management by 25%.</p> <p>2. Provide financial services access: increase e-check participation. FAQ on SFSC webpage</p> <p>Select Planning Year: 2011-12</p> <p>Core Theme Association: Access</p> <hr/>
		04/14/2010 - Three outcomes identified and they were achieved. These were increasing e-check disbursements, reducing student bad debt, and	04/14/2010 - For next year we need to implement processes that

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		<p>improving student satisfaction.</p> <p>Result Type: Program Review Year</p> <p>Result Year / Status: 2008-09 Result</p> <p>Synthesis and Analysis: Amount of bad debt continues to increase and processes must be put in place to address the debt issue, especially at OCCI. Financial Aid needs qualified staff and sufficient staffing to keep up with the increase of student aid demand. Accounts receivable is difficult to maintain with financial aid being behind, it results in bad debt as students do not get awarded in time, and they leave out of frustration.</p>	<p>improve the way financial aid is processed, implement additional electronic processes for students to further self-serve, and to cross train personnel to learn additional duties. Evaluate the financial aid process and provide proper staffing, training, and resources so they are able to keep up with demand.</p> <p>Move to a one card system that allows us to electronically disburse aid onto the cards. This will help streamline the disbursement process.</p> <p>Allow for cross-training within the department so that personnel can assist during busy times.</p> <p>Implement a more efficient electronic transcript process for sending and receiving official transcripts. Current EDI process is inefficient and can only trade within Oregon. eScript is a company that offers this service. It is inexpensive and a quick set up.</p> <p>Implement an underage student process so that students of all ages have access to WebAdvisor registration. While still offering underage advising and obtaining parental consent.</p> <p>Resources Needed: New collections staff and datatel training.</p> <p>Budget: Funds Needed: 45000</p> <p>Internal External Trends: Payment plans have helped</p>

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			<p>students to pay / understand; continue to have high ratings with students on the surveys Student accounts are not being paid timely due to financial aid being 5 months behind Electronic processing to be more efficient; ability to pull data from the system using informer; Lose students if not able to pay college and personal bills direct loans - unsure of impact at this time; need to investigate ; new regulations will require loan collections</p> <hr/> <p>Assessment Method: Interim Review</p>
<p>SS DEAN-Student First Stop - Annual Data Review and Analysis - Compile, review and analyze program data to support planning, assessment, and budgeting.</p> <p>Start Date: 07/01/2009</p> <p>Outcome Status: Currently Being Assessed</p>	<p>Assessment Method: Other Considerations</p> <p>Criterion: Review of other pertinent data, processes, and procedures including annual compliance checklists (HEOA, FERPA, etc.)</p>	<p>06/04/2013 - All policies and procedures were reviewed to confirm they were followed and were in compliance with college, state, and federal regulations for 2009-2010, 2010-2011, and 2011-2012.</p> <p>Result Type: Criterion Met</p> <p>Result Year / Status: 2011-12 Results</p> <p>Synthesis and Analysis: Annual FERPA notification sent to students, staff completed annual FERPA trainings, procedural tasks were reviewed and updated as necessary due to database updates, college procedure changes, and state/federal policy updates. Department staff were trained in Federal Financial Aid updates, with reviews for changes and clarifications.</p>	<p>07/16/2013 - 2013-14: As per CORE's request offer additional FERPA trainings to employees. Waiting for COREs guidance.</p> <p>Resources Needed: Staff time</p> <p>Select Planning Year: 2013-14</p> <p>Core Theme Association: Sustainability</p> <hr/>

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<p>SS DEAN-Student First Stop - Annual Planning and Compliance - Annual Planning and Compliance</p> <p>Outcome Types: Program Annual Data</p>	<p>Assessment Method: Planning</p> <p>Criterion: Annual Planning Completed</p>	<p>05/06/2014 - 2017-2018 Initial Planned Projects</p> <p>Result Type: Planning</p> <p>Result Year / Status: 2017-18 Results</p>	
<p>Start Date: 07/01/2013</p> <p>Outcome Status: Currently Being Assessed</p>		<p>05/06/2014 - 2014-2015 Initial Planned Projects</p> <p>Result Type: Planning</p> <p>Result Year / Status: 2014-15 Results</p>	<p>08/04/2014 - Purchase eCatalog services to move from a paper catalog to an online, interactive catalog that is integrated with Jenzabar's EX and JICS. The cost of the service will be partially offset by the reduced expense of printing catalogs. Also the eCatalog will be updated in a more efficient manner with more accuracy.</p> <p>Resources Needed: Funding and some staff time for training and implementing. Of three software companies interviewed, most costly was at \$43,000 for the initial cost with \$7980 as the yearly cost there after. Printing expenses will help offset the cost</p> <p>Budget: Funds Needed: 43000</p> <p>Select Planning Year: 2014-15</p> <p>Core Theme Association: Access</p> <p>Lead Responsibility: Team Decision - team lead by Shawn Liggett</p> <hr/> <p>06/03/2014 - Redistribute job duties among all Student First Stop Center staff to aggressively target</p>

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			<p>students before delinquent and to alleviate sending to collections. We will accomplish this by maximizing work-study students on the switchboard.</p> <p>Select Planning Year: 2014-15</p> <p>Core Theme Association: Sustainability</p> <p>Lead Responsibility: First Stop Supervisor</p> <hr/> <p>06/03/2014 - Implement the reconfiguration of the Student First Stop Center. The goals are to make the center Student Centered and move away from it being Staff Centered from the perspective on one entering the building. Change to student stations and away from staff stations, while still allowing staff to have their private work areas.</p> <p>Resources Needed: To be determined and updated once cost estimates received from architect</p> <p>Internal External Trends: With staff cuts and the reliance on students utilizing electronic tools, we need to teach students how to perform their own processes through staff guidance.</p> <p>Select Planning Year: 2014-15</p> <p>Core Theme Association: Access</p>

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		<p>05/06/2014 - 2015-2016 Initial Planned Projects</p> <p>Result Type: Planning</p> <p>Result Year / Status: 2015-16 Results</p>	<p>Lead Responsibility: First Stop Supervisor</p> <hr/> <p>06/03/2014 - Finalize the reconfiguration of the Student First Stop Center. The goals are to make the center Student Centered and move away from it being Staff Centered from the perspective on one entering the building. Change to student stations and away from staff stations, while still allowing staff to have their private work areas. Have the stations interactive so that students and staff can perform their tasks at the same computers but with different logins. Move the switchboard to the entrance as a door greeter. Create a student area for using student work stations for computer or homework use.</p> <p>Resources Needed: To be finalized when cost estimate completed by architect.</p> <p>Internal External Trends: Transition students to taking care of their own needs while knowing the Student First Stop Center staff are available to answer questions and to perform tasks students are unable to do. Change the perspective to staff guiding students from staff doing for students.</p> <p>Select Planning Year: 2015-16</p> <p>Core Theme Association:</p>

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			Access Lead Responsibility: First Stop Supervisor
		05/06/2014 - 2016-2017 Initial Planned Projects Result Type: Planning Result Year / Status: 2016-17 Results	
	Assessment Method: Compliance: FERPA, HEOA, IPEDS, Other Reports Criterion: Confirm all reports and trainings have been completed for federal, state, institutional compliance		
	Assessment Method: Operational Manuals Criterion: Manuals updated as needed; manual reviewed at least once every 4 years		
	Assessment Method: Annual Data Review and Analysis Criterion: All data reviewed and analyzed associated with success indicators and operational activities that are not linked to outcomes assessment		