Removing Barriers for Students

Five-Year Title V Grant

Remove Academic Barriers

Review enrollment, placement, prerequisite, and sequencing practices

Remove Procedural Barriers

Coordinate support services and staff training to provide extraordinary customer service

Remove Physical Barriers

Re-imagine and renovate space to provide one-stop services on each campus

- Renovation of space on both campuses (summer 2016)
- Counseling, Financial Aid, A&R, and business services on both campuses
- Drop-in Student Services Centers
  - Orientation, Ed Planning, Assessment, and Counseling
- New Frontline Positions
  - First point of contact: face-to-face, telephone and online chat
- New Institutional Customer Service Training for Student Services Staff
New Job Descriptions

Student Services Representative (Range 25)

Frontline customer service, with a focus on Enrollment Services and Financial Aid

- Student Services Representatives assigned to West Campus will report to the Director of Financial Aid
- Student Services Representatives assigned to East Campus will report to the Director of Admissions & Records
- All Student Services Representatives will be trained with a knowledge base in both departments
New Job Description Duties

Student Services Representative (SSR)

Some SSRs will serve students in the new Student Service Drop-in Centers, located on each campus:

✔ Assisting with assessment

✔ Assisting with orientation

✔ Referring students to other services
It's about the way we serve students!
Training

What is your purpose?

- A common purpose
- Overmanagement (be intentional)
- VIP (Very Individual Person)
- Zone of Exceptional Service
- Quality Standards
  - Safety
  - Courtesy
  - Public presentation
  - Efficiency
- Recovering Service
  - Listen
  - Apologize
  - Solve
  - Thank
East & West Pathways Centers

Group Ed Planning
Counseling
Individual Assessment
Workshops
Students can now find assistance with most of their transactional needs in One Stop.
It’s about the way we serve students!
What’s Coming

- Career and Employment Development Center
- Online Chat
- Mental Health Services
- Workshop & Mentoring Spaces
- Multicultural Learning Center
- Assessment on both campuses
“We did this at College of Marin about 18 months ago and it has been a very POSITIVE change.” – College of Marin

“We’ve had these positions in place now for 5 years and it has worked out for students as they only come to one location for either service. We have also set up our workstations so that an A&R person is sitting next to a financial aid person everyday. This really did bring out a new way of thinking and working with student records. Students feel like they are getting better service and a lot faster.” – Hartnell College