

# 1999-2000 Institutional Effectiveness Report

**Department:** The Office of the Assistant to the President for Workforce Development  
**Submitted by:** Wanda Garza - 11-30-99

## Unit Mission Statement

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The office of Workforce Development at STCC is committed to (1) provide workforce development services and technical support in Hidalgo and Star Counties (2) institute workforce development strategies as an integral part of the institution IE process (3) provide community leadership in workforce development infrastructure initiatives (4) generate revenue to support STCC workforce training activities

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### List of Clients:

- Hidalgo and Starr Counties Economic Development Corporations
- Rio Grande Valley Workforce Development Board
- Community Based Organizations
- Government Agencies
- Post Secondary Institutions
- Texas Border Infrastructure Coalitions
- Employers
- State Agencies
- Local and State Elected Officials
- South Texas Community College
- Hidalgo and Starr Counties Independent School Districts
- Region One Education Service Center
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## Intended Outcomes

Department: The Office of the Assistant to the President for Workforce Development

**Intended Outcome: 1**

The Office of the Assistant to the President for Workforce Development will maintain effective relations with the community.

**Intended Outcome: 2**

STCC will be a recognized leader in Workforce Development for Hidalgo and Starr Counties

**Intended Outcome: 3**

Adequate facilities will be secured to accommodate the workforce training enrollment.

**Intended Outcome: 4**

South Texas Manufacturing Association will be satisfied with the quality of STCC's Apprenticeship Program.

**Intended Outcome: 5**

Internal Operating Procedures will be improved.

**Intended Outcome: 6**

**Intended Outcome: 7**

**Intended Outcome: 8**

**Intended Outcome: 9**

**Intended Outcome: 10**

## Performance Indicators

**Department:** The Office of the Assistant to the President for Workforce Development

**Outcome: 1** The Office of the Assistant to the President for Workforce Development will maintain effective relations with the community.

<b>Performance Indicator:</b> A	Increase level of participation with community leaders in Hidalgo County.
<b>Performance Standard</b>	A minimum of six meetings will be held with the Community Workforce Council
<b>Actual Outcome</b>	Valley Interfaith renamed Council: Workforce Conspiracy Committee, five meetings were held in FY 1999-00
<b>Implications for Next Year's Plan</b>	An annual calendar will be adopted. This year has been incorporated into the "new" Workforce Development Unit 2000-01 IE Plan.

<b>Performance Indicator:</b> B	Increase level of participation with community leaders in Starr County.
<b>Performance Standard</b>	A minimum of six meetings will be held with the Community leaders in Starr County.
<b>Actual Outcome</b>	Four meetings were held in FY 1999-00.
<b>Implications for Next Year's Plan</b>	A STCC Partnership Community Committee has been organized for 2000-01 in Starr County. This has been incorporated into the "new" Workforce Development Unit 2000-01 IE Plan.

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

## Performance Indicators

Department: **The Office of the Assistant to the President for Workforce Development**

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**Outcome: 2** STCC will be a recognized leader in Workforce Development for Hidalgo and Starr Counties

<b>Performance Indicator:</b> A	Workforce Training Enrollment
<b>Performance Standard</b>	Continuing Education and The Partnership's overall enrollment will increase by 25% over FY 98-99
<b>Actual Outcome</b>	The Partnership increase enrollment by 25% and Continuing Education by 28.4%
<b>Implications for Next Year's Plan</b>	The increased enrollment directly affected the priorities identified in the ten year Master Facility Plan.

<b>Performance Indicator:</b> B	The First Border Advocacy Secretary of State Business and Industry CEO Forum
<b>Performance Standard</b>	A report will be published to the satisfaction of Southwestern Bell.
<b>Actual Outcome</b>	Report has been published and distributed to State Legislators, Texas Border Infrastructure Coalition, Economic Development Leaders, Texas Community Colleges, State Agencies.
<b>Implications for Next Year's Plan</b>	This report will support the Texas Border Infrastructure Workforce and Education Legislative Recommendations for the 77th Legislature.

<b>Performance Indicator:</b> C	Workforce Development Five Year Strategic Plan
<b>Performance Standard</b>	A Strategic Five Year Plan for the Workforce Development Unit will be developed by the Spring 2000 and approved by the President.
<b>Actual Outcome</b>	Plan approved by Dr. Reed: Spring 2000. The five year plan was incorporated into STCC's Comprehensive Plan FY 2000-2004.
<b>Implications for Next Year's Plan</b>	Incorporated into the new Workforce Development Unit IE Plan.

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

## Performance Indicators

**Department:** The Office of the Assistant to the President for Workforce Development

**Outcome: 3** Adequate facilities will be secured to accommodate the workforce training enrollment.

<b>Performance Indicator:</b> A	Workforce Training Center
<b>Performance Standard</b>	A Workforce Training Facility Plan will be completed and approved by the President in the Spring (2000).
<b>Actual Outcome</b>	Completed and approved by the President Summer 2000.
<b>Implications for Next Year's Plan</b>	The Partnership for Community, Business and Industry Training have secured funds for the Starr facility for FY 2000-01. The Board has approved the Pharr facility and The Partnership plans to move into the facility January 5, 2001.

<b>Performance Indicator:</b> B	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

## Performance Indicators

**Department:** The Office of the Assistant to the President for Workforce Development

**Outcome: 4** South Texas Manufacturing Association will be satisfied with the quality of STCC's Apprenticeship Program.

<b>Performance Indicator:</b> A	Grant Revenue
<b>Performance Standard</b>	A grant from U.S. Department of Labor will be approved by Fall 2000
<b>Actual Outcome</b>	U.S. Department of Labor approved grant Spring 2000.
<b>Implications for Next Year's Plan</b>	Request to fund a three year demonstration project has been submitted to U.S. Department of Labor.

<b>Performance Indicator:</b> B	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

## Performance Indicators

**Department: The Office of the Assistant to the President for Workforce Development**

**Outcome: 5** Internal Operating Procedures will be improved.

<b>Performance Indicator: A</b>	Workforce Development Unit Operating Procedures
<b>Performance Standard</b>	An internal Operating Procedures Manual will be developed by Fall 2000
<b>Actual Outcome</b>	Developed and implemented Fall 2000
<b>Implications for Next Year's Plan</b>	The Partnership, Division of Continuing Education and Office of the Assistant to the President for Workforce Development will integrate all procedures into one Operating Procedures Manual for the unit.

<b>Performance Indicator: B</b>	Workforce Development Unit Operating Procedures Manual for The Partnership and Continuing Education
<b>Performance Standard</b>	An Operating Procedures Manual for the Workforce Development unit will be completed by Spring 2000.
<b>Actual Outcome</b>	Developed and implemented Spring 2000.
<b>Implications for Next Year's Plan</b>	The Partnership, Division of Continuing Education and Office of the Assistant to the President for Workforce Development will integrate all procedures into one Operating Procedures Manual for the unit.

<b>Performance Indicator: C</b>	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator: D</b>	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	