Division of Student Success Services 2015-16
Mission & Vision

Vision

The vision of Student Success Services at Western Wyoming Community College is to be a model student services division by providing excellent customer service, seamless learning and living programs and services that support and enhance the academic experience of our students.

Mission Statement

Student Success Services believes strongly in our role in the development of students as they learn skills that will help them throughout their life. Student services help students take responsibility for their intellectual, personal, cultural and social growth. We seek to help students learn to deal with systems, make decisions, problem solve, and follow through on their responsibilities and commitments. We provide opportunities for students to establish life, educational, and career goals as well as encourage student involvement throughout the campus. Student Success Services employees serve as student advocates when the need arises.

Student Success Services partners with other entities on-campus, primarily student learning, to provide lifelong learning opportunities that will enhance the student’s academic experience.

Student Success Services helps prepare students for an increasingly diverse, technologically advanced, and complex global society through our programs, activities and leadership opportunities.

Student Success Services serves as a resource on student trails and trends and helps the College campus understand, appreciate, and work with each successive generation.

Guiding Principles and Goals for Student Success

Student Success Services embraces the Western Wyoming Community College Guiding Principles, believes its vision and mission support the Principles, and works to implement them on an ongoing basis. Action plans that address targeted objectives are developed and reviewed each year. Everything we do is designed to support the Goals for Student Success.
Student Success Services
“Students Are Our Focus” Goals FY16

We will strive to make data informed decisions in all that we do. Student engagement, persistence and completion are our priorities.

1. Ensure that we are offering student-centered programs and services

2. Bring Mustang Central online and make adjustments as needed

3. Participate in the SEP initiative subgroups
   a. Analyze success of the Evening effort
   b. Work on the Summer school revamp
   c. Support the meta-majors initiative
   d. Support the developmental math revamp
   e. Marketing plan for on-campus housing

4. Begin the process of development for EAB

5. Build skills with Colleague reporting (all areas).

6. Incorporate KPIs and develop the student success dashboard

7. Continue the Persistence and Completion Academy action plan for both full and part-time students

8. Participate in the general education review and update

9. Continue implementation of the Campus SaVE Act and other legal requirements.

10. Continue collaborative relationships with Student Learning

11. Develop and introduce a new online orientation

12. Complete and publish FAQs

13. Research student services staffing and job responsibilities at other institutions

14. Participate in the kick-off of the new Systems Portfolio
**From The Vice President**

Western’s Student Success Services Division is comprised of highly talented individuals who believe strongly in student development. Student Services has a vital role in a healthy campus, helping students to finance their education, care for their children, and cope with issues that can get in the way of achieving their academic goals. Student Service areas are committed to helping students develop life skills that will serve them well during their time at Western and as they move on to further education and job challenges. Every situation should provide a teachable moment, helping students learn to work within systems, build leadership skills, and become happy productive citizens. We partner with the academic and administrative sides of the house to assure that students are well served, and with local communities to assess needs and trends.

We are very proud to introduce Mustang Central this year—a vision a long-time in the making. Separate offices of admissions, financial aid, registration and records, residence halls and student life disappear. They are replaced with a one-stop center designed to facilitate student access and engagement with our institution and minimize the run around.

Have a great year,

*Jackie Freeze, Ph.D.*

**ACE IT Center**

**Advising, Career Guidance, Employment, Internships, and Transfer.** This area coordinates advising and student academic support efforts of the campus. They are a resource for general information on WWCC graduation requirements, issues related to academic alert, probation and suspension, placement testing, and transfer. Career guidance and part-time job placement are also part of their services. Informed advising and student planning efforts are also coordinated through the ACE-IT Center.

**Athletics**

Intercollegiate athletics include Women’s Volleyball, Men’s and Women’s Basketball, Wrestling, and Men’s and Women’s Soccer. The College also offers a cheerleading (spirit squad) program. Employees and families are encouraged to join the Booster Club and can buy a reduced cost pass to attend all games.
**Behavior Intervention Team (BIT)**

The mission of the WWCC Behavioral Intervention Team is to recognize patterns of behavior that could compromise student success or campus well-being and proactively intervene through appropriate support services and resource referrals. Anyone can and should report issues. See the large R on the college home page.

**Campus Safety**

Student Services partners with Administrative Services and the campus as a whole to provide well documented procedures and educational programs on campus safety.

**Children’s Center**

Available to students and employees with children who are ages 2 through 5. Educational programming and a positive environment are a priority. Children in K-4th grade are accepted in the summer and evenings. This year the center will be open Monday-Thursday evenings.

**Facilities Scheduling**

Campus facilities can be reserved at the information desk. We encourage early booking by faculty and staff because our facility is very popular with the community. Use the Resource 25 scheduling process. The desk is staffed M-F 7:30 a.m.-9:30 p.m. and SSU, 9 a.m.-9:30 p.m.

**Health Services**

All full-time students have a $1500 accident policy built into their required fees. They can also receive information on an optional medical policy through the VP for Student Success Services’ Office. The College also works with local doctors and physician assistants on programs such as meningitis and flu shots.

**Mustang Central (Student Success Center)**

**Admission** is the first point of contact for all incoming students. They guide the initial contact with prospective students in regional high schools throughout Wyoming, Utah, Idaho, and Colorado, international students, and adults returning students. Numerous programs are sponsored on campus each year to help students see the facility and meet the staff. We all have a role so ask how you can help.

**Financial aid** is processed through Mustang Central. We oversee all of the institutional, Foundation, State, and federal aid programs available as well as all externally funded scholarships. We award more than $7 million in aid to students each year.
Registration and records functions within Mustang Central include helping students register and serves them through graduation. It handles all record keeping functions, registration, student accounts, billing and graduation issues.

Residence halls include housing options in 7 different residence halls to provide students a “home away from home,” Applications and assignments are processed through Mustang Central. Residential programming and student learning are key components of this department. Violations of policy provide for educational opportunities.

Parent’s Programming

WWCC believes families are an important part of a retention and student engagement program. Parents are invited to most prospective student programs and to registration programs and are educated about empowering their students while remaining a supportive and knowledgeable participant in the process.

Pre-College Programming

This area provides programs for 7-12 grade students who qualify for a free or reduced lunch, to help them learn more about higher education, develop skills they need to successfully enter college and succeed, and to consider Western as future option.

Student Life

Student life includes activities such as intramural sports, student government, club activities and other events on campus. The Intramural program provides an environment for students to stay active, healthy, and have an outlet for fun. Every student can participate. Faculty and staff are also often encouraged to participate.

Student Conduct

The Student Success Services area is responsible for handling all student behavioral issues in housing and in the classroom. Faculty who identify behavior problems of any kind should report them to the VP of Student Success Services. Except in situations of serious potential violence, due process is followed. Faculty and students can contact the VP’s office for advice on how to handle a particular situation. The Vice President also serves as the Title IX officer for the college.

Support, Disability & Counseling Center

This department provides personal counseling, ADA services, national testing, support groups, drug and alcohol prevention education, advising, life coaching, coordinates the International Host Family Program and offers a variety of student and staff adjustment workshops and programs. There is a relaxation room available to all faculty, staff and students.
Student Engagement

This department provides support for student engagement and retention activities as well as new student registration programs and support.
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