

	EFFECTIVENESS OF STUDENT SERVICES PLAN		
	DATE OF LAST REVISION	DATE OF LAST REVIEW	COE SELF STUDY REFERENCE
	07/08/2025	12/19/2024	STANDARD 10E STUDENT SERVICES AND ACTIVITIES

### SCOPE OF SERVICES:

The Student Services department is committed to supporting students throughout their academic experience. The department's goal is to support students through their academic journey. The services provided include:

- Access & Outreach - The department works to connect prospective and current students with the resources and information they need to access and succeed in their educational programs.
- Career Advising - Students receive personalized guidance on aligning their academic and career goals, exploring job opportunities, and preparing for the workforce.
- Admissions, Enrollment, and Registration - The team guides students through the application, enrollment, and registration processes, ensuring a smooth transition into the college.
- Career Counseling and Disability Services - The college offers comprehensive career counseling and disability support services to address students' personal, academic, and accessibility needs. While our admissions counselors provide essential guidance, we also partner with external resources to assist students in crises, ensuring they receive the necessary mental health support. Our goal is to create an inclusive environment that fosters both academic success and personal well-being.
- Financial Aid and Scholarships - Students receive assistance navigating the financial aid landscape and identifying scholarship opportunities to fund their education.
- Veteran's Services - Dedicated support is available for student veterans, including guidance on veteran benefits and academic advising. The college assists in navigating financial aid and scholarship opportunities specifically designed for veterans and military families. This includes access to programs such as GI Bill benefits, ensuring that students maximize their eligibility for financial resources. Our staff is committed to helping student veterans successfully transition into their academic pursuits while receiving the support they need for a successful educational experience.
- Student Records and Activities - The department manages student records and facilitates a vibrant campus life through organizations and community involvement.

By providing a comprehensive range of student services, the Tennessee College of Applied Technology - Knoxville aims to empower learners to achieve their educational and career goals. The Vice President of Student Services and the Coordinator of Student Services are the direct supervisors for the student services and financial aid departments.

### BUDGETARY RESOURCES:

Funding is obtained through a designated portion of state appropriations. The budget is reviewed and updated annually during the college's budget hearings.

**MAJOR ACTIVITIES:**

The Tennessee College of Applied Technology Knoxville, is committed to regularly requesting and acting upon student feedback to enhance the quality of its services and programs. Each year, the college conducts comprehensive surveys of all students across a range of areas, including student services, financial aid, facilities, and academic offerings.

These questionnaires provide valuable, real-time insights from students on key aspects of their educational experience, such as the efficiency of student services and financial aid processes. Importantly, students are encouraged not only to evaluate the college's current performance but also to suggest ideas for improvement and highlight the institution's strengths.

**EVALUATION:**

The college will send questionnaires to all current students annually to evaluate the effectiveness of student services. The intent is to improve processes and be responsive to students' changing needs. This plan is revised as necessary.

**STAKEHOLDERS WITH WHOM THE PLAN IS SHARED**

Administration will provide summary data from the student questionnaires, which will be shared annually within the departments.

By regularly evaluating and improving the student services provided, the Tennessee College of Applied Technology - Knoxville aims to enhance the overall student experience and support student success.