



STUDENT SERVICES EFFECTIVENESS PLAN | STANDARD 10

Last Evaluation

8/1/2024

Executive Staff Approval

8/5/2024

1. Plan Purpose

The Student Services Effectiveness Plan outlines a process for ensuring continuous improvement in the way Mountainland Technical College (MTECH) serves students.

2. Definitions

BoardDocs - A public-facing board meeting management and policy distribution software

Student Affairs Department Leadership - the Vice President of College Relations, Associate Vice President of Student Affairs, Senior Director of Student Services, and Director of Student Success

Student Affairs Department Administration - the Vice President of College Relations and Associate Vice President of Student Affairs

3. Plan Statement

Taking care of students is the most important job at MTECH. The Student Affairs Department surveys students annually on the efficiency of operations and on customer service. These results are shared with applicable staff to continually improve operations.

4. Scope of Services

The MTECH Student Affairs Department supports prospective, current, and former students through two divisions: Student Services and Student Success.

The Student Success Division supports admission, testing, counseling, academic transfer, and career placement. The Student Services division supports registration, institutional research, records management, and financial aid.

5. Major Activities

MTECH evaluates the Student Affairs Department annually to assess effectiveness and improve best practices. This plan outlines the steps necessary to evaluate and improve the non-instructional areas of admission, registration, financial aid, testing, academic counseling, institutional research, transfer credit, career placement, and records management.

6. Budgetary Resources

The Utah State Legislature provides funding for the Student Affairs Department through ongoing appropriations that cover personnel (e.g., salary and benefits) and equipment.

7. Evaluations of the Plan

- 7.1 The Student Services Effectiveness Plan is reviewed, evaluated, and if necessary, updated annually by Student Affairs Department Leadership.
- 7.2 During the review, the Student Affairs Department Leadership solicits and incorporates input from department staff.
 - 7.2.1 The Student Services Effectiveness Plan is also submitted to the college's Executive Staff for feedback.
- 7.3 The Student Services Effectiveness Plan is distributed to all college staff at faculty meetings, campus meetings, and/or via email.
- 7.4 Approved policies and plans are accessible on BoardDocs.

8. Stakeholders

- 8.1 The main beneficiaries of this plan are MTECH students.
 - 8.1.1 Other internal stakeholders include faculty, staff and administrators
 - 8.1.2 External stakeholders include parents, high schools, higher education institutions and local employers.

9. Responsibility for Coordination of Student Services

- 9.1 MTECH's Vice President of College Relations oversees and supervises the Student Affairs Department.

- 9.2 The Associate Vice President of Student Affairs supports the Vice President and supervises the Senior Director of Student Services and the Director of Student Success.
- 9.3 Students receive counseling on every campus from MTECH’s Academic Counselors. Academic Counselors assist students with attendance tracking, academic support, and behavioral intervention. Academic Counselors also support mental health concerns through a referral network of licensed counselors.
- 9.4 The Student Success Division also advises students on admissions, academic transfer, and career placement.

10. Determining the Effectiveness of Student Services

10.1 Departmental Evaluations

- 10.1.1 During the first course of a student’s program, the Institutional Research Office develops and administers a survey to all students that assesses the Student Affairs Department, including procedural (e.g., timely, efficient, and consistent) and personal (e.g. friendly, caring, and professional) service.
- 10.1.2 The Student Affairs Department Administration reviews all Student Affairs surveys with applicable staff. Surveys are used by the Student Affairs Department Administration to evaluate and track systems, staff performance, and ensure continuous improvement.

10.2 Staff Training

- 10.2.1 The Student Affairs Department Leadership is responsible for a professional development plan for each employee that addresses professional goal-setting and strategies for progress.
- 10.2.2 The Student Affairs Department staff participate in annual professional development during the College’s Opening Institute training sessions.

11. Evaluation History

Last Evaluation	Executive Staff Approval
8/31/2015	8/31/2015
11/21/2016	11/21/2016
10/4/2017	10/9/2017
5/2/2018 no changes	
7/19/2019 no changes	

4/8/2020	4/13/2020
4/12/2021	4/19/2021
10/4/2022	10/17/2022
6/20/2023	7/10/2023
1/8/2024	2/5/2024
4/8/2024	4/15/2024
8/1/2024	8/5/2024