

Crafton Hills College
Student Services
Focus

Student Centeredness (13) and Student Success (8)

Teamwork (12) and Supportiveness (9)

Consistency (11)

Positive Attitude (8)

When we are student-centered, and when we value student success, we:

- Meet student needs within guidelines
- Focus on student issues and needs
- Give the correct answer
- Go the extra mile
- Use student focus groups to review and test new procedures, such as online web services
- Discuss continuous improvement of services
- Make sure students feel they have been heard
- Use student-friendly language to explain things to students
- Play detective—ask the next question!
- Refer students to the appropriate department.
- Give students options instead of just saying “no.”
- Maintain student confidentiality
- Acknowledge students when they enter our offices
- Redesign our student surveys to gain better information
- Actively seek feedback from students (e.g. Student Survey, focus group of students to review test/forms/websites)

Student-Centered Actions

1. Pop-ups to shelter lines from the sun during peak periods
2. Printed referral slips

Teamwork and support for each other means we:

- Are willing to help each other
- Listen
- Follow up
- Know the functions and guidelines of other departments
- Respect office procedures
- Acknowledge each other (thank you notes, employee of the semester, etc.)
- Show up for events/invitations/meetings by others
- Notify each other about events/activities
- Print and post events for other offices
- Actively seek information about other programs

Teamwork/Supportive Actions

1. Host a Student Services Open House/Office Tour
2. Department presentations throughout Spring semester

Consistency means we:

- Give the correct answer
- Discuss sticking points between departments and come up with solutions
- Provide accurate printed materials about our programs
- Share program information in meetings
- Keep our information current
- Share department information in meetings
- Stay knowledgeable about CHC procedures and share as appropriate
- Investigate SBVC procedures and discuss common procedures

Consistency Actions:

1. Update our websites frequently
2. Revise and publish our SS FAQ

Being Positive means we:

- Display a positive attitude
- Model teamwork
- Develop ourselves professionally, e.g. Fish Training, Strengths, outside customer service training
- Are friendly to students and staff alike
- Have informal and impromptu visits between office staff (friendliness)

Positive Actions:

1. Secret Pal
2. Classified Staff Week/Workshops