



BEST PRACTICES

STUDENT SERVICES OVERALL

Goals:

1. **"Make it easier for students to do business with us"** (Jack Welch)
2. Get students in the door, then we can educate them on registering early and completing FA in a timely manner (we allow students to apply for admissions and FA until close of drop add)
3. Remove "rules oriented" environment to more flexible, friendly environment (we are not trying to weed out students as they come in the door as four-year institutions do)
4. Take students from where they are and move them forward (Dallas Herring)
5. Integrate CAS (Council on the Advancement of Standards in Higher Education to prepare for SACS; develop learning outcomes and assessment) website: <http://www.cas.edu/>

REGISTRATION

1. Open registration beginning June 15 for fall and Oct 23 for spring
2. Working on getting course schedules on line a year in advance
3. Moved cashier to building with bookstore and student services
4. Reduced Drop/Add period from 5 days to 2 (to reduce amount of class missed at the beginning of the semester)
5. Faculty advisors register students
6. Intranet "Browser" with information available for faculty: advisee list, student transcript, placement scores, CIS ID look up
7. 10% records digitally archived
8. Produce transcripts on demand

OPPORTUNITY SHOWCASE

1. Hosting first annual Opportunity Showcase
 - a. Job fair
 - i. Regional businesses & agencies
 - b. Career fair
 - c. Open house
2. Invited 8th -12th grade, Early College & GED students, HCC students, general public

FINANCIAL AID

1. Office staffed 8 am to 7 pm Monday-Thursday and Friday 8-4
2. New student orientation—15 minute video
 - a. Schedule sessions throughout the day during critical times
 - b. Eval at the end of the session
 - c. Includes conditions, rights and responsibilities of FA awards
 - d. To be posted on website, with captioning for hearing impaired
3. Express Pell Grant application
 - a. Front end loading of FAFSA for students by FA staff
 - b. Bring in tax data
 - c. Reduces errors
 - d. Speeds processing turn around (3 days vs 2 weeks)

- e. Reduces frustration of students, saves them a couple of hours
- 4. Scholarship Application
 - a. Application process streamlined to allow one application per student per academic year for consideration of all available scholarships for which they qualify (moving to online)
- 5. FAFSA Days
 - a. Open to public regardless if coming to HCC or other college
 - b. February & March
- 6. Loans
 - a. Dropped federal loan program (most students were also getting Pell; do not need for CC education)
- 7. Send Post Cards to remind students to complete FA early and register early
- 8. Delay distribution of FA checks due to new option in CIS (draw down day delayed); students have to remain in school at least 2 more weeks before getting their refund checks!! No Show reports have more time, more accurate

GRADUATION

- 1. Honor 4.0 students, lead in rest of graduates
- 2. Luncheon
- 3. Cheering line of faculty and staff after ceremony

ADMISSIONS

- 1. Send postcards to all students on the potential student data base, no shows for the last 2 years, current students, all applicants to remind them of early registration
- 2. Make personal phone calls to applicants who do not register early (faculty help call as well)
- 3. Online application

RECRUITING

- 1. Expansive recruiting area in WNC, College Night
- 2. Visit local high schools weekly, including Huskins Bill Courses on High School campuses
- 3. Meeting with local county schools, principals, counselors, career education staff, building networking, relationships
- 4. Working on overview video for instructors to show in classrooms
- 5. Visit GED, AHS classes
- 6. Goal for future, increase faculty visits to schools to represents
- 7. Adding certificate programs for Huskins courses to recruit students

PUBLICATIONS

Added 5 new publications (all posted on line, in pdf format for emailing) (Handout packet for each college)

- 1. Career Focus
- 2. View book (national award)
- 3. Person to Person
- 4. Mini-catalogs
- 5. Annual Report to the Community

ARCHIVING

- 1. Scanning all important documents in searchable pdf format
 - a. Board minutes
 - b. SACS documents
 - c. Historical documents (charter, etc)
 - d. Old enrollment data
 - e. Developing historical timeline for college
 - f. Old catalogs (post online for access for advising)
 - g. 10% records

- h. Save to disc annually and store in 3 places
- 2. Working toward digital imaging of student records and FA records accessible by faculty and students

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