

EVANGEL UNIVERSITY
AQIP ACTION PROJECT #3: ENHANCED STUDENT SUPPORT SERVICES
SECOND ANNUAL PROGRESS REPORT
SEPTEMBER 14, 2007

1. DESCRIBE THE PAST YEAR'S ACCOMPLISHMENTS AND THE CURRENT STATUS OF THIS ACTION PROJECT.

During the past year, this project team has submitted two process recommendations to the Campus Planning Council and conducted a survey of graduate studies and degree completion students regarding their satisfaction with support services. The purpose of the satisfaction survey was to identify any weaknesses and request that the support services department responsible for that area submit a plan for improvement.

2. DESCRIBE HOW THE INSTITUTION INVOLVED PEOPLE IN WORK ON THIS ACTION PROJECT.

The graduate studies/degree completion department assisted in completing a satisfaction of non-traditional students with support services during October 2006. The team facilitator had a student assistant compile the survey results. The facilitator has not analyzed the results and prepared a report for the team has planned. As a result, the team has not met since September 2006.

3. DESCRIBE YOUR PLANNED NEXT STEPS FOR THIS ACTION PROJECT.

We will complete the analysis of the satisfaction survey and review the results.

We will recommend that the newly formed Support Services Council assume responsibility to implement periodic student satisfaction surveys and request support departments to develop plans to improve results where needed.

We will provide a report to the AQIP Steering Committee by the end of October 2007 that will provide our final recommendations and recommend retirement of this project.

4. DESCRIBE ANY "EFFECTIVE PRACTICE(S)" THAT RESULTED FROM YOUR WORK ON THIS ACTION PROJECT.

Last September, this AQIP team recommended two systems changes that they believe constitute effective practices:

1. A requirement that all proposals for new academic programs or significant program changes of any kind be accompanied by a systematic study of the program's impact on student services and appropriate plans for student services to be adjusted as need to meet the needs of the students in the program. This approach is needed to prevent problems with providing effective student support services associated with the new programs.
2. A requirement that a standing department or committee be responsible to develop, conduct, and analyze annual surveys of student satisfaction with support services. These surveys must be developed and conducted so that they recognize key student segments such as traditional resident students, traditional commuter students, non-traditional degree completion students, non-traditional graduate students, etc. The department or committee will also be responsible for identifying areas where services need to be improved and for the initial review of improvement strategies.

These recommendations were approved by the Board of Administration in the fall 2006 and subsequently implemented by creating a Support Services Council (SSC) that includes representatives from each of the support services on campus. The SSC has implemented the first recommendation shown above and is now systematically examining the impact of any new academic or other significant program change. The SSC has not implemented the second recommendation.

5. WHAT CHALLENGES, IF ANY, ARE YOU STILL FACING IN REGARD TO THIS ACTION PROJECT?

The challenge we have finally faced is learning to move away from the need to initiate program improvements to implementing system improvements that result in continuous improvement of program results.