STUDENT SERVICES DIVISION
REVIEW OF SERVICES BY AC CLIENTS

DEAN OF STUDENT SERVICES OFFICE
Administrative
- Need to use voice mail – leaving a message is better than just getting a busy signal.
- Jan is always friendly and helpful. In fact, I have not dealt with any WSC Student Services employees who were not courteous and helpful.
Classified
- Staff goes the “extra mile” for students and staff.
  - Always easy to deal with!
Faculty
- Jan Peary deserves a medal!
  - Leave an option on the form for “Not Applicable”.
  - He is doing a good job.
  - Excellent service.
Not indicated
- Very courteous and pleasant staff, always willing to help.

ADVISING AND COUNSELING CENTER
Classified
- There is still lots of confusion when entering this area because of the 2 computers to sign in on. I still think a person should be available to keep a sign in list and names be called when it’s their turn, checked off, etc.
  - I’ve only used them to refer students to them.
Faculty
- Excellent service.
Not indicated
- Feel there should be more staff available to handle telephone customers during busy time, not just one person.

ATC STUDENT SERVICES
Classified
- Too slow.
  - The ATC Student Services counter needs help desperately! The ladies either don’t have any common sense or else they just won’t put out the effort to get the job done. Most of the complaints I hear from staff and students alike is about having to deal with this counter.
Faculty
- The ladies at the counter are either unknowledgeable or lazy. Training can correct one of these.
Not indicated
- Feel the Academic advisor should be there more often, seems like they are never there to answer calls.

ENROLLMENT MANAGEMENT OFFICE
Faculty
- Excellent job on Sneak Peak!
Not indicated
- Our numbers speak for this department! Very hard workers and dedicated!
ASSISTANCE CENTER
Classified - Very poor service to receive foot traffic only. Should be able to readily answer any questions any time in any form.
- This area seems to be running smoothly.
Faculty - Excellent.
Not indicated - Disagree with this department. Never having to take phone calls - they have lots of slow/down time in evenings, non-peak time and small amount of student traffic to help callers.
- Some students complained that it took them three days to register for summer classes and they were not told the deadline to pay.

FINANCIAL AID OFFICE
Administrative - Turnover is a major issue.
Classified - Office does a good job considering they have many “new” employees and are short staffed for traffic flow at times. Staff will become more knowledgeable with time.
- hmmm.....wish I had an answer to the problem in this area...but I don’t . I hear complaints about long waits (only one person working the front).
Not indicated - Phone customer service could use improvement and use Registrar’s office method of answering calls (phones rotate when one person is on the phone).

OCCUPATIONAL SAFETY AND ENVIRONMENTAL OFFICE
Classified - No training nor knowledge of what this office does or is on campus for.
- Training has not been implemented on my level.
Faculty - Didn’t know OSE office existed.
Not indicated - Presenter of training could be much better.

POLICE DEPARTMENT
Classified - Another group of guys that go out of their way to be of service. Thank you so much.
- I thought security was on all campuses throughout the day and evening classes. Why is it that every time we call security for assistance out at ATC that it takes two hours to get that assistance??
Faculty - I didn’t realize that one of their responsibilities was to set up speed traps on Washington. I’m not sure what kind of image this gives the public. Something’ also needs to be done about students parking in the new lot next to Carter Fitness Center!
- Why do AC Police perform routine traffic duties (radar surveillance) along Washington and other off campus locations? Students ask why AC Police wear body armor.
Not indicated - Wished new chief was more approachable and friendly. Also feel crime on campus needs to be addressed - lots of thefts occurring?
REGISTRAR / ADMISSIONS OFFICE
Administrative - Prompt response to requests.
    Faculty - Excellent.
    Not indicated - Continues to do excellent job especially with all of volume involved.

STUDENT ACTIVITIES
   Classified - Good job April, Rhonda, and SGA!
       - They are always helpful and friendly.
   Faculty - Excellent.
    Not indicated - Congrats on success of Badgerama this year!  Good job!

MISCELLANEOUS
Administrative - The Student Services Division does an excellent job with all of its services.
    Faculty - I think this form needs an "F - did not use” or something like that as a choice.