

Actual Outcomes & Implications

Office of Admissions & Registrar

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.

Intended Outcome:

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

Performance Indicator:

01A 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%

Actual Outcome:

100% of CBM reports have been submitted, edited, and certified within the appropriate timelines, since the beginning of the Spring term, as shown via the CBM link from the STCC website.

Implication for Next Year:

Continue to monitor in 2001-02 IE Plan. See 1A in 2001-02 IE Plan.

Performance Indicator:

01B Reinstatements

Performance Standard:

Students reinstated in coursework after Census date will be reduced by 20% from Fall to Fall.

Actual Outcome:

Reinstatements were reduced by over 75% from Fall 1999 to Fall 2000.

Implication for Next Year:

Continue to monitor reinstatements. Included on 2001-02 IE Plan as 2D.

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Performance Indicator:

01C 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.

Actual Outcome:

100% of Class & Grade Rosters have been submitted for all terms. However, some rosters were not submitted in a timely fashion.

Implication for Next Year:

Continue to work with Division Directors and the Vice-President for Instructional Services on submission of rosters. Include in 2001-02 IE Plan as 1A.

Performance Indicator:

01D Residency

Performance Standard:

100% of all residency documents will be on file prior to census date.

Actual Outcome:

100% of all residency documents have been on file prior to census date since the Summer terms.

Implication for Next Year:

Continue to monitor and report residency exceptions on a term-by- term basis. See 3D in 2001-02 IE Plan.

Intended Outcome:

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

Performance Indicator:

02A EDI

Performance Standard:

EDI will be fully implemented.

Actual Outcome:

EDI has been fully installed and is in test mode. Partially completed.

Implication for Next Year:

The first institution that transcripts will be traded with is UTPA. Utilize and continue to increase the number of institutions that STCC trades transcripts with via EDI. See 2E in 2001-02 IE Plan.

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Performance Indicator:

02B Kiosks

Performance Standard:

Kiosks will be fully implemented

Actual Outcome:

Kiosks are scheduled to delivered during the month of August and will be fully implemented by 8/31/01.

Implication for Next Year:

Order additional kiosks for other STCC campuses. See 2B in 2001-02 IE Plan.

Performance Indicator:

02C Imaging

Performance Standard:

Imaging will be fully implemented.

Actual Outcome:

Imaging continues to be explored in light of budget constraints.

Implication for Next Year:

Continue to work with Information and Technical Services in order to implement document imaging. See 2G in 2001-02 IE Plan.

Performance Indicator:

02D WEB/Voice

Performance Standard:

WEB and Voice applications will be expanded and enhanced.

Actual Outcome:

WEB/Voice applications have been expanded to include the availability of services to TASP affected students.

Implication for Next Year:

Continue to expand and enhance WEB and Voice applications. See 2A, B and C in 2001-02 IE Plan.

Intended Outcome:

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

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Performance Indicator:

03A Data Integrity

Performance Standard:

75% of clients that request information from the Office of Admissions & Registrar will be satisfied with data generated.

Actual Outcome:

100% of clients who have requested data from the Office of Admissions & Registrar have been satisfied.

Implication for Next Year:

Work with OIRE to develop a survey to be attached to request forms. See Activities for 2F in 2001-02 IE Plan.

Performance Indicator:

03B Professional Development

Performance Standard:

Professional and Classified Staff will have the opportunity to partake in at least one professional development activity per year.

Actual Outcome:

100% of professional and classified staff have had the opportunity to partake in professional development.

Implication for Next Year:

Continue to ensure that all staff is provided professional development opportunities. See 3F in 2001-02 IE Plan.

Performance Indicator:

03C OIRE Satisfaction Survey

Performance Standard:

The Office of Admissions & Registrar will be rated 10% higher on OIRE's faculty/staff's satisfaction survey.

Actual Outcome:

The Office of Admissions & Registrar was rated 10.7% higher on OIRE's faculty/staff satisfaction survey.

Implication for Next Year:

Continue to improvement and improve satisfactory:unsatisfactory response ratio on survey. See Activities under 2F in 2001-02 IE Plan.