

Action Project Worksheet Evangel University, Missouri	Challenging	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Easy
	Complex	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Simple
	High Payoff	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Low Payoff

Action project idea #3: Improve support services to meet diverse student populations' needs.

AQIP Criterion to which this primarily relates: Supporting Institutional Operations

Briefly describe what you would like this project to accomplish.

Successful completion of this Project will mean we have developed a student support services plan which will give us a way to regularly evaluate and improve how well our support services, including academic services, are satisfying the diverse needs and requirements (i.e., advising, registration, library, security, student accounts) of both traditional and non-traditional students. We have informal data that tells us we are not proactively assessing and adapting our support services to the changes in our student population and the new programs we are offering. This project will enable us to gather concrete data about the root causes of current problems and to develop a process that will require a support services assessment with any new proposed changes to programs or student populations being served.

Where did the idea or stimulus for this Action Project originate?

This project evolved as two of the provocative proposals from Conversation Day. They emerged from our campus-wide multi-voting, rank ordering, and structured discussion processes as the #3 issue for faculty and staff. There is a long history of student complaints surrounding support services. Those complaints are usually addressed as they evolve and become acute. The implementation of graduate and adult programs with non-traditional schedules provides additional challenges to a campus support system which has been based on the traditional academic calendar.

Which specific needs of your students or other external stakeholders would be better met if you accomplished this Project? How?

Implementation of a plan to evaluate and improve student support services will provide enhanced student services which will result in greater student satisfaction, retention, and recruitment. Enhanced student support services will lead to enhanced public image and support from parents and other constituents.

How would doing this Project allow you to better meet your employees' needs? Which, specifically?

This project should result in the staff involved in student support services being empowered to continuously improve and adjust their services to prevent problems rather than to address complaints. This should result in greater staff satisfaction that comes from knowing that their services are adding value for the students.

How would accomplishing this Project change or affect your institution's culture?

Accomplishing this project will positively address the challenges faced as a result of change. It will become a way to identify opportunities for improvement, gather data, implement solutions, assess results, and use those results to meet the needs of our ever-changing student population and changes in programs.

What leadership and employee enthusiasm and support is there for doing this Project now?

Conversation Day revealed the desire to work together to bring resolution to these challenges.