Background & Context

The Vice President of Student Services will provide context for staff as to why they have been called to participate in these focus groups.

- Your sense of the work that is being done within the division
- Appreciation of what is going well/ recent accomplishments
- Recent feedback from accreditation team, particularly what was found to be challenged and/or below expectation.
- Your own insights / observations that might underscore these opportunities for improvement.
- Encouragement to be candid / safe space issues

Introduction

- Share why you’ve asked the CSUN team to assist with this effort.
- Allow members of CSUN team to introduce themselves

Overview:

The CSUN team will then explain that we will are asking questions that are intended to produce insights of value to the LAMC senior leadership. We will also explain that the interviews will be recorded to ensure accuracy of the notes taken. These recordings will be kept in the possession of CSUN. Feedback shared by participating staff will be summarized, and the identity of individuals will not be revealed.

Also with regard to the summarized report: the CSUN interviewers will note that they will not share their personal view of the opinions being expressed during the focus group, but will make recommendations to the LAMC leadership based on the information provided in these focus groups.
Questions

1. What makes you passionate about working at Mission College...about serving our students and/or community? What aspects of your work are you most proud of that helps us to achieve these goals?

2. If you had more time with students when they are in your department, what more could you provide them with regard to services?

3. Aside from the budget, what are Student Services biggest challenges when assisting students?

4. What do you think you can do, as a staff, to meet these challenges?

5. How can you improve your connections with key Student Services department? For example; in the student application, students are asked what type of services/information they would like. Have you received this information and if not, would it be useful?

6. What kind of training would you want to help in providing exceptional customer service?

7. Are there any additional thoughts or comments that you would like to make?