



NUMBER: 693

SUBJECT: STUDENT SERVICES PERSONNEL EVALUATION PLAN

EFFECTIVE DATE:

APPROVAL DATE OF LAST REVISION: AUGUST 15, 2005; JANUARY 24, 2011

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693.1 — PLAN

The Vice President for Student Services is responsible for the yearly evaluation of the Student Services Department. The purpose of the evaluation is to ensure that the service needs of the public, students, staff, and faculty are being met in an efficient and professional manner. It is the goal of Student Services to have each individual who enters the department feel that every effort has been made to provide accurate and current information and to meet the registration needs of each student. ~~In addition, the evaluation will include a review of Student Services interaction with the Utah College of Applied Technology (UCAT) Administration, UCAT colleges, and other local/state/federal organizations/departments.~~

Bridgerland Applied Technology College (BATC) has operated for many years with the philosophy of low overhead, and Student Services has been fortunate to operate within this structure, which provides immediate feedback to personnel. Staffing within the Student Services Department enables personnel to assess, solve, and implement practical responses to the needs of our students. The effectiveness of services offered through Student Services (registration, counseling, assessment, financial aid, etc.) is the result of the autonomy and the responsibility placed on its personnel.

To evaluate the effectiveness of the personnel in the Student Services Department, the Vice President for Student Services will review the following sources of information and will make necessary adjustments as the data warrants.

693.2 — INFORMATION SOURCES

- (a) The results of the BATC Instruction/Program Evaluation Survey will be reviewed. The survey includes data elements relating to registration, financial aid, ~~counseling~~, testing, and other aspects of Student Services.
- (b) A review will be made of all complaints filed during the school year to determine if any Student Services functions are involved and to recommend and take corrective action within the Student Services Department.
- (c) An ongoing review of BATC, UCAT, and other state data reporting will be made to determine any weaknesses or inconsistency within the scope of the Student Services responsibility.
- (d) The Vice President for Student Services is responsible for completing the Council on Occupational Education (COE) Annual Report and will use this document in the evaluation process for Student Services Personnel.
- ~~(e) The Public Relations Office has suggestion boxes located in the building, and any concerns, suggestions, recommendations, etc., expressed in these documents will be evaluated for any Student Services issues and action.~~

In addition, the Vice President for Student Services is responsible for completing a Performance Appraisal Form for all Student Services personnel. The appraisals are conducted in a formal meeting with each employee individually. The form is signed by the employee and the Vice President for Student Services. A copy is given to the employee and another is submitted to the Accounting/Controller's Office for inclusion in the employee's personnel file.