

Linkages from Outcome to Activities

Vice President for Student Services & Development

The Division of Student Services and Development provides accessible, quality, district-wide support services consistent with the Mission of South Texas Community College. These services contribute to the cultural, social, economic, ethical, physical, and intellectual development of our students and the community.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
01 Student Success	01A Services meet student needs	75% of students will be satisfied with the Division of Student Services and Development	ACT Student Opinion Survey	OIRE	Fall	Distribute survey to students, collect the survey, and analyze data	Funding for capital equipment, and funding for assessment tools and to develop and measure satisfaction levels.
					Spring	Distribute survey to students, collect the survey, and analyze data	Funding for capital equipment and funding for assessment tools to develop and measure satisfaction levels.
					Summer	Distribute survey to students, collect the survey, and analyze data	Funding for capital equipment and funding for assessment tools to develop and measure satisfaction levels.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
01 Student Success	01B Faculty Advisement	30% of students will be advised by Faculty	List of Faculty members, Student Information System.	VP of Instruction, Division Directors, Program Chairs, Faculty, and Counseling and Advising Center	Fall	Identify and train faculty advisors	Operating costs
					Spring	Continue to identify and train faculty advisors	Operating Costs
					Summer	Review and Revise Faculty Training Handbook. Schedule fall training program.	Operating Costs
	01C Retention	The retention rate will increase by 2% from prior fall term	Retention Rates	OIRE, Counseling and Advising Center, VP of Instruction, and President's Cabinet	Fall	Establish, implement, and finalize retention plan. Conduct Survivor School Orientation and evaluation program for new students.	Funding for capital equipment and funding for assessment tools to develop and measure retention rates.
					Spring	Continue to implement retention plan. Revise Survivor School Orientation according to Continue to implement retention plan. Revise Survivor School Orientation according to evaluations of program for new students. evaluations of program for new students.	Funding for capital equipment and funding for assessment tools to develop and measure retention rates.
					Summer	Continue to implement retention plan. Revise Survivor School Orientation according to evaluations of program for new students.	Funding for capital equipment and funding for assessment tools to develop and measure retention rates.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
01 Student Success	01D Graduation rates	Graduation rates will increase by 10%.	Graduation rates	OIRE, Office of Admission and Registrar	Fall	Continue to implement OnCourse, advising program, faculty advisement program, contacting students via letters, phone calls, etc. Conduct, evaluate and revise Survivor School Orientation program.	Operating costs
					Spring	Continue to implement OnCourse, advising program, faculty advisement program, contacting students via letters, phone calls, etc. Conduct, evaluate and revise Survivor School Orientation program.	Operating costs
					Summer	Continue to implement OnCourse, advising program, faculty advisement program, contacting students via letters, phone calls, etc. Conduct, evaluate and revise Survivor School Orientation program.	Operating costs.
02 Access and Equity	02A Equitable Services	A member from each department will be available to students at each campus/site.	Results of Needs Assessment, Copies of Staff schedules.	OIRE and all SS&D departments.	Fall	Search funding agency websites for potential grants. Establish submission deadlines, and identify grant team.	None

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02 Access and Equity	02A Equitable Services	A member from each department will be available to students at each campus/site.	Results of Needs Assessment, Copies of Staff schedules.	OIRE and all SS&D departments.	Fall	Schedule personnel from each department to staff offices at each campus/site. The Division of Student Services and Development will plan and propose new programs. The Division of Student Services and Development will submit two grant applications per year in order to establish new programs.	Funding for staff, space, and operation of departments. The Division of Student Services and Development will plan and propose new programs. The Division of Student Services and Development will submit two grant applications per year in order to establish new programs.
					Spring	Write and submit grant applications to appropriate funding agencies.	Operating costs.
					Spring	Schedule personnel from each department to staff offices at each campus/site.	Funding for staff, space, and operation of departments.
					Summer	Follow up on submitted grant applications.	None
					Summer	Conduct a Student Services and Development Needs Assessment to determine demand/actual need for services for each campus/site.	Funding for staff, space, and operation of departments.
	02B Access to Information	Kiosks will be located at 75% of STCC campuses/sites.	Vendors and Consultants	Information Systems, Office of Admissions and Registrar, Business Office, Instruction, President's Cabinet.	Fall	Purchase hardware and operationalize kiosks.	Funding for capital equipment, operating costs, and consultant fees.

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02 Access and Equity	02B Access to Information	Kiosks will be located at 75% of STCC campuses/sites.	Vendors and Consultants	Information Systems, Office of Admissions and Registrar, Business Office, Instruction, President's Cabinet.	Spring	Continue to implement Kiosks.	Funding for capital equipment, operating costs, and consultant fees.
					Summer	Continue to implement Kiosks.	Funding for capital equipment, operating costs, and consultant fees.
	02C Access to Services	100% of staff vacancies will be filled.	Staffing Plan and Budgets	Office of Human Resources	Fall	Advertise vacancies, establish search committees, review applicants, schedule interviews, and recommend for hire.	Operating costs.
					Spring	Continue to advertise for vacancies, establish search committees, review applicants, schedule interviews, and recommend for hire.	Operating costs.
					Summer	Continue to advertise vacancies, establish search committees, review applicants, schedule interviews, and recommend for hire.	Operating costs.
					Fall	Development of action plans for Spring Enrollment.	Funding for staff, space, and operation of action plans.
					Spring	Development of action plans for Summer and Fall Enrollment.	Funding for staff, space, and operation of action plans.
					Summer	Continue to follow action plans for Fall Enrollment.	Funding for staff, space, and operation of action plans.
	02D Access to college education	Enrollment targets for each term will be met.	Enrollment reports, action plans, minutes from meetings.	OIRE, President's Cabinet, Registration and Marketing Team.	Fall	Development of action plans for Spring Enrollment.	Funding for staff, space, and operation of action plans.
					Spring	Development of action plans for Summer and Fall Enrollment.	Funding for staff, space, and operation of action plans.
					Summer	Continue to follow action plans for Fall Enrollment.	Funding for staff, space, and operation of action plans.

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02 Access and Equity	02E Strategic Enrollment Management	Establish an Enrollment Management Plan for South Texas Community College.	Enrollment Projections/Targets, Minutes from meetings.	OIRE, President's Cabinet	Fall	Develop leadership survey with the help of OIRE. Meet every two weeks and review status of Planning Work Groups.	Space for meetings.
					Spring	Continue meeting with Steering and Planning Work groups. Plan professional development activities for Strategic Enrollment Management.	Space for meetings. Funds and time for professional development activities.
					Summer	Continue meeting with Steering and Planning Work groups. Continue to provide more opportunities for SEM professional development. Administer Leadership Survey, gather data, and analyze. Use Leadership Survey findings to help guide 2002-2003 planning.	Space for meetings.
03 Compliance	03A TASP Compliance	100% of students will be in compliance with the TASP law.	Focus reports, Exception reports, CBM reports	OIRE, Office of Testing	Fall	Run Focus reports to identify TASP non-compliant students, notify students, advise students of non-compliance consequences	None
					Spring	Run Focus reports to identify TASP non-compliant students, notify students, advise students of non-compliance consequences	None
					Summer	Run Focus reports to identify TASP non-compliant students, notify students, advise students of non-compliance consequences.	None

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03 Compliance	03B Departmental Evaluation Process	25% of divisional programs will be reviewed annually and revised if necessary.	Results of Departmental reviews.	Office of Accountability	Fall	The Division of Student Services and Development will review and revise existing programs. Meet with Departmental leaders and the Office of Accountability to determine the priority of review.	Funding for staff, space, and operation of reviewed programs.
					Spring	Conduct process review of chosen departments.	Funding for staff, space, and operation of reviewed programs.
					Summer	Respond and implement recommendations issued by the Office of Accountability.	Funding for staff, space, and operation in order to implement recommendations.
	03C Legal and regulatory compliance	No incidence of non-compliance with any legal or regulatory requirements in any student development departments.	Departmental Records	Office of Accountability, All Student Development Departments	Fall	Professional Development training for staff. Review legal and regulatory requirements.	None
					Spring	Professional Development training for staff. Review legal and regulatory requirements.	None
					Summer	Professional Development training for staff. Review legal and regulatory requirements.	None
	03D Policy	No incidence of non-compliance with any policy requirements in any student development departments.			Fall	Professional Development training for staff. Review regulatory policies.	None
					Spring	Professional Development training for staff. Review regulatory policies.	None

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03 Compliance	03D Policy	No incidence of non-compliance with any policy requirements in any student development departments.	Departmental Records	Office of Accountability, All Student Development Departments	Summer	Professional Development training for staff. Review regulatory policies.	None
	03E Professional Standards	No incidence of non-compliance with NASPA or ACPA professional standards in any student development departments.			Fall	Professional Development training for staff. Review NASPA and ACPA .	None
					Spring	Professional Development training for staff. Review NASPA and ACPA .	None
					Summer	Professional Development training for staff. Review NASPA and ACPA .	None