

## **Program/Service Area Description**

Student Services at Tillamook Bay Community College is dedicated to student success. Operated under the guidance of the Director of Student Services, the department exists in three categories: the Registrar, Financial Aid, and Career Education Advising. These offices focus on achieving optimal enrollment levels and supporting students in realizing their goals, ensuring students' progress toward a degree in a timely manner, removing financial barriers from higher education, and fostering student engagement in class. The Director oversees campus activities as well as enhancing TBCC's reputation as small, personal, technologically-advanced learning environment focused on academic excellence.

## **Program/Service Area Details**

**The Director of Student Services** is responsible for the administration of all aspects of the Student Services office and facilitates communication among faculty, students, and Student Services staff. The Director acts as the registrar, handles grade reporting, and is responsible for accurate completion of required documentation related to student services, student progression, graduation, credentialing, and accreditation. They provide day-to-day leadership and direction with respect to policies, practices, systems, and operations in Student Services. The Director is responsible for ensuring quality standards, completing evaluations, handling complaints, grievances and appeals. The Director contributes to the college's success by providing input into the development of the college's strategic and operational plans, and by ensuring that the College achieves its student engagement and retention goals.

One Full-time Employee

**The Assistant Registrar** ensures the integrity, accuracy, and security of all academic records of current and former students; facilitates effective student registration and enrollment; builds secure student data files and sets policy and procedures for their responsible use; maintains up-to-date course schedules, course rosters, catalogs, final examination schedules; tracks student progress, grades, transcripts and issuance of certificates and degrees. The Assistant Registrar processes graduation applications, coordinates graduation ceremony as well as evaluates transfer credits and advises students on how courses may transfer out of TBCC.

One Full-time Employee

**Career Education Advising** provides placement assessment using multiple measures for new students and ensures program advising and Career Educational Plans (CEP) are prepared by every full or part-time student, student follow-ups, referrals to other services and intervention are provided to the student by the Career Education Advisor. This also includes using Dropout Detective as an early warning procedure. The advisors work with faculty to monitor student interaction with courses and help students formulate career/educational goals and objectives. The staff also provides transfer information to universities, graduation information and procedures.

Currently One Full-time Employee – Will be increasing department

**The Student Success Coordinator** provides holistic solutions for students and serves as a key resource for helping students navigate TBCC policies and procedures. They assist students with their transition to the college, align students' career goals with academic majors, utilize academic plans to promote a path to graduation, and provide opportunities to enhance career exploration and preparation. The Student Success Coordinator encourages student retention through one-on-one advising for Career Education Plans and transfer plans. They direct orientations, student activities, and various student success workshops. As ASPIRE coordinator, they recruit students, and monitors and support mentorships. Ensures personal counseling and disability services are available for students who may have academic or personal challenges that are barriers to academic success. They stay current on laws and policies regarding ADA accommodations and assesses eligibility, create and report data, communicate with state and regional coordinators, and monitor student academic progress. The Student Success Coordinator enhances middle and high school connections and recruitment by visiting the three Tillamook County school districts, and contributes to parent information nights and award presentations at high schools.

One Full-time Employee

**The Financial Aid Office** counsels and advises students about financial aid eligibility, application procedures, aid programs, costs, indebtedness, and financial planning. They evaluate the financial needs of students from a variety of sources, including documentation of financial status, personal interviews, and award financial aid according to government and institutional regulations and guidelines. The Financial Aid staff assists students with the FAFSA and electronically processes applications received from the Central Processing System. They verify eligibility for federal, state, and local programs, as well as veterans' affairs. They evaluate and make professional judgements regarding documentation or information that individualizes particular needs and situation of the student. The advisors answer questions, inquiries, or requests from students, parents, or guardians regarding financial aid programs and eligibility. The staff processes student financial aid, coordinates payment of awards with the Business Office, reports disbursements of aid and reconciles payments with federal and state agencies. They analyze various system-generated reports such as grades and enrollment status or award status to verify continued compliance and eligibility of students receiving aid under federal and institutional guidelines. This office originates student loans, provides loan entrance counseling, counsels students on award packages, and ensures that students receive information regarding their financial aid in order to get the students' aid disbursed to them in a timely manner, avoiding late fees.

Two Full-time Employees

## **Service Needs**

### a. Trends

1. Focus on Financial insecurity – Financial wellness for college students
2. Early alert usage - connection with faculty - interventions
3. Guided pathways as a state-wide initiative

### b. Data

1. Lumina Foundation - Beyond Financial Aid  
ATD – Improving the Financial Security of Low-income Students to Improve College Completion  
CCRC studies  
XFR students – no plan for funding at new school  
TBCC's default rate  
Scholarship application rate in 16/17 rate: 33 apps/ 66 taking loans
2. Public Agenda – Adults w/out degrees
3. National/statewide initiative  
CCRC- Redesigning College for Student Success (symposium) Davis Jenkins  
ATD – “Pathways to align career and Educational Choices for adult learners”  
NCII -Equity, Economic Mobility& Guided Pathways – Dr. Rob Johnstone  
Jobs for the future – Pathways to What and for Whom?

### c. Impact –

Based on the studies listed above, we will need to review the way we are providing services to low-income and non-traditional age students to determine if we are meeting their needs, adjusting as we go. I believe we are on the right track with our consistent advising, but need to improve as it relates to financial wellness and increase our transition work with completers.