

## STUDENT SERVICES DEPARTMENT MODELS

October 20, 2010

The groups were broken down into smaller groups and were asked to build their ideal Student Services Model using the items that were in their boxes. The items consisted of tape, paper clips, paint, brushes, rubber bands, PVC piping. Once they constructed their models, they were asked to list the services offered.

**Group 1:** Rebecca Orta, Nati Rodriguez, Floyd Simpson, and June Wagner

Their ideal Student Service Division would consist of the following:

- Teamwork / Hard Working , dedicated staff, mentors
- Multi-Level / colorful, resilience, strength
- Flexibility / adaptability, supportive

**Group 2:** Kathie Farmer, Beth Morabito, Steve Rush

Their ideal Student Services Division Model would consist of the following:

- Box foundation represents a strong foundation
- Colors-represent diversity/cheerfulness of departments
- PVC connector-represents unification of all departments
- Plate-dishing out customer services
- Cup-represents student
- Rubber bands-represents the flexibility/stretching students' minds
- Paper Clips-represents students' ability to shine
- Glider ease-represents Students' path
- Diploma-represents GOAL
- Green color=CHC – GREEN – US ☺

**Group 3:** Robert McAtee, Laura Record, and Juanita Sousa

Their Students Services Division Model would consist of the following:

- Strong Foundations (represented by the color 'red')
  - Being professional and working as a unit within all of the Student Services Division.
- Flexibility (represented by the rubber bands)
  - As far as working above and beyond i.e., staying open/or going beyond our duties.
- Paper clips bind us together as one unit.
- The multi-colored cup represents the diversity of students we serve. The students are the reason we are here.
- The smiley face represents the ultimate achievement of the students (reaching their educational goal.)
- The sad fact represents the lost students. The ladder represents the path to success which some students fail to climb and who do not taken advantage of the services offered by our departments.

- The tubes pieces represent the broken communication among students.

**Group 4:** Michelle Cole, Frances Southerland, Ben Mudgett

Their Student Services Division Model would consist of the following:

- Spear represents government and his mandates
- Hanging cards represent results of budget faculty and staff with student as the center
- Foundation represents what we do in spite of anything from above.
- Focus remains on students despite cuts.

**Group 5:** Fermin Ramirez, Dianna Sierra, Kathy Wilson

Their ideal Student Services Division Model would consist of the following:

- Structured to encompass a developmental path for students.
- Departments are inter-related.
- Services overlap to achieve multiple student goals:
  - Graduation
  - Personal enrichment
  - Transfer
  - Vocational Education

**Group 6:** Larry Aycock, Kristin Overturf, Sandy Roberts

Their ideal Student Services Division Model would consist of the following:

- A fountain of knowledge with true and accurate information given to students
- Master FAQ list
- Will stop ping-pong effect
- Everyone is on the same page

The list below is comprised of what the Student Services staff felt are important to achieve the ideal Student Services Division:

Team Work: (Floyd, Sandy, Miriam, Kristin)

- Communication among departments
- Supportive of one another
- Sharing of knowledge/information
- Positive reinforcement
- Constructive criticism
- Sharing the workload
- Good attitudes

Consistency: (Juanita, Fermin, Beth, Kathy)

- Cross training between departments/schedule interdepartmental workshops
- Comprehensive staff training within departments
- Consistency in behavior towards students/customer service training
- Departmental FAQ sheets

- Good communication between departments on new developments/mass e-mail
- Top down communication within Student Services Managers to staff