**Expectations for Student Services Leadership**

Expectations for the VPSS

1. Work with Instruction
   1. Make sure we are on the same page, good relations, clear communication
   2. Identify District problems and engage in joint problem solving/remedies
      1. Students do not view Instruction and Student Services (or departments) as different entities – they just see us as CR
2. Keep small programs and outlying centers in mind
   1. Hold managers accountable for understanding operations and providing services across locations and modalities
   2. Ensure that SLO and program
3. Create and maintain a “student-centric” culture within the division
4. Create and maintain a foundation of trust within the division
5. Clear and timely communications
6. Please feel free to add more…

Expectations for Student Services Leadership

1. Maintain focus on student experience
   1. Listen to what students are saying about your service
   2. At appropriate intervals, survey students about their experience with your office
   3. Be open and receptive to information and feedback from other areas about what students are saying about their experience with your office
   4. Work to ensure good customer service and timely delivery of supports
   5. Equity – disaggregate data…
      1. Does satisfaction or effectiveness of services vary by demographic group?
      2. What are you doing to eliminate implicit bias?
2. Ensure Fiscal Responsibility and Transparency
   1. Ensure accuracy of accounting
   2. Ensure timely submission of financial reports
   3. Create and maintain internal protocols for regular and ongoing monitoring of available funds
3. Stay current in your field of expertise/functional area
   1. Attend regional and/or statewide trainings
   2. Engage and interact with contacts at the Chancellor’s Office, Department of Ed, Listservs, professional organizations, or similar entities
   3. Be familiar with federal, state (Ed Code and Title 5), local (BP’s and AP’s), proposed or pending legislation, and other applicable rules and regulations that are pertinent to your area(s)
4. Support Your Staff
   1. Staff development
   2. Open door policy
   3. Ensure they have the tools and resources to be successful
   4. Be kind
   5. Provide timely evaluations & performance feedback
5. Technology
   1. Adopt new technology that allows you to perform work more efficiently
   2. Use existing systems to their full potential
   3. Maintain current and accurate data within Colleague, for MIS, etc.
      1. Understand where your data is stored
      2. Understand how your data is used