

## Office for Student Services Highlights

- Construction of Canal Hall, Phase II of the Alice Holloway Young Commons, was completed in July 2007. The office worked closely with the Offices of Planning and Housing and Residence Life regarding the construction, furnishing, and staffing of this 366 bed facility. In a collaborative college-wide effort, this office worked with, but not limited to, Facilities and Maintenance Services, Technology Services, Counseling and Advising Office, Public Safety, MCC Association Inc., Health Services, Athletics, and Financial and Billing Services to prepare to support these additional students on campus.

The Canal Hall ribbon cutting was held August 2007.

- A college-wide Civility Committee, chaired by the Director of Public Safety, was established to address campus concerns regarding student civility. The committee developed a survey to examine the issues and concerns students have on campus. The results of this survey provide a benchmark of information to some of the critical issues and areas that need to be addressed. The committee will develop a plan of action and submit recommendations to senior administration regarding initiatives to further promote civility at the College. The civility plan will include on-going civility discussions with faculty, staff, and students as well as programs geared to address civility at the College.

An Honor Code statement drafted by a committee comprised of faculty, Student Services staff, and students was finalized. The Honor code is printed in the College and Student Handbook next to the College's Civility statement.

- A Student Services Assessment Committee was established to assist with assessment initiatives throughout the division. Efforts included: reviewing the Student Services Satisfaction Survey to determine usefulness of outcome data and format a future survey; conducting a point-of-service survey pilot with five departments. This survey included division-wide questions, as well as questions specific to the department. Based on the survey results, it was determined that each department would administer a point-of-service survey to measure student satisfaction of services, as well as how to improve services.

A division-wide professional development program featuring Dr. William Sedlacek was provided. Dr. Sedlacek presented his model on non-cognitive assessment and provided feedback on departmental goals. His work provides usable instruments that staff can copy or modify and utilize. Implementation of this model will continue next year.

- Academic and Student services recruitment/retention plans for DCC students were developed and initiatives were implemented. These are multi-year plans.

Staff for three Perkins grants were hired: a) to address the enrollment and retention of at-risk and A.A.S. degree students at DCC, b) to address the retention of African American males, and c) to further support the disability needs of students at DCC. Efforts continue with the Women on the Move program for DCC females who are working.