

2000-2001 Institutional Effectiveness Plan

Department: Office of Admissions & Registrar
Submitted by: William Serrata

Unit Mission Statement

The Office of Admissions & Records assists in fulfilling the mission of the College by providing quality service to: -Students from admissions through graduation, -Ensure record integrity and assist student retention by educating, refining, and training the STCC community, -All by utilizing technology in an innovative and proactive manner.

List of Clients:

- Students
- Faculty
- Staff
- Administration
- THECB
- SACS
- Community
- State and Federal Regulatory Agencies
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Intended Outcomes

Department: Office of Admissions & Registrar

Intended Outcome: 1

The Office of Admissions & Registrar will be found in compliance with all regulatory agencies.

Intended Outcome: 2

Students will be satisfied with the services provided by the Office of Admissions & Registrar.

Intended Outcome: 3

Faculty and Staff will be satisfied with the services provided by the Office of Admissions & Registrar.

Performance Indicators

Department: Office of Admissions & Registrar

Outcome: 1 The Office of Admissions & Registrar will be found in compliance with all regulatory agencies.

Performance Indicator:	A	CBM Reports
Performance Standard		100% of THECB Reports will be submitted, edited, and certified within the appropriate timelines. students not included on the CBM reports will decrease from Fall to Fall by 20%
Fall Activity Plan		Produce a production calendar which will include all CBM run, due, and certify dates. Monitor all reinstatements and train other offices as needed.
Resources Required to Support Fall Activities		Coordinator of Admissions.
Spring Activity Plan		Continue to modify and maintain production calendar to include all CBM run, due, and certify dates. Continue to monitor reinstatements and provide training as needed.
Resources Required to Support Spring Activities		Coordinator of Admissions.
Summer Activity Plan		Continue to modify and maintain production calendar to include all CBM run, due, and certify dates. Continue to monitor reinstatements and provide training as needed.
Resources Required to Support Summer Activities		Coordinator of Admissions.
Data Sources: (Most recent available unless otherwise noted)		Student Information System, Student records, Focus reports.
Supporting Units:		Information Systems and Office of Instruction.

Performance Indicator:	B	Reinstatements
Performance Standard		Students reinstated in coursework after Census date will be reduced by 20% from Fall to Fall.
Fall Activity Plan		Maintain and enforce drop dates included in the production calendar. Keep an excel file of all reinstatements, and run exception reports regularly.
Resources Required to Support Fall Activities		Focus Specialist
Spring Activity Plan		Maintain and enforce drop dates included in the production calendar. Keep an excel file of all reinstatements, and run exception reports regularly.
Resources Required to Support Spring Activities		Focus Specialist
Summer Activity Plan		Maintain and enforce drop dates included in the production calendar. Keep an excel file of all reinstatements, and run exception reports regularly.
Resources Required to Support Summer Activities		Focus Specialist
Data Sources: (Most recent available unless otherwise noted)		Student Information System, Student records, Focus reports.
Supporting Units:		Information Systems, Financial Aid, Student Information Centers, Counseling & Advising, and Business Office.

Performance Indicators

Department: Office of Admissions & Registrar

The Office of Admissions & Registrar will be found in compliance with all regulatory agencies.

Outcome: 1

Performance Indicator:	C	Class & Grade Rosters
Performance Standard		100% of Class & Grade Rosters will be submitted in a timely fashion. There will be a 20 % reduction in rosters reprinted and rosters submitted late.
Fall Activity Plan		Review of all official rosters and grade rosters submitted upon the due date. Provide Instruction with a list of reprints and missing rosters.
Resources Required to Support Fall Activities		Coordinator of Admissions.
Spring Activity Plan		Review of all official rosters and grade rosters submitted upon the due date. Provide Instruction with a list of reprints and missing rosters.
Resources Required to Support Spring Activities		Coordinator of Admissions.
Summer Activity Plan		Review of all official rosters and grade rosters submitted upon the due date. Provide Instruction with a list of reprints and missing rosters.
Resources Required to Support Summer Activities		Coordinator of Admissions.
Data Sources: (Most recent available unless otherwise noted)		Student Information System, Student records, Focus reports.
Supporting Units:		Office of Vice-President for Instructional Services, Division Directors, Program Chairs, and Information Systems.

Performance Indicator:	D	Residency
Performance Standard		100% of all residency documents will be on file prior to census date.
Fall Activity Plan		Review of all non-resident student documents via Focus reports before census date.
Resources Required to Support Fall Activities		Coordinator of Admissions and Focus Specialist.
Spring Activity Plan		Review of all non-resident student documents via Focus reports before census date.
Resources Required to Support Spring Activities		Coordinator of Admissions and Focus Specialist.
Summer Activity Plan		Review of all non-resident student documents via Focus reports before census date.
Resources Required to Support Summer Activities		Coordinator of Admissions and Focus Specialist.
Data Sources: (Most recent available unless otherwise noted)		Student Information System, Student records, Focus reports.
Supporting Units:		Information Systems.

Performance Indicators

Department: Office of Admissions & Registrar

Outcome: 2 Students will be satisfied with the services provided by the Office of Admissions & Registrar.

Performance Indicator:	A	EDI
Performance Standard		EDI will be fully implemented.
Fall Activity Plan		Continue to work with Information Systems and EDI Consultant.
Resources Required to Support Fall Activities		Focus Specialist and Consulting services.
Spring Activity Plan		Maintain implemented EDI process.
Resources Required to Support Spring Activities		Focus Specialist, Coordinator of Admissions, and Consultant.
Summer Activity Plan		Continue to modify and maintain production calendar to include all CBM run, due, and certify dates. Continue to monitor reinstatements and provide training as needed.
Resources Required to Support Summer Activities		Coordinator of Admissions, Focus Specialist, and Consultant.
Data Sources: (Most recent available unless otherwise noted)		Student Information System, Student Records, UTPA's EDI system
Supporting Units:		Information Systems, UTPA's Office of Admissions.

Performance Indicator:	B	Kiosks
Performance Standard		Kiosks will be fully implemented
Fall Activity Plan		Meet with Information Systems and plan for implementation.
Resources Required to Support Fall Activities		Focus Specialist, Coordinator of Admissions, Consulting services and hardware costs.
Spring Activity Plan		Test Kiosks, and adjust implementation as needed.
Resources Required to Support Spring Activities		Coordinator of Admissions, Focus Specialist, and Consulting Services.
Summer Activity Plan		Continue testing Kiosks, and adjust implementation as needed.
Resources Required to Support Summer Activities		Coordinator of Admissions, Focus Specialist, and Consulting Services.
Data Sources: (Most recent available unless otherwise noted)		Student Information System and Student Records.
Supporting Units:		Information Systems.

Performance Indicator:	C	Imaging
Performance Standard		Imaging will be fully implemented.
Fall Activity Plan		Purchase correct software and plan the sequence of student record imaging.
Resources Required to Support Fall Activities		Focus Specialist, cost of software.
Spring Activity Plan		Begin the systematic implementation of the imaging process.

Performance Indicators

Department: Office of Admissions & Registrar

Outcome: 2 Students will be satisfied with the services provided by the Office of Admissions & Registrar.

Resources Required to Support Spring Activities	Focus Specialist, Coordinator of Admissions.
Summer Activity Plan	Continue the systematic implementation of the imaging process.
Resources Required to Support Summer Activities	Focus Specialist, Coordinator of Admissions.
Data Sources: (Most recent available unless otherwise noted)	Student Information System and Student Records.
Supporting Units:	Information Systems.

Performance Indicator:	D	WEB/Voice
Performance Standard		WEB and Voice applications will be expanded and enhanced.
Fall Activity Plan		Meet with Information Systems and the Office of Instruction to ensure that WEB/Voice registration include only current information. Plan for the expansion of WEB/Voice modules and capabilities.
Resources Required to Support Fall Activities		Coordinator of Admissions and Focus Specialist.
Spring Activity Plan		Continue to meet with Information Systems and the Office of Instruction to ensure that WEB/Voice registration include only current information. Budget for expansion of WEB/Voice modules with assistance of Information Systems and Consultant.
Resources Required to Support Spring Activities		Coordinator of Admissions, Focus Specialist, and Consulting Services.
Summer Activity Plan		Continue to meet with Information Systems and the Office of Instruction to ensure that WEB/Voice registration include only current information. Begin testing the expansion of WEB/Voice modules with assistance of Information Systems and Consultant.
Resources Required to Support Summer Activities		Coordinator of Admissions, Focus Specialist, and Consulting Services.
Data Sources: (Most recent available unless otherwise noted)		Student Information System and Student Records.
Supporting Units:		Information Systems.

Performance Indicators

Department: Office of Admissions & Registrar

Outcome: 3 Faculty and Staff will be satisfied with the services provided by the Office of Admissions & Registrar.

Performance Indicator:	A	Data Integrity
Performance Standard		75% of clients that request information from the Office of Admissions & Registrar will be satisfied with data generated.
Fall Activity Plan		Develop a satisfaction instrument with the assistance of OIRE.
Resources Required to Support Fall Activities		Focus Specialist
Spring Activity Plan		Implement the satisfaction instrument as part of each Focus request.
Resources Required to Support Spring Activities		Focus Specialist.
Summer Activity Plan		Monitor the implementation of the satisfaction instrument and make changes where needed.
Resources Required to Support Summer Activities		Focus Specialist.
Data Sources: (Most recent available unless otherwise noted)		Results of Satisfaction Instrument.
Supporting Units:		OIRE and Information Systems.

Performance Indicator:	B	Professional Development
Performance Standard		Professional and Classified Staff will have the opportunity to partake in atleast one professional development activity per year.
Fall Activity Plan		Distribute professional development brochures to staff.
Resources Required to Support Fall Activities		Operating and Travel Budgets.
Spring Activity Plan		Continue to promote professional development opportunities to staff.
Resources Required to Support Spring Activities		Operating and Travel Budgets.
Summer Activity Plan		Assess staff participation in professional development opportunities.
Resources Required to Support Summer Activities		None.
Data Sources: (Most recent available unless otherwise noted)		Student Information System, Travel Vouchers, Budget Reconsilliation.
Supporting Units:		Information Systems, Business Office, Office of Instruction.

Performance Indicator:	C	OIRE Satisfaction Survey
Performance Standard		The Office of Admissions & Registrar will be rated 10% higher on OIRE's faculty/staff's satisfaction survey.
Fall Activity Plan		Meet with OIRE staff to determine the instrument that is in place. Meet with OAR staff regularly and promote customer service.

Performance Indicators

Department: Office of Admissions & Registrar

Faculty and Staff will be satisfied with the services provided by the Office of Admissions & Registrar.

Outcome: 3

Resources Required to Support Fall Activities	Coordinator of Admissions.
Spring Activity Plan	Continue to promote customer service at every staff meeting.
Resources Required to Support Spring Activities	Coordinator of Admissions.
Summer Activity Plan	Assess customer satisfaction based on OIRE survey.
Resources Required to Support Summer Activities	Coordinator of Admissions.
Data Sources: (Most recent available unless otherwise noted)	Survey Results.
Supporting Units:	OIRE.

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	