

merritt

Program Improvements and Updates per Program Review

DIVISION I	
Administration of Justice	Reactivate AJ 59 & add Security Guard course. 2010-11: collaborate w/Chemistry dept on Forensics course. Deactivate courses not taught in 3 years. Assess SLOs for 9 courses in Spring 2010. Add online course to both AJ and Fire Science. Develop fee-based courses in both AJ and Fire Science.
• Fire Science	Update all course outlines; consider suspending until budget crisis over, then offer certificate or degree. Complete all course SLOs Spring 2010.
Anthropology	Research feasibility of creating certificate in Archaeology connected to employment. Spring 10, develop course SLOs for most frequently offered courses. Add online courses. Plan for permanent museum in remodeled D Building.
Art	To address budget crisis, department plans to offer fee-based and contract ed classes, and to develop certificate programs. Explore use of digital media in a cost effective manner.
Child Development	Develop an online program: 51 offered online, and 2 courses will be approved in Fall 2010. Prepare for Smart Classrooms August 2010. Enrollment decline as a result of changes in the ECC stipend program (stipends now paid only for classes leading to an AA degree) have led to changes in program planning & scheduling. Contract Ed classes are offered in the community to reduce stress on the adjunct budget.
Communication	Submit AA degree request to State Chancellor's Office in June 2010. All COMM courses have SLOs. Establish a Communication Lab to address AA degree and for campus-wide use.
Counseling	Develop Learning Communities in collaboration with English and Math. Purchase an LCD Projector for Counseling courses. Hire additional counselors who can teach Counseling classes. Schedule additional Counseling classes to serve student demand.
English/Humanities	Hire 2 FT faculty in English – 1 of whom is a Basic Skills specialist. Hire a FT Humanities instructor. Hire a permanent instructional assistant for English program. Create smart classrooms. Establish a "home" for English classes, offices, and storage.
ESL	Acquire additional classroom space. Develop noncredit classes. Provide language assistance in the campus Learning Lab for ESL students taking content courses on campus.

Program Improvements and Updates per Program Review

	<p>Put "smart" equipment in classrooms.</p> <p>Acquire secure storage space for equipment.</p>
Ethnic Studies	<p>Larger classroom needed to meet student demand in AFRAM.</p> <p>ASAME and NATAM need additional adjunct faculty.</p> <p>Video screens are needed for viewing films.</p> <p>Secure funding for Africana Center.</p>
History/Political Science	<p>Video screen for history; media cart for political science</p>
Learning Center & Learning Resources Program	<p>Increase outreach efforts to discipline faculty and student services personnel.</p> <p>Participate in the implementation of an effective Early Alert system.</p> <p>Expanded computer lab support for online instruction.</p>
Library	<p>Advocate for a Library budget for periodicals, databases, and updating of collection.</p> <p>Hire qualified student assistants for circulation desk.</p> <p>Replace GoPrint system.</p> <p>Increase staffing.</p> <p>Renovate building.</p> <p>Upgrade Library computer equipment.</p> <p>Upgrade Library network.</p>
Music	<p>Convert A117 into a smart classroom.</p> <p>Design a new piano lab.</p> <p>Provide additional storage space in P building for orchestra instruments.</p> <p>Create a lab room that can function as a recording studio.</p>
Paralegal	<p>Hire student assistant.</p> <p>Upgrade computers in lab/classrooms.</p> <p>Purchase additional software for classroom use.</p> <p>Purchase additional equipment for the program.</p> <p>Improve functionality of P218.</p>
PE/ Health Education	<p>Upgrade equipment in Fitness Center.</p> <p>Replace worn carpeting and repaint Fitness Center.</p> <p>Purchase TV's and sound system for gym & Fitness Center.</p> <p>Equipment needed: basketball, soccer, track and field.</p> <p>Obtain separate room for yoga and aerobics.</p>
Psychology/ Sociology	<p>Dedicated classroom.</p> <p>Office space in A Building.</p> <p>FT faculty in Sociology.</p>
DIVISION II	
AD Nursing	<p>New full time instructor.</p> <p>Wireless capability for the Portables.</p> <p>Phone connections for the Portables.</p> <p>New chairs and tables for the classrooms.</p> <p>A full-time, dedicated Senior Clerical Assistant just for AD Nursing.</p>

Program Improvements and Updates per Program Review

<p>Biology/Microbiology/ Microscopy /Genomics/Master Naturalist</p>	<p>Develop a course "Learning to Learn" or a science study skills course. Developing online or hybrid classes. Developing Student Learning Outcomes; although the majority of our major classes have had them submitted. Developed websites, YouTube videos, PowerPoint presentations, and use computer programs for teaching many aspects of Biology. Create a wet lab for genomics. Create a system whereby genomics and microscopy can become self-sustaining. Develop a more efficient system in the lab for prioritizing our greatest needs and for ordering. Order more equipment for physiology labs and upgrade the physiology labs. Purchase more computers and LCD Projectors to support pedagogical needs and advancement. Continue to develop our relationship with UC Extension, to expand our course offerings and make sure we are meeting our partnership's collaborative outcomes and goals. Order multiple sequencers, a server, and implement a dedicated lab. Maintain timely turnover of cadavers. Purchase videotape classes and assure DVDs are made available Library. Maintain course and program websites. Establish DVD presentations given in some classes. Mentor our adjunct instructors, share instructional materials and evaluate our adjuncts regularly. Hire two full time faculty, one permanent Biosci technician, one Bioscience Coordinator, and/or director(s) Procure stable funding. Fund three biology tutors in the Student Learning Center. Provide greater support for DSPS students.</p>
<p>Business & Economics</p>	<p>Hire 2 faculty: Accounting/Economics, Business. Hire student instructional assistants. Repair 2nd level of P Building restrooms. Add additional power to P103 computer lab. Replace furniture in P103. Create a Health Information Technology team & create curriculum. Complete program level mapping and SLOs for Business department degree/certificate programs. Expand curricula in Business & CIS. Create Learning Communities with Math and English. Seek alternative funding sources to develop new programs.</p>
<p>Chemistry</p>	<p>Repair air, gas, and water pipes including aspirators. Repair 2nd Level Building D restrooms . Add Electrical Power and 8 new computers for Chemistry Computer Lab. Replace 12 Chairs and 8, 4' tables in computer lab. Complete Program Level mapping and SLOs for all Chemistry Department degree/certificate programs by the end of Fall 2010.</p>

Program Improvements and Updates per Program Review

	<p>Complete course outline and SLO's for new preparatory courses.</p> <p>Seek improved coordination with Learning Center for tutorial services.</p> <p>Establish Student Learning Communities with Mathematics Department for Chemistry Students.</p> <p>Apply for funding to support faculty efforts to develop new programs and meet workforce trends.</p>
CIS	<p>Identify and develop CIS hybrid and online courses (conduct a community needs survey).</p> <p>Identify needed full time faculty to replace retirees.</p> <p>Identify more adjunct faculty to deliver specialized training, i.e. programming languages, hardware & networking basics, web authoring & publishing (f2f, hybrid and online courses).</p> <p>Update curricula.</p> <p>Establish Student Learning Communities with Mathematics Department.</p> <p>Renovate restrooms on 2nd level of P Building.</p> <p>Seek funding to develop new curricula.</p>
Environmental Management & Technology	<p>Renovate and remodel facility.</p> <p>Promote new and non-traditional courses.</p> <p>Enhance departmental technology.</p> <p>Increase funding for supplies and equipment.</p> <p>Increase classified staff in order to improve and maintain the 1 acre site for student instruction and public demonstrations.</p> <p>Hire a second full-time faculty member.</p> <p>Create an alumni blog on the department website.</p>
Geology/Geography	<p>New Laboratory tables; stools; shelving in storage room.</p> <p>New flooring; chalkboards; demonstration desk.</p> <p>Electronic classrooms.</p>
Landscape Horticulture	<p>Increase .5 lab tech to 1.0 for grounds maintenance; hire .5 tech for greenhouse maintenance.</p> <p>Expand and upgrade facility [in design phase].</p> <p>Upgrade classrooms with technology and furniture.</p> <p>Revise curriculum.</p> <p>Promote new courses.</p> <p>Increase funding for supplies and equipment.</p> <p>Assess enrollment trends.</p> <p>Collect data on transfers and job placement.</p> <p>Develop new internship opportunities.</p> <p>Develop rubrics for statistical surveys on student learning.</p> <p>Reconstitute Landscape Horticulture Advisory Committee.</p> <p>Establish a Landscape Horticulture Alumni Association.</p> <p>Develop exit and follow-up surveys for data on job placement.</p>
LVN	<p>Create hybrid courses where appropriate.</p> <p>Make classroom wireless.</p> <p>Pursue academic pathways for LVN students.</p> <p>Develop survey to track student success rates.</p>

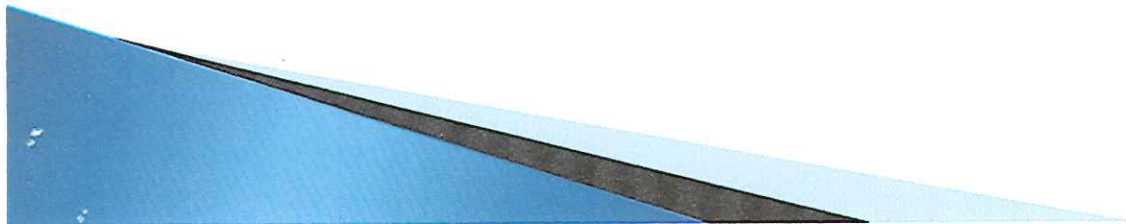
Program Improvements and Updates per Program Review

Mathematics	<p>Hire additional faculty to support course offerings, particularly a math/physics combination.</p> <p>Plan to install slate chalkboards.</p> <p>Schedule classes in appropriate rooms.</p> <p>Update classrooms with smart technology.</p> <p>Develop a course rotation of higher level math courses.</p> <p>Pilot supplemental instruction for Statistics course.</p> <p>Recruit qualified math tutors.</p>
Medical Assisting	<p>Create hybrid courses where appropriate.</p> <p>Make classroom wireless.</p> <p>Additional skills lab.</p> <p>Additional FT faculty.</p> <p>Resume Advisory Board meetings.</p> <p>Develop survey to track student success rates.</p>
Nutrition and Dietetics	<p>Create a food science lab.</p> <p>Purchase ergonomic desks/chairs for Nutrition classrooms.</p> <p>Create computer lab to augment tutoring.</p> <p>Support faculty training in new technologies.</p>
Physics and Astronomy	<p>New full time instructor.</p> <p>New labs, storeroom and designated classrooms for both subjects.</p> <p>Enhanced supplies budget.</p>
Radiologic Science	<p>Purchase equipment for new energized radiography and fluoroscopy lab at the college.</p> <p>Continue to hire an evaluator to assist students during the application period for the program.</p> <p>Continue to hire student tutors/mentors to assist classmates in the radiography classroom and laboratory.</p>
Real Estate	<p>Build a small auditorium to handle up to 200 people.</p> <p>Improve faculty offices.</p> <p>Hire faculty as recommended.</p> <p>Order furniture via Measure A.</p>

LCB: 5/18/10

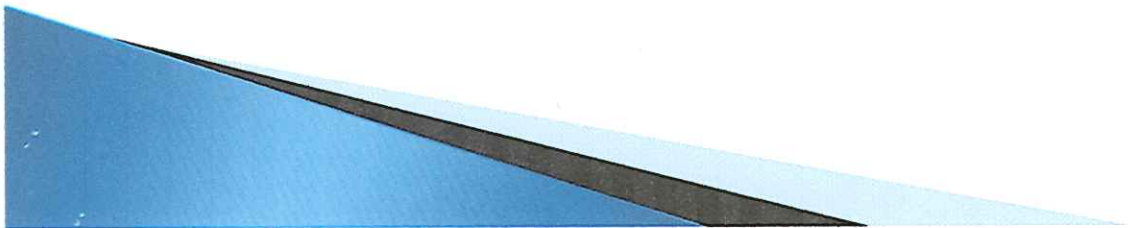
Summary of Program Review – Student Services

- ▶ Early identification of need and a more comprehensive orientation delivery system.
- ▶ Stronger emphasis on measuring student outcomes.
- ▶ Creating a culture of excellence that permeates staff and students
- ▶ Professional development
- ▶ Intelligent use of resources
- ▶ Creating a learning organization



Division of Student Services: Strategic Priorities

- ▶ Improve the Quality of Services
- ▶ Expand outreach and recruitment initiatives
- ▶ Increase student academic success
- ▶ Develop opportunities for student leadership and community service
- ▶ Create a vibrant student life and learning environment.



Customer Service Communication Protocols: Merritt College & District Office

<u>Protocol Trigger</u>	<u>Operational Efficiency</u>
A. Primary Contacts for Resolution	Dean Powell, Dr. Gravenberg
B. Inform staff & students of issue resolution process	Step 1: Dean of Students (Mr. Powell)
	Step 2: Vice President (Dr. Gravenberg)
	Step 3: President (Dr. Adams)
	Step 4: District Office (Dr. Bracy)
C. Customer Service Action Plan:	
1. Dean and VP's daily schedule shared with front-line staff	Staff can advise students when the VP and Dean will be available
2. Student Services Customer Service Request Form: Process	a. Students will complete form describing the issue(s) that needs to be addressed
	b. form will be given to VP and Dean who will respond within 24-36 hours.
	c. Documentation of action taken, and recommendations for additional steps if necessary forwarded to District Office
3. Disbursement Calendar (posted/on-line)	Eliminates unnecessary trips to financial aid office
D. District staff will be notified by Dean and/or VP when:	
Staff levels are below norm (absences, vacations, illness)	Back-up personnel/systems (Merritt)
Student issues cannot be resolved/referral	Provide documentation (Merritt)
Student issues have been resolved	Document steps taken (Merritt)

Customer Service Request

Name _____

Phone Numbers _____ (C) _____ (H)

Best time to call _____

Email Address _____

Area of Customer Service (Please indicate which area(s) where you are in need of assistance)

Admissions _____ Financial Aid _____ Counseling _____ EOPS _____ DSPS _____
Transfer _____ Cal Works _____ Career Services _____ Assessment _____ Other _____

Provide a brief description of your needs/request:

Signature _____ Date _____

Official Use Only

Action Taken:

By:

Date:

Financial Aid – Frequently Asked Questions

How do I apply for financial aid and are there any deadlines?

1. Apply for a Personal Identification Number (PIN) number at www.pin.ed.gov.
2. Complete the Free Application for Federal Student Aid (FAFSA) online at www.fafsa.ed.gov.
3. Apply for the Board of Governor Fee Waiver (BOGFW)
4. When notified, complete and submit all documents requested by the Financial Aid Office.
5. Merritt College has a priority deadline of each academic year, Fall Semester November 9th and April 15th for the Spring Semester.

What is the school code for Merritt College?

Federal FAFSA Code: 001267

What is the Board of Governor Fee Wavier?

The Fee Wavier is an application to have you Enrollment Fees Waived.

I am eligible for a Board of Governors Fee Waiver?

If you are a California resident and you meet any one of the following criteria:

You or your families are receiving public assistance from

- ❖ TANF (Temporary Assistance to Needy Families)
- ❖ SSI (Supplemental Security Income)
- ❖ General Assistance/General Relief
- ❖ Certification from the California Department of Veterans Affairs

Students may apply for a BOGFW using a Board of Governors Fee Waiver (BOGFW) application. Students who do not qualify through the BOGFW application, may qualify by completing a Free Application for Federal Aid (FAFSA) online.

When can I expect to hear about my financial aid awards?

You will be notified within three (3) to four (4) weeks after you submit the requested documents of your eligibility.

How will my financial aid be disbursed ?

Financial Aid will be disbursed in two installments during the term. The first Pell book disbursement is usually available the first full week of classes. The second major disbursement is after the semester census date. A disbursement calendar is available at the financial aid counter. All checks are distributed at the Cashier's office – R-114C. Picture identification is required to pick up your check.

How can I receive help to purchase my books?

All students who have completed the financial aid process and have received an award letter can receive half of their term Pell Award to purchase books and supplies. Eligible EOP and CARE students should check with their respective office.

How do I apply for Scholarships?

You can check with the financial aid office for scholarships and applications that are available or check with the Scholarship Office located in R-113G. Scholarship announcements are usually posted in various offices on campus and bulletin boards around campus. The majority of scholarships are available during the spring term.

Will outside scholarships affect my financial aid package?

Outside scholarships must be included in your financial aid package as a resource to help pay for your educational costs. If the student's educational cost has been met, adjustments to the award package may occur. It is the responsibility of the student to notify the Financial Aid Office of all outside scholarship awards.

How do I apply for a Student Loan?

Merritt College participates in the Federal Direct Student Loan Program. Students who wish to apply for a student loan must complete a Free Application For Student Aid (FAFSA) and be enrolled in six (6) units and maintain Satisfactory Academic Progress from the previous academic year. For more information, please contact the Financial Aid Office.

Will I have to borrow to attend Merritt College?

Most students do not have to borrow to attend Merritt College. We encourage students, if they must borrow, only borrow what you need for your educational cost. **REMEMBER** student loans must be repaid with interest.

What do I do with the promissory note?

If you are awarded a student loan, you will be directed to complete an Electronic Master Promissory Note (eMPN) by email with instructions on how to complete the Promissory Note. The Master Promissory Note is basically a legal document in which you promise to repay your loan(s) and any accrued interest and fee to the U.S. Department of Education. It also explains the terms and conditions of your loan(s). The Promissory Note is normally mailed to the student by the U.S. Department of Education through the postal service.

What is Loan Counseling?

Loan counseling is required by the Federal Government. The purpose of counseling is to help students understand their loan responsibilities. You must complete and pass the quiz of both entrance Counseling and exit Counseling and before a loan check can be disbursed.

What happens if I drop classes?

.If you are receiving federal financial aid, it is vitally important that you stay in school and complete the units for which you have been paid. If you withdraw from all units before 60% of the semester is completed, the financial aid office is required to recalculate the aid you have earned and the amount you may owe to the United States Department of Education.

How do I remain eligible for financial aid?

To receive financial aid, you must be in "good standing". Please see the Satisfactory Academic Policy for financial aid.

In general, students must meet the requirements listed below:

- Register and/or be accepted for enrollment in an eligible program of study
- Maintain satisfactory academic progress as determined by the Financial Aid Office (FAO)
- Be enrolled in a degree or a certificate program
- Be enrolled for at least six credit hours (for some federal programs)
- Be a US citizen, or eligible non-citizen
- Not be in default on any loan or owe a refund under any Title IV Program
- Demonstrate need through the FAFSA Application
- Have complied with current selective service registration regulations
- Not have a bachelor's or more advanced degree (for Federal Pell and Federal SEOG, ACG)
- Have a GED or high school diploma

Aid will be suspended if you fail to complete the required credits with the minimum GPA or exceed the maximum number of credit hours. Any student whose aid has been suspended may appeal that decision. A written appeal that states the reason(s) for the failure to maintain satisfactory progress standards and the steps taken to meet those standards in the future is required. Petitioning for financial aid does not guarantee that you will receive any aid.

How do I use my work study award and get a job on campus?

After you have been awarded work study, contact the Work Study Coordinator in the Financial Aid Office to complete the necessary paperwork. Referrals for job openings will be given after the employment process is complete.

Financial Aid Programs available at Merritt College.

BOARD OF GOVERNORS WAIVER	The California Community Colleges through the Chancellor's Office sponsors the Board of Governors Fee Waiver. This waiver (BOGFW) will pay your ENROLLMENT FEE with the exception of the campus fee. To be eligible for a BOGFW a student must be a California resident and meet one of the following criteria. A. Be a recipient of Public Assistance B. Meet the designated income standards. C. Be eligible for Federal and/or state need-
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	based financial aid.
FEDERAL PELL GRANT PROGRAM	The Federal Pell Grant Program is designed to guarantee low and middle-income students who are eligible for financial aid access to the college of their choice. For eligible students, Federal Pell Grants are intended to be the base upon which all other aid is built. The maximum Federal Pell Grant at Merritt College is \$5,350
FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT PROGRAM (FSEOG)	The FSEOG Program is designed to supplement other sources of financial need. FSEOG grants range from \$200 to \$1,000 a year. The FSEOG is awarded to student with the lowest EFC on first come, first serve basis with Pell Grant eligibility. Students must be enrolled half-time at Merritt College and maintain Satisfactory Academic Progress may be eligible to receive a FSEOG grant.
CAL GRANTS PROGRAM	<p>The State of California, through the Student Aid Commission sponsors Cal Grants A, B, and C. You can use your Cal Grant at any qualifying college in California. To qualify for a Cal Grant a student must be a California resident and attending an eligible college in California. Awards are based on financial need and Satisfactory Academic Process (SAP). Cal Grant award amounts are based on full-time attendance. If you attend less than full-time, your award may be reduced. To receive your award you must be enrolled at least half time, which is six semester units. Applications for these programs are usually available during the month of January to September 2 for the next academic year. The deadlines to apply for Cal-grants are listed below.</p> <p><i>March 2 - Cal Grants B & C</i></p> <p>Apply no later than March 2 by submitting both the FAFSA and your verified GPA form.</p> <p><i>September 2 - Second deadline for California Community College students only</i></p>

	If you are attending a California Community College in the Fall and miss the March 2 deadline, you have until September 2 to apply for a Cal-Grant A or B Competitive award.
CHAFEE GRANT PROGRAM	The Chafee Grant provides up to \$5000 annually for students who are or were in foster care program attending vocational school training or taking college courses. You must stay in school to keep your Chafee Grant. If you enroll less than half time or not making Satisfactory Academic Progress, you could lose your grant. To apply, you must submit the FAFSA and the California Chafee Grant Application, which is available at www.csac.ca.gov or by calling toll free 1-888-224-7268.
ACADEMIC COMPETIVENESS GRANT	If you're eligible for a Federal Pell Grant, a U.S. citizen, successfully complete a "rigorous" high school program of study after January 1, 2006, and enrolled at least half time in an eligible program, you may qualify for an Academic Competitiveness Grant of up to \$750 for your first year and up to \$1,300 for the second year.
BUREAU OF INDIAN AFFAIRS GRANT (BIA)	The Bureau of Indian Affairs (BIA) provides grants to help eligible Native American students meet their college costs. The amount of the grant varies according to the financial need of the student and the funds available
FEDERAL DIRECT LOAN	Loans are financial aid funds that are repaid with interest. The Direct Loan consists of subsidized loan for which the government pays the interest while you're in college & unsubsidized loan were the student is responsible for paying all the interest on the loan, during and after colleges. The amount you can borrow depends on your college's cost of attendance, expected family contribution, grade level, dependency status and how much other financial aid the student had been awarded. To receive a loan you must be enrolled at least half time and maintain Satisfactory Academic Progress (SAP)

Frequently used terms in financial aid

Aggregate Loan Limits: The maximum total debt for undergraduate study for Direct Loans. For dependent undergraduates, \$31,000 (no more than \$23,000 maybe subsidized); for independent undergraduates, \$57,500 (no more than \$23,000 maybe subsidized)

Disbursement – A payment made to your student account (i.e. a payment from a loan program made to your account in a given semester).

Entrance Counseling – All students who are accepting loans as a part of their financial aid must participate in a counseling session to review the terms and responsibilities of receiving a loan.

Expected Family Contribution (EFC) – This is a calculation that is performed by the Federal Central Processing Center (CPS) that estimates what you and your family should be able to contribute towards your education (please note that this is not a “balance” amount).

FAFSA – Free Application for Federal Student Aid. This application is required in order to consider a student for federal and other types of financial aid.

Financial Aid Package – The total amount of financial aid (federal or non-federal) a student receives. The financial aid package is outlined within the student’s award letter.

Financial Need – The difference between the cost of attendance at Merritt College and your EFC.

Independent Status – For financial aid purposes, you are considered a **DEPENDENT** student unless you meet one of the following criteria:

- You are 24 years of age by January 1 of the award year
- You are married
- You are a graduate student
- You have children that you support by over 50%
- You have legal dependents other than a spouse
- You are an orphan or ward of the court
- You are a veteran
- You are currently serving on active duty in the United States Armed Forces for purposes other than training

Master Promissory Note – The legal binding document you sign when accepting a loan. It lists all items under which you are borrowing, including the repayment terms. This document should be read carefully prior to signing.

Over-Award – An over-award occurs when a student has received more financial aid than what he/she is eligible to receive. A student's financial aid package cannot exceed the college's total cost of attendance, or the student's financial need if the student is receiving need-based aid. If a student is inadvertently over-awarded, financial aid will be reduced. If a refund has been issued, a student is required to repay the overage due.

Glossary of Terms

ACG	Academic Competitive Grant
ATB	Ability To Benefit (exam for non-high school graduates)
BIA	Bureau of Indian Affairs
BOGFW	Board of Governor's Fee Waiver
EFC	Expected Family Contribution
EOPS	Extended Opportunity Programs and Services
FAFSA	Free Application for Federal Student Aid
FERPA	Family Education Rights and Privacy Act
FFEL	Federal Family Educational Loans
FOTW	FAFSA on the WEB
FSEOG	Federal Supplementary Educational Opportunity Grant
FWS	Federal Work Study
GED	General Education Diploma
GPA	Grade Point Average
PIN	Personal Identification Number
RT24	Return to Title IV (refund of unearned financial aid)
SAP	Satisfactory Academic Progress
SAR/ISIR	Student Aid Report

BEST PRACTICES FOR STAFF

1. All staff will be approachable and willing to resolve issues. Have a pleasant disposition and look for ways to collaborate. Establish mutual respect and support for one another.
2. Use good judgment; address issues before problems escalate.
3. Speak in a clear and concise language.
4. Acknowledge the presence of the person seeking help. Respond to email and voicemail within 48 hours.
5. Call the appropriate staff before sending a student over to another office.
6. Plan ahead, observe timelines, minimize “emergencies”.
7. Be accountable for our actions and responsibilities.
8. Practice “Level 5” commitment to helping others.
9. Go beyond duty to help students, faculty, staff and visitors/guests.

G – Goal Setting
O- Optimism
L – Listening
D – Dedication
E – Education
N – Nice Attitude

R- Respect
U – Understanding
L- Leadership
E – Encouragement

**Customer Service and Leadership Institute
Merritt College
January 8, 2010**

VISION STATEMENT FOR CUSTOMER SERVICE

Merritt College values & recognizes that every member of its community. We hereby pledge to provide exemplary service by giving personal attention to all.

BEST PRACTICES FOR STUDENTS

1. To greet the students, acknowledge their presence when they come to an office.
2. To answer phone and email messages in a timely manner. Return calls and emails within 48 hours.
3. The phone greeting should include the window of time when the students can expect a return call.
4. To present a good attitude. Be kind and courteous all the time. Remain calm and respectful and do not belittle students.
5. To keep students well-informed with accurate information. Have informational materials available for students waiting in line. Let them know the approximate waiting time.
6. To help the student understand process, policy, decision in a professional manner.
7. Refer students to other offices by calling the other office ahead and informing the faculty or staff whom is being referred and what their issues are. Work as one institution/school. Stand up for other departments. No finger pointing.
8. Follow-up on student issues and make sure that their issues get resolved. Do not make promises one cannot keep and follow-up on the ones that are made.
9. Offices will be appropriately staffed including during the lunch hours. During peak times, office hours may be extended. The hours of operation will be posted.

Memo

Date: February 10, 2010

To: Eric Gravenberg, Ph.D., Vice President
Anthony Powell, Dean

From: Counseling Faculty

RE: RECOMMENDATIONS FOR TRIAGE DURING PEAK ENROLLMENT

Dr. Gravenberg and Dean Powell:

The Counseling faculty dedicated a portion of our department meeting to de-brief from our recent triage experience during peak enrollment for the Spring 2010 semester. As promised, we are submitting our recommendations for future peak periods to continue the successful experience we were able to provide students and others. Our recommendations break down into the categories below. Our strongest recommendation, however, is that Merritt College needs to capitalize on the success we enjoyed and insitutionalize the process so it can be repeated and even improved in the future. Whether by creating a peak enrollment committee, designating personnel responsible for equipment and supplies, or some other means, the peak enrollment process we began should not remain something the Counseling faculty throws together with crude signage, makeshift equipment and supplies, and on-the-fly organization. We also want to thank you for your support of this process now and in the future.

SIGNAGE & ORGANIZATION

- ▶ Ceiling signs (identifying Financial Aid, A&R, Cashier, ASMC, etc.)
- ▶ Floor tape (in different colors, leading toward Financial Aid, A&R, Cashier, ASMC, etc.)
- ▶ Theater ropes to designate line-up and waiting locations
- ▶ Entry sign informing those arriving in the R Building where to go for Counseling
- ▶ Line-up sign designating where students should wait to preserve privacy of student at triage counter

EQUIPMENT

Counselor Triage at Career/Transfer Center Reception Desk

- ▶ Counselor work station at triage desk: high functioning computer, monitor, and printer
- ▶ If two counselors are at triage desk, each needs fully equipped work station
- ▶ Keyboard tray to make work station as ergonomically compatible as possible
- ▶ Ergonomic chair
- ▶ Forms organizers
- ▶ Appropriate forms
- ▶ Office supplies (stapler, paper clips, pencils/pens for students, scrap paper, etc.)

Student Worker Welcome Desk

- ▶ Computer, monitor, internet access
- ▶ Visually pleasing, professional looking welcome desk
- ▶ Sufficient information brochures, maps, schedules, and other appropriate material

PERSONNEL

- ▶ Two counselors at triage desk during highest period(s) of student traffic
- ▶ Sufficient student workers (minimum of one, ideally 2 or 3) available at all times a counselor is at triage desk
- ▶ Someone (student workers or others) available at ASMC during evening hours for students wanting ID cards

MISCELLANEOUS

- ▶ Current list of cancelled classes, room changes, and other needed information (updated daily)
- ▶ Office of Instruction contact list for students with problems/issues requiring referral