



2023 Evaluation of Student Services Policy

UA Local 290 College of Mechanical Systems and Technology

I. Objectives:

Students who attend the UA Local 290 COMSAT are adult students who are currently working in their chosen fields as part of their educational experience. This plan is designed to determine the quality and effectiveness of the student services provided, including enrollment, registration, student records, on-the-job placement, advisement and veteran's benefits.

II. Activities:

Every student is asked to complete an annual evaluation survey which addresses both instructional and student services. Results of the study are posted in the faculty breakroom.

III. Roles & Responsibilities:

Students are given either a paper survey form or a link to a survey website. The completed surveys are collected by COMSAT Registrar/Student Services Officer and/or administrative support staff. The Director of Training oversees tabulating and collating the responses to the surveys. The Director of Training will review responses to determine which areas, if any, have challenges and will prepare a brief report that shows the aggregate responses and highlight areas that need improvement. This report will be posted in the faculty breakroom. The Program Coordinators will provide counseling for achieving student success as regards registration, job placement and student progress.

The Director of Training will meet with the faculty and staff to discuss the results and to solicit their comments and suggestions. The Director of Training will prepare a report for the Board of Trustees and solicit the following from the Institutional Advisory Committee and Board of Trustees:

1. Their consensus on the areas where change is needed and their approval to make those changes.
2. Financial support to make the requested changes.
3. Any other recommendations the board might have based on their review of the results.
4. The agreement of the Trustees to announce changes to faculty, staff and students.

The Director of Training will make changes to student services based on the review of the Board of Trustees. The Director of Training will release the findings of the evaluation to staff, faculty and students by posting the report in the faculty and student breakrooms.



Students and staff may provide feedback on student services anytime during the year. These comments may be emailed to the Director of Training.

IV. Evaluation:

The Evaluation of Student Services Policy will be reviewed annually by the Institutional Advisory Committee and Board of Trustees. They will take into account the amount of participation in surveys and quality of responses to determine if a change in policy needs to occur.