

## **Delaware Area Career Center**

### **PLAN FOR DETERMINING THE EFFECTIVENESS OF STUDENT PERSONNEL SERVICES**

#### **OBJECTIVE**

To ensure that student personnel services are offered and maintained at the highest possible level to support the students, mission, and programs of DACC.

#### **COLLECTION OF DATA**

A “Student Survey for Evaluating DACC and DACC Programs” is completed by students in career development programs. The survey is completed near the end of a student’s participation in a program. The survey covers the entire student experience and includes student services. These questions target admissions and enrollment services, financial aid services, placement services, and student support services.

Staff are also encouraged to report student complaints or comments about the effectiveness of our intake procedures and other student services.

#### **DISSEMINATION OF DATA**

The survey results, good or bad, are disseminated to all relevant parties including administrative staff, instructors and advisory committee members. The results are used in the continuous improvement of instruction and student services.

All staff are urged to report all oral complaints or positive and negative comments from students to the appropriate staff as soon as possible.

#### **PLAN REVIEW**

The DACC Student Personnel Services Plan is reviewed no less than annually by the Adult Operations Director and program coordinators. The Survey is under continuous review and improvement. It is adapted with feedback from students, teachers, and other staff.