

## Linkages from Outcome to Activities

### 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 Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
01 Student Success	01A Enrollment Verification	100% of student enrollments will be verified.	Student Contact, Faculty feedback	Instruction, Information Systems, OIRE	Fall	Create an enrollment verification letter to be sent to every registered student after census date.	Operating costs only.
					Spring	Continue to send the enrollment verification letter to every registered student after census date.	Operating Costs only.
					Summer	Continue to send the enrollment verification letter to every registered student after census date.	Operating costs only.
	01B Re-enrollment of Stop Out students	10% increase in the enrollment of stop out students from Fall to Fall, Spring to Spring, and Summer to Summer enrollment counts.	Focus reports, ad hoc reports.	OIRE, Information Systems, Outreach	Fall	Send postcards to stop out students during summer to register for Fall term.	Operational Costs only.
					Spring	Send postcards to stop out students during Fall to register for Spring term.	Operating Costs only.
					Summer	Send postcards to stop out students during Spring term to register for Summer terms.	Operating Costs only.

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01 Student Success	01C Re-enrollment of Students cleared off suspension.	10% increase in the number of students enrolled that have been cleared from suspension measured from Fall to Fall, Spring to Spring, and Summer to Summer.	Focus Reports and Ad hoc reports.	OIRE, Information Systems, Counseling & Advising.	Fall	Send students that have been determined to be eligible to return to STCC after meeting the Suspension requirements a letter informing them of their status and encouraging them to enroll for the Fall term.	Operating Costs only.
					Spring	Send students that have been determined to be eligible to return to STCC after meeting the Suspension requirements a letter informing them of their status and encouraging them to enroll for the Spring term.	Operating Costs only.
					Summer	Send students that have been determined to be eligible to return to STCC after meeting the Suspension requirements a letter informing them of their status and encouraging them to enroll for the Summer term.	Operating Costs only.
02 Access & Equity	02A WEB/Voice	20% increase in student utilization of Voice/Web registration functions, measured from Fall to Fall, Spring to Spring,& Summer to Summer.	Focus reports and ad hoc reporting	Information Systems, OIRE, ITS	Fall	Promote WEB/Voice registration options to students during Fall arena registration and send WEB/Voice registration instructions to file complete students.	Capital equipment, space, and Operational Budget.
					Spring	Continue to promote WEB/Voice registration options to students during Fall arena registration and send WEB/Voice registration instructions to file complete students.	Additional capital equipment, space, and Operational Budget needs.
					Summer	Continue to promote WEB/Voice registration options to students during Fall arena registration and send WEB/Voice registration instructions to file complete students.	Additional capital equipment, space, and operational budget needs.

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02 Access & Equity	02B Kiosks	10% of the student population will use Kiosks for information, registration, add/drop, and payment functions. 75% of campuses will have kiosks available for students.	Focus Reports and ad hoc reports.	Information Systems, ITS, OIRE, Business Office	Fall	Promote the newly installed Kiosks at the Starr County, Pecan, CAAT campuses/sites to provide uniform and accurate information at all campuses.	Operational costs only.	
					Spring	Continue to promote the newly installed Kiosks at the Starr County, Pecan, CAAT campuses/sites during Spring arena registration to provide uniform and accurate information at all campuses.	Operational Costs only.	
					Summer	Continue to promote the newly installed Kiosks at the Starr County, Pecan, CAAT campuses/sites, as well as the kiosks installed at the Casso NAH and Mid-Valley campuses to provide uniform and accurate information at all campuses.	Operational Costs only.	
	02C TASP Automation	10% of TASP affected students will register via telephone/WEB/Kiosk registration via the TASP compliance automation program			Information Systems, ITS, Testing Office	Fall	Send letters to all TASP affected students informing them that they may now utilize Phone/WEB/Kiosk registration.	Operational costs only.
						Spring	Continue to send letters to all TASP affected students informing them that they may now utilize Phone/WEB/Kiosk registration.	Operational Costs only.
						Summer	Continue to send letters to all TASP affected students informing them that they may now utilize Phone/WEB/Kiosk registration.	Operational Costs only.

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02 Access & Equity	02D Reinstatements	Students reinstated in coursework after Census date will be reduced by 20% from Fall to Fall, Spring to Spring, and Summer to Summer	Focus Reports, Census Date Rosters, Grade Rosters	Information Systems, OIRE, Instruction	Fall	Use telemarketers to phone students with an outstanding balance, keep a file of reinstatements with appropriate documentation, and run exception reports regularly.	Operating costs only.
					Fall	Collect and analyze quality assurance forms for information requested from OAR.	N
					Spring	Use telemarketers to phone students with an outstanding balance, keep a file of reinstatements with appropriate documentation, and run exception reports regularly.	Operating Costs only.
					Summer	Use telemarketers to phone students with an outstanding balance, keep a file of reinstatements with appropriate documentation, and run exception reports regularly.	Operating Costs only.
	02E Transcript Access	EDI fully implemented and utilized.	Reports	ITS	Fall	Work out details to pilot test trading transcripts with UTPA. Continue expanding EDI usage to include all institutions where applicable.	None
	02F Faculty and staff access to information	100% of requests for information from faculty and staff will be filled to the satisfaction of the client.	Information request evaluation form	All units, OIRE	Fall	Develop and begin to use OAR Request for Information Evaluation Form. Work with OIRE to create form similar to their feedback form. File and track responses.	None

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02 Access & Equity	02G Record Retention and Access	Imaging System will be requested in 2003 budget.	Budget Documents	Information Systems, Technology Resources	Fall	Work with Information Systems and Technology Resources to arrange acquisition and implementation of document imaging system.	Document Imaging System
03 Compliance	03A CBM Reports	100% of THECB Reports will be submitted, edited, and certified within the appropriate timelines.	THECB	Information Systems, OIRE, Office of Instruction, Human Resources	Fall	Continue modification and maintenance of Production Calendar	Equipment, space, and Budget needs.
					Spring	Continue to monitor Production Calendar	Equipment, space, and Budget needs.
					Summer	Continue to monitor Production Calendar	Equipment, space, and Budget needs.
	03B Census & Grade Rosters	100% of Census and Grade Rosters will be submitted in a timely fashion.	Exception Reports	Instruction, Information Systems	Fall	Review of all official census and grade rosters submitted by the due date. Provide Instruction with a list of missing rosters.	Operating costs only.
					Spring	Review of all official census and grade rosters submitted by the due date. Provide Instruction with a list of missing rosters.	Operating Costs only.
					Summer	Review of all official census and grade rosters submitted by the due date. Provide Instruction with a list of missing rosters.	Operating Costs only.
03C THECB Site Visit	The Office of Admissions & Registrar will attain satisfactory status from the Site Review Team	THECB	OIRE	Fall	Review THECB Site Visit guidelines. Prepare appropriately.	Operational Costs only.	
				Spring	Continue preparation for THECB site visit.	Operational Costs only	

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03 Compliance	03C	THECB Site Visit	The Office of Admissions & Registrar will attain satisfactory status from the Site Review Team	THECB	OIRE	Summer	Review report submitted by THECB and make any changes recommended	Operational Costs only.
	03D	Residency requirements	100% compliance with residency document regulations	Departmental Records/SIS	Students	Fall	Ensure that all residency documents are on file prior to the census date. Monitor and report exceptions on a term by term basis.	Operating costs only.
						Spring	Ensure that all residency documents are on file prior to the census date. Monitor and report exceptions on a term by term basis.	Operating costs only.
						Summer	Ensure that all residency documents are on file prior to the census date. Monitor and report exceptions on a term by term basis.	Operating costs only.
	03E	Legal and regulatory policies	100% compliance with all legal and regulatory policies, right to privacy, accuracy of records, etc.	Departmental Records		Fall	Conduct staff development workshop.	Operating costs only.
						Spring	Conduct staff development workshop.	Operating costs only.
						Summer	Conduct staff development workshop.	Operating costs only.
	03F	Professional Standards	0 incidence of non-compliance with NASPA/ACPA standards of professional practice.	Departmental records, NASPA/ACPA Standards		Fall	Conduct staff development workshop.	Operating costs only.
						Spring	Conduct staff development workshop.	Operating costs only.
						Summer	Conduct staff development workshop.	Operating costs only.