

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



**Upper Kutz Barber & Style College**

**813 Highway 1 South, Greenville, MS 38701**

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**Effective: January 2019**

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

### **Purpose:**

The purpose of this plan is to establish the importance of effective student services. Student services is an integral part of the school's total program with a commitment to individual uniqueness, through an understanding of multicultural diversity. Student Services addresses the personal, social, educational and career needs of all students. This plan is created and implemented within the Vice President's Office.

### **Objectives:**

1. To evaluate the effectiveness of the student support system.
2. To ensure that all policies and procedures are complied with at all times.
3. To ensure that all students and alumnae needs are met with accuracy.
4. To establish and document effective student advisement and counseling.
5. To ensure student's financial arrangements are identified and stable upon enrolling.
6. To ensure that the grievance procedures will be followed as published in all cases

### **Procedures:**

The image that the student's which enrolls at Upper Kutz Barber & Style College creates is of great importance to the institution. Making sure that the services created to make their experience a positive one is top priority. Being able to offer assistance and support to the student's on both a career and personal level has proven to create a positive environment within the student body, staff and administration.

Orientation is a key component in providing detail information on the importance of following policies and procedures that are created to ensure that the institution is being operated efficiently. The Vice President's Office will spot check records for department compliance with policies and procedures throughout the year. Students and staff are given the opportunity to express concerns and give suggestions for improvements.

Upper Kutz Barber & Style Colleges strives to be an institution that puts the needs of past, present and future students as a number one priority. The institution understands that maintaining effective data and student information helps tremendously as it relates to student services. Student's and alumnae's needs, reference requests, transcript requests, educational records requests, and employment/placement requests will be completed in a timely, efficient, confidential and accurate manner at all times to maintain the integrity of the institution.

Adequate student services are considered as the foundation for a successfully operated institution. Implementing the holistic approach to providing these services helps student's focus more on doing what is necessary to complete the program with little to no challenges. The Vice President's office is responsible for making recommendations for correcting deficiencies reported from evaluations of records, personnel services, placement, advisement, financial assistance, grievances, health & safety and counseling.

One of the biggest challenges the institution has encountered is student's ability to make their tuition payments on time. Upper Kutz Barber & Style College makes continual efforts to partner with outside resources that may offer financial assistance to the student's that qualifies. Providing this support to student's along with striving to keep tuition cost at an affordable price, helps encourage students to complete the program.

Upper Kutz Barber & Style College has a grievance process that applies to student's and staff. The institution makes know exceptions as it relates to the procedures established within the grievance process. Student's are presented with how this process works during orientation. The grievance process also helps students to understand that they have the right and freedom to express concerns of all kind such as discrimination, cultural biases and any unfair treatment they feel they have encountered.

**Evaluation:**

Alumnae, student surveys, staff input, and audit reports will be utilized for evaluation. The progress and the suggestions for changes of plan is evaluated and approved by the board during the annual board meeting. While self-review provides some insight in the performance of the Student Services Department the perception of the public being served also provides critical information regarding the effectiveness of the department. As the department continues to study its service delivery model it will be critical to inform staff of changes with focus on the enhancement and accessibility of student services.

**Distribution:**

Upper Kutz Barber & Style College appreciates and utilizes input from both students and employees. The institution reviews summaries of evaluations and reviews/revises plans, policies, and procedures as warranted. Policies and procedures are also reviewed annually and serve as a method of evaluation, input and feedback. All plans are publicly posted in the designated area of the facility, school website, and server for all to peruse.