Upwork: Reimagining the Future of Work
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How We Got Here
- Revisions and realignment of a number of staff within student services
- Position development work team created Student Services Division matrix
- Future of student services feedback session (app. 85 people attended, feedback attended)

Enrollment Services
- Enrollment Services department will include financial aid, admissions, records, registration, transfer/placement, data centralization.
- AVP - Enrollment Services is modified position; Lisa Collier will serve in this role.
- Director of Admission, Records, and Registration position is a modified position; position description and FDO are currently being reviewed by Human Resources, will be posted/advertised soon.

Factors Considered
- Info from feedback sessions
- Integrated services, including innovative uses of technology
- Increased collaboration & cross training
- Processes that support student success
- Targeted support (special needs students, veterans, etc.)
- Focus on student transitions
- Overall institutional budget and other administrative tasks

Other Notable Items
- Making arrangements for BPA for "student module" of Colleague; initial focus will be admissions process; secondary focus will include degree planning and degree audit
- Additional support for special needs students - transitioning vacant part-time academic success professional position to full-time learning accommodations specialist
- Also exploring possible capital funding for future renovation of student services hallway

Student Success
- Table of Student Development will include advisering, counseling, placement, retention & success, student services
- AVP - Student Development is modified position of current status
- AVP for BPA for "student module" will be advertised soon

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How We Got Here
- Reimbursement and negotiations of a number of staff within student services
- Position development work team created Student Services Division Notice*
- Future of student services feedback sessions (approx. 60 people attended these feedback sessions)

Factors Considered
- Info from feedback sessions
- Integrated services, including innovative uses of technology
- Increased collaboration & cross training
- Programs that support student success
- Targeted support (special needs students, veterans, etc.)
- Focus on student transitions
- Overall institutional budget and other administrative factors

Enrollment Services
- Enrollment Services department will include financial aid, admissions, records, registration, transfer/placement, data centralization.
- AVP - Enrollment Services is a modified position; Lisa Collier will serve in this role.
- Director of Admission, Records, & Registration position is a modified position; position description and IDQ are currently being reviewed by Human Resources; will be posted/advertised soon.

Student Success
- Table of Student Development will include advising, career services, placement, orientation, retention, and academic success.
- AVP - Student Development is a modified version of the current position.
- AVP - Student Development and IDQ are currently being reviewed by Human Resources; will be posted/advertised soon.

Other Notable Items
- Making arrangements for BPA for "student module" of Colleague: initial focus will be admissions process; secondary focus will include degree planning and degree audit
- Additional support for special needs students - transitioning vacant part-time academic success professional position to full-time learning accommodations specialist
- Also exploring possible capital funding for future renovation of student services hallway
How We Got Here

- Retirements and resignations of a number of staff within student services
- Mission development work team created Student Services Division Mission
- Future of student services feedback sessions (app. 85 people attended these feedback sessions)

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Factors Considered

- Info from feedback sessions
- Integrated services, including innovative uses of technology
- Increased collaboration & cross training
- Processes that support student success
- Targeted support (special needs students, veterans, etc.)
- Focus on student transitions
- Overall institutional budget and other administrative factors

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Enrollment Services

- Enrollment Services department will include financial aid, admissions, records, registration, testing/placement, data centralization.
- AVP - Enrollment Services is modified position; Lisa Collier will serve in this role
- Director of Admission, Records, & Registration position is a modified position; position description and JDQ are currently being reviewed by Human Resources; will be posted/advertised soon.

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Student Success

- Student Success Department will include advising, counseling, career services, retention & success, student life, and student conduct.
- AVP - Student Success position is a modified version of Tyra's current position.
- AVP position description and JDQ are currently being reviewed by Human Resources; will be posted/advertised soon.

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Other Notable Items

- Making arrangements for BPA for "student module" of Colleague; initial focus will be admissions process; secondary focus will include degree planning and degree audit
- Additional support for special needs students - transitioning vacant part-time academic success professional position to full-time learning accommodations specialist
- Also exploring possible capital funding for future renovation of student services hallway
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Factors Considered
- Info from feedback sessions
- Integrated services, including innovative uses of technology
- Increased collaboration & cross training
- Processes that support student success
- Targeted support (special needs students, veterans, etc.)
- Focus on student transitions
- Overall institutional budget and other administrative tasks

Enrollment Services
- Enrollment Services department will include financial aid, admissions, records, registration, tracking/placement, data centralization.
- AVP - Enrollment Services is modified position; Lisa Collier will serve in this role.
- Director of Admissions, Records & Registration position is a modified position; position description and IDO are currently being reviewed by Human Resources; will be posted/advertised soon.

Other Notable Items
- Making arrangements for BPA for "student module" of Colleague:
  Initial focus will be admissions process; secondary focus will include degree planning and degree audit
- Additional support for special needs students - transitioning vacant part-time academic success professional position to full-time learning accommodations specialist
- Also exploring possible capital funding for future renovation of student services hallway

Student Success
- Table of Student Development will include advising,
- Retention, placement, orientation, services, training
- Student development
- Student services
- Student life

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How We Got Here
- Reengineering and redesign of a number of staff within student services
- Modernization work teams at Market Services
- Student Services feedback solutions (e.g., 85 people indicated these feedback sessions)
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Enrollment Services
- Enrollment Services department will include financial aid, admissions, records, registration, testing/placement, data centralization
- APR: Enrollment Services is a modified position; Lisa Collier will serve in this role
- Director of Admissions, Records, & Registration position is a modified position; position description and IDO are currently being reviewed by Human Resources; will be posted/advertised soon
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Factors Considered
- Info from feedback sessions
- Integrated services, including innovative uses of technology
- Increased collaboration & cross training
- Processes that support student success
- Targeted support (special needs students, veterans, etc.)
- Focus on student transitions

Other Notable Items
- Making arrangements for BPA for "student module" of Colleague: initial focus will be admissions process; secondary focus will include degree planning and degree audit
- Additional support for special needs students - transitioning vacant part-time academic success professional position to full-time learning accommodations specialist
- Also exploring possible capital funding for future renovation of student services hallway
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Student Success
- Student Services: Department will include advising, counseling, career services, student life, student conduct
- APR: Student Services is a modified position; position description and IDO are currently being reviewed by Human Resources; will be posted/advertised soon
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