



Portland-Metro Student Services Assessment Plan 2019-2024

Outcomes + Goals

Student Engagement & Support	AY19-20	AY 20-21	AY	23	AY 23-24
Objective	Continue to engage busy students.	Create clear department goals connected to Oregon Tech Strategic Plan + specific assessment measures. Continue weekly text message “nudges” specific to PM.	craft these messages and create a calendar.		



data/feedback/research
to develop a strategic
plan to better serve the
needs of our veteran



		through focus groups. Collect quantitative data regarding current communications plan and services through a Qualtrics survey.			
Outcome/ Progress	Developed plan for serving the needs of PM international students.				
Objective	Transfer students have the tools, resources, and knowledge to begin their academic experience at the Portland Metro campus.	Assess and improve student satisfaction levels with the implementation of professional advising and other services designed to meet transfer student needs.	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies
Outcome/ Progress					



		Promote APA to APS		with size of team	work with SIB (Asst. Director).
Outcome/ Progress	Completed	Completed	Completed 21-22: 68 events provided		
Objective	Maintain professional development even with budget cuts – become metrics/data driven.	Provide monthly PD opportunities through team meetings focused on assessment + strategic plan initiatives. Support (at least) annual individual PD opportunity for professional staff.	Expand PMSS to include ACES (Pablo) and Academic Advising		



and leadership



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| | Registrar. <ul style="list-style-type: none">• New Wings• NSO• Registration | |
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Student Services



		<p>orchestrated the removal of unused cubicles to create a welcoming PMSS office space.</p>	<p>the PMSS space, as well as a video screen with slide display. This encouraged student use and created a more welcoming environment for prospective students and family members while they wait.</p> <p>This space was also used successfully to welcome veterans and family members during the Veterans' reception prior to commencement.</p>		
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Student

Student Services Portland Metro
Assessment Plan 2019-2024

