

South Texas Community College
2002 - 2003 Institutional Effectiveness Plan

Linkages from Outcome to Activities

Business Office

Promoting and facilitating excellence in relevant and reliable fiscal management, reporting and services to its internal and external users. Securing compliance and accountability through a controlled cost effectiveness environment. Contributing to the district wide success and growth of College and its students by anticipating needs and implementing innovative solutions. Providing a supportive working environment for our staff which facilitates their career development and which is conducive to the attainment of the above objectives.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
1 Student Success	1A Retention	Student retention Plan will be revised to result in Fall to Fall retention rate of 55% (excluding concurrent enrollment) and will result in a 2% per year improvement for a 5 year period.	Fact Book, Retention Plan, Tuition Tables.	OIRE, Student Services & Development, Technology Resources.	Fall	Review annual report of fall to fall with Business Office Staff.	Resources will be allocated.
					Fall	Monitor for collection of tuition and fees by setting up tuition tables by targeted date.	Resources will be allocated.
					Fall	Monitor collection of payments and linking of third party and concurrent enrollment students.	Resources will be allocated.
					Spring	Review annual report fall to fall retention and Recruitment and Retention Plan with Business Office Staff.	Resources will be allocated.
					Spring	Monitor for collection of tuition and fees by setting up of tuition tables by targeted date.	Resources will be allocated.
					Spring	Monitor collection of payments and linking of third party and concurrent enrollment students.	Resources will need to be allocated.
					Summer	Review results of the Business Office section of the Recruitment and Retention Plan and modify as necessary.	Resources will need to be allocated.

	Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
1	Student Success	1B Retention	No more than 3% of students registered will be dropped for non-payment.	Unpaid reports; number of drops on census date, statements.	Student Services and Development	Fall	Mail Statements. Make emergency loans installment plans available.	Resources will be allocated.
						Fall	Monitor unpaid lists, review student accounts, call students.	Resources will be allocated.
						Spring	Mail Statements. Make emergency loans installment plans available.	Resources will be allocated.
						Spring	Monitor unpaid lists, review student accounts, call students.	Resources will be allocated.
						Summer	Mail Statements. Make emergency loans installment plans available.	Resources will be allocated.
						Summer	Monitor unpaid lists, review student accounts, call students.	Resources will be allocated.
		1C Participation in Concurrent Enrollment.	The number of participants in concurrent enrollment will increase by 10% over the preceding year.	Enrollment Data.	All units.	Fall	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.
						Spring	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.
						Summer	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.
2	Access & Equity	2A Accessible Services	Cashiers will be available at each campus.	Staffing plan.	Business Office	Fall	Schedule cashiers at each campus as necessary.	One(1) additional cashier.
						Spring	Schedule cashiers at each campus as necessary.	One(1) additional cashier.
						Summer	Schedule cashiers at each campus as necessary.	One(1) additional cashier.
		2B State of the art technology and progress for faculty, B.O. staff and students.	75% of the faculty, FAS staff and students who complete the OIRE survey will positively evaluate technology at STCC as satisfactory or better.	Results of survey.	ITS, OIRE.	Fall	Have technology in place for new faculty and FAS staff.	

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2 Access & Equity	2B State of the art technology and progress for faculty, B.O. staff and students.	75% of the faculty, FAS staff and students who complete the OIRE survey will positively evaluate technology at STCC as satisfactory or better.	Results of survey.	ITS, OIRE.	Fall	Coordinate with ITS to plan for implementation of timekeeping system, e-check, on-line travel and other projects as appropriate.	\$100,000 Timekeeping System.				
					Spring	Implementation of systems.	Resources will be allocated.				
					Spring	Review results of survey conducted by OIRE.	Resources will be allocated.				
					Spring	Provide input in the Technology Plan for FY04.	Resources will be allocated.				
					2C Strategic Enrollment	Student Enrollment will meet or exceed the established growth targets for Fall, Spring and Summer.	Strategic Enrollment Management Plan, SIS and Internal documentation.	OIRE, Student Services & Development.	Fall	Review SEMS Plan with Business Office staff.	Resources will be allocated.
									Fall	Effectively manage the Student Enrollment Plan in Business Office areas to accommodate planned growth.	Resources will be allocated.
	Spring	Continue plan for base year enrollment targets.	Resources will be allocated.								
	Summer	Provide input for Fall 2003 enrollment strategies.	Resources will be allocated.								
	2D Student Contact Hour Generation.	Contact hour generation for base period will exceed previous base by 15%.	Contact hour data, Enrollment data.	All Units.					Fall	Review strategies plan to maximize base year contact hour generation.	Resources will be allocated.
									Fall	Ensure that statements, brochures, and other payment option literature is send to students.	Resources will be allocated.
					Fall	Ensure daily generation of unpaid lists for follow up calls.	Resources will be allocated.				
					Spring	Ensure that statements, brochures, and other payment option literature is send to students.	Resources will be allocated.				
Summer	Monitor results and modify for Fall 03 enrollment..	Resources will be allocated.									

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3 Community Service	3A Improved customer service to students.	Satisfactory results on students evaluation of customer service on ACT-SOS survey.	ACT-SOS	OIRE	Fall	Review results of ACT SOS with B.O. Staff.	Resources will be allocated.
					Fall	Develop plan for improvement in registration, general customer service, and procedures and policies.	Resources will be allocated.
					Spring	Monitor plan for implementation.	Resources will be allocated.
					Summer	Monitor corrective action based on results of survey.	Resources will be allocated.
	3B Student satisfaction with billing services.	Student complaints will decrease by 20% from number in 2001-2002 or benchmark will be established.	ACT-SOS, Ombudperson, Complaint logs.	OIRE, Ombudperson, Student Services and Development.	Fall	Obtain complain logs of FY01-02 for cashiers office operations and grievances concerning policies and procedures for review	
					Fall	E-mail statements: Work with IT to have all students set up with STCC e-mail address.	Resources will be allocated.
					Spring	Develop action plan to identify weaknesses and improve areas identified as problem areas form log.	Resources will be allocated.
					Spring	E-mail statements: Work with IT to have all students set up with STCC e-mail address.	Resources will be allocated.
					Summer	Implement and monitor changes.	Resources will be allocated.
					Summer	E-mail statements: Work with IT to have all students set up with STCC e-mail address.	Resources will be allocated.
	3C Improved Client Satisfaction with Business Office.	College staff will be satisfied with services by providing at least an overall rating of 3.	Campus Climate Survey.	OIRE	Fall	Develop action plans for improvement in the following areas: Business Office services, budget planning and coordination.	Resources will be allocated.
					Fall	Develop a B.O. survey.	Resources will be allocated.

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3 Community Service	3C Improved Client Satisfaction with Business Office.	College staff will be satisfied with services by providing at least an overall rating of 3.	Campus Climate Survey.	OIRE	Spring	Implement the plans.	Resources will be allocated.	
					Spring	Encourage all staff to participate in the survey.	Resources will be allocated.	
					Spring	Mail out survey to students, staff and vendors and analyze them.	Resources will be allocated.	
					Summer	Review results of Spring 2003 survey and evaluate plans.	Resources will be allocated.	
	3D Successful Formal Employee Recognition Program.	Employee Recognition Program will be implemented and be well received by staff.	Employee Recognition Program Procedures Feedback from staff.	Employee Recognition Program	Employee Recognition Committee.	Summer	Review results of B.O. survey and evaluate plans.	Resources will be allocated.
						Fall	Implement the program and encourage employee participation.	\$1,000
						Spring	Continue program.	Resources will be allocated.
						Summer	Continue program and review and revise program and process as necessary for the following year.	Resources will be allocated.
	3E Participation of Business Office staff in Professional Development to improve skills needed to provide effective services to users.	All the Business Office staff members will have at least one professional development opportunity.	Professional Organizations Seminars.	Business Office Staff.	Fall	Provide information on opportunities and encourage participation.	Travel budget.	
					Spring	Provide information on opportunities and encourage participation.	Travel budget.	
					Summer	Provide information on opportunities and encourage participation.	Travel budget.	
	3F Effective internal publications.	Provide Business Office information to internal publications (Staying Connected, Board Highlights) to be distributed to all faculty and staff, and perceived as improving communications.	Copies of publications produced and published.	FAS Division, Public Relations & Marketing.	Fall	Prepare publication, monitor information submitted for publication on regular basis and distribute.	Resources will be allocated.	

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3 Community Service	3F Effective internal publications.	Provide Business Office information to internal publications (Staying Connected, Board Highlights) to be distributed to all faculty and staff, and perceived as improving communications.	Copies of publications produced and published.	FAS Division, Public Relations & Marketing.	Spring	Prepare publication, monitor information submitted for publication on regular basis and distribute.	Resources will be allocated.
					Summer	Prepare publication, monitor information submitted for publication on regular basis and distribute.	Resources will be allocated.
4 Fiscal Responsibility	4A Accountable use of financial resources.	Institutional financial benchmarks will be within state averages. An unqualified financial opinion will be given by auditors upon completion of the annual audit. Internal audit reports will identify no material weaknesses in controls or processes.	Financial Aid Report, Internal Audit Report, State Financial Reports, State Auditor's Benchmarks.	Business Office, All Administrative Units.	Fall	Review audit plan with B.O. staff and monitor for competition and follow-through.	No additional resources required.
					Fall	Acceptance of external and internal audit reports by Board of Trustees.	No additional resources required.
					Fall	Monitor corrective actions addressed in internal audit reports as necessary.	No additional resources required.
					Spring	Conduct comparison of STCC benchmarks with state averages.	No additional resources required.
					Spring	Acceptance of internal audit reports by Board of Trustees and monitor corrective actions.	No additional resources required.
					Summer	Review plan of corrective action for full implementation of changes.	No additional resources required.
5 Compliance	5A Grant reimbursements monitoring and compliance.	No instance of noncompliance will be indentify.	Compliance Report, Reimbursement Reports	Business Office, Resource Development, Financial Aid.	Fall	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.

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5 Compliance	5A Grant reimbursements monitoring and compliance.	No instance of noncompliance will be indentify.	Compliance Report, Reimbursement Reports	Business Office, Resource Development, Financial Aid.	Fall	Monitor for drawdowns of Pell grants and other third party reimbursements.	No additional resources required.
					Spring	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
					Spring	Monitor for drawdowns of Pell grants and other third party reimbursements.	No additional resources required.
					Summer	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
					Summer	Monitor for drawdowns of Pell grants and other third party reimbursements.	No additional resources required.
	5B IRS	Implementation of non-resident alien tax reporting system & procedures by 08/31/03.	Federal Tax Regulations	Information Systems	Fall	Obtain training, prepare and implement action plan.	New payroll specialist position.
					Spring	Review and evaluate implementation.	New payroll specialist position.
					Summer	Complete implementation.	
	5C Institutional Effectiveness Requirements.	100% Compliance with all IE Planning and Reporting requirements.	IE Plans & Reports.	OIRE	Fall	Prepare 03-04 plans as due. Collect and Analyze data.	
					Fall	Implement 02-03 plan. Collect and Analyze data.	
					Spring	Complete Mid year IE revision. Collect and Analyze data.	
					Spring	Complete 03-04 plans as due. Collect and Analyze data.	
					Summer	Prepare 02-03 Annual Report. Collect and Analyze data.	
Summer	Use findings to plan..... Collect and Analyze data.						