Drawn from the College’s Strategic Plan, this document provides focus for the areas of Student Services, Academic Advisement, Career Services, Student Programming, and Student Placement Testing for the years 2008-2010.

Mission: It is the mission of the area of Student Services to provide seamless processes, service excellence, and meaningful engagement, which will lead to student success.

The priorities in this plan derive directly from the initiatives in the Strategic Plan, as referenced below.

**Priority 1:** Develop strategies to enhance seamless processes which will allow students an easier transition to and through Wayne College

A. Restructure New Student Orientation to enhance student success  
B. Install and implement NOLIJ data imaging system and process  
C. Update Student Services’ web pages for easier access and best possible information  
D. Create process to service off-campus Dual Enrollment Programs  
E. Review student written communication to measure effectiveness

**Priority 2:** Develop strategies to enhance service excellence which provide a caring, helpful, and student centered atmosphere

A. Create and implement office service standards  
B. Provide customer service training to staff  
C. Enhance relationships with offices that have similar student services issues

**Priority 3:** Remodel the physical layout of the Student Services area to provide the best environment for service and engagement – Make it attractive and service friendly – Provide an optimal one-step service area

A. Develop a one-stop service environment  
B. Review staffing levels to ensure appropriate service  
C. Review equipment and computer needs to identify optimal effectiveness

**Priority 4:** Establish expected student learning outcomes for the Student Services Office

**Priority 5:** Install and implement upgrade of the PeopleSoft system

A. Test all functions to ensure effective change  
B. Test all data queries for accuracy  
C. Provide appropriate training to staff