

# **Student Services Effectiveness Plan**

## **Student Services Department**

The Tennessee College of Applied Technology Upper Cumberland (TCAT UC) Student Services office strives to help all current and future students succeed, graduate and enter the workforce in a timely manner, and assist students to realize their leadership protentional as they benefit from a TCAT Upper Cumberland education.

## **Purpose**

The effectiveness of the Student Services Office is evaluated continuously through various methods. The department evaluates the documents upon student departure by signing off on the exit interview form. If additional conversations are needed the Student Services Department will do this by disseminating specific information to institutional staff. The system office and internal offices documents the evaluation processes annually using the Exit Interview and Placement Information report.

## **Instruments and Resources**

1. Exit Interview
2. Student Services Meetings
3. System Office Exit Interview and Placement Information Report

## **Data Collected**

- Exit Interviews
- System Office Report collected annually
- Student Complaints
- Financial aid, state and federal audits
- CPL report
- Feedback from faculty and staff during in-service and staff meetings
- Student opinion surveys each term

## **Documentation and Dissemination of Effectiveness Results**

The data collected from the processes will be documented by the persons responsible for collecting and receiving information. If additional action is needed the student services and marketing coordinator will take appropriate action and communicate with staff members. This may include by email, minutes of meetings, and performance discussions.