improvements in ALUMNI AFFAIRS

+ Introduced an **online community** to provide new opportunities for students to network with each other and with alumni leaders.

Scheduled and invited students to **alumni chapter events** taking place during spring break, over the summer, and between semesters.

+ **Launched chapters in new areas** driven by survey results of graduating students.

Invited student organizations’ leaders to attend the **annual alumni association meeting**.

+ Organized a **Graduation Open House** the evening before Commencement for graduates and their families to tour the school, reflect on law school experience, and get a complimentary graduation photo.

Provided comprehensive event planning services to student organizations, including premiere events such as the Charity Ball, Winter Wonderland Social, the Ehrlich Award, and the Law Review Symposium.
improvements in
STUDENT SERVICES

+ Increased **outreach to students** to ensure consistency between school and bar applications.

Implemented an institutional Alcohol Policy to foster awareness and responsible drinking practices and to **promote the health and safety** of the law school community.

+ Hired an additional Wellness Counselor to increase the availability of **counseling, support, and mental health services** for students.

Created specific medical forms to **streamline the documentation process** when requesting disabilities accommodations under the ADA.

+ Developed and implemented a **Surviving Finals Seminar** with focus on stress management, diet, nutrition, and alcohol education.

Created and facilitated an interactive orientation activity for spring-admitted students to **increase peer awareness & connectivity**.
improvements in REGISTRAR

+ Implemented the use of electronic forms to make it easier for students to change status, declare ALWR and record locker information.

Improved the process of grade distribution postings by moving them to SharePoint, which makes the distributions available more quickly for reference.

+ Improved the online registration process by increasing the frequency of wait lists review which, in turn, moved students into classes more quickly.

Redesigned the Registrar homepage for easier reference.

Created a comment box for feedback on the staff and our services.

Assisted with having the entire academic year's course schedules available for course planning.
improvements in the LIBRARY

+ **Upgraded Resource Scheduler** to improve room reservation efficiency for students.

Improved the study space and **rearranged furniture to reduce noise** in parts of the Library for those in need of quiet.

To meet student demand, we **increased Library resources** by adding more study aids and supplements to the collection for better accessibility.

Added a full-time Reference Librarian on Sundays and two new Reference Librarian positions for **more student access**.

+ **Further extended hours during finals** to 11:00 p.m. on Fridays and Saturdays.

To help students prepare for new classes, staffed the **4th floor Knowledge Bar** during the first days of the semester.
improvements in the IT DEPARTMENT

Deployed a new state of the art wireless system to enhance network access.

Provided duplex printing capability on student printers allowing for significant reduction of paper.

A new and improved lecture capture system was deployed campus-wide that can record audio as well as the classroom computer screen for a richer experience.

Developed a new self-service video rehearsal room for quick recording to allow students to practice interviewing, counseling and other video practice needs.

An increased Help Desk presence in order to service student needs more effectively.
improvements in
FINANCIAL AID

+ Provided instructions to apply for loans under the newly mandated Federal Direct Loan Program.

Provided the daycare budget adjustment form online to be printed for student use.

+ Video of the Income-Based Repayment Workshop was provided online.

Presented the “Financial Aid Comes to You” program and made our staff available in the atrium at various times to answer financial aid questions.

+ Offered additional financial literacy workshops for students.
improvements in
CAREER SERVICES

+ Created a Student Advisory Board to learn how the Career Services Department can better meet students’ needs.

Ensured a weekly presence in the Atrium, allowing students to easily ask questions, schedule appointments, and receive Symplicity passwords.

+ Launched Networking Clubs in three new markets (Washington, D.C., Atlanta and Miami) to help students create and implement networking strategies outside of northeast Florida.

Hired additional counselors to better accommodate the large number of students and alumni requesting one-on-one counseling appointments.

+ Hired a career counselor responsible for building and maintaining relationships with diverse student organizations and to oversee the department’s diversity outreach and planning.

Thoroughly revised You’re Hired (our 1L curriculum) and the Career Handbook to better prepare students for the rigor of the job search process.
improvements in FINANCE

+ Enhanced the speed and efficiency of processing with a system to provide students with the option to pay electronically without the use of credit cards (effective summer, 2011).

+ Improved customer service by installing a camera on the front door of our office.

+ Even when in a meeting, we have made a commitment to greet students immediately when they need help.

Improved the pre-bill process to ensure it is timely and accurate.

+ In an effort to mitigate financial pressure, we moved the due date for tuition back one week and will explore further process changes in the future.
improvements in ADMISSIONS

+ **Enhanced the admissions process** to increase applicant satisfaction and to help attract and admit high quality students.

  Contacted each pre-registered students individually to ensure important questions were answered and to find out ways we could assist with the transition into law school.

+ **Followed-up with recently enrolled students** after classes have started to ensure the first weeks of school went smoothly.

  Expanded recruitment efforts to be more proactive in reaching out to prospective candidates.

+ **Created Accepted Students Day** to introduce students to Florida Coastal School of Law and the wonderful opportunities that are available here.
improvements in ACADEMIC TECH

+ Created online orientation courses so students have access to the material all year.

Worked with vendor to offer ExamSoft for Mac users and increased the number of ExamSoft workshops to accommodate students' schedules and operating system requirements.

+ Centralized ExamSoft support during the exam period to increase student access to support personnel.

Offered mimio® workshops so students could capture what they were writing on the whiteboard.

+ Increased student access to surveys by standardizing the end-of-course evaluation process.

Introduced Desire2Learn/MyCourses to make it easier for students to access distance education course materials.
improvements in ACADEMICS

Increased opportunities for students to obtain legal work experience while in law school because employers say training or experience in a high-demand practice area is the most marketable attribute a young lawyer can have.

Expanded the Shadow Program, increased pro bono opportunities, and implemented Skills Labs.

Created the Student Research Bureau and the Coastal Law Public Service Apprenticeship Program.

Created the Professionalism Credit website that lists opportunities to earn CPE credit and explains CPE policies so students can easily access the information.

Revised registration for Con Law to allow students to pick the section that best meets their personal and academic needs.
improvements in Academic Success

Improved and expanded the writing assistance offered to first, second, and third year students.

Increased student accessibility to Academic Success courses and materials through the use of a comprehensive SharePoint site.

Developed and offered a second semester skills course for students to continue to perfect their essay-writing technique.

Created an Academic Success blog to get critical information to students in a timely and convenient fashion.

Increased availability of counselors to answer questions through the implementation of Bar Prep Thursdays.

Increased marketing of programs through the use of alumni.