

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 Student Success

Performance Indicator:

01A Enrollment Verification

Performance Standard:

100% of student enrollments will be verified.

Actual Outcome:

100% of students enrolled were verified.

Implication for Next Year:

Do not include on IE Plan, but continue to monitor verifications.

Performance Indicator:

01B Re-enrollment of Stop Out students

Performance Standard:

10% increase in the enrollment of stop out students from Fall to Fall, Spring to Spring, and Summer to Summer enrollment counts.

Actual Outcome:

Stop Out students has grown over 10% from fall to fall.

Implication for Next Year:

Do not include in 2002-03 IE Plan, but continue to target stop out students.

Actual Outcomes & Implications

Performance Indicator:

01C Re-enrollment of Students cleared off suspension.

Performance Standard:

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.

Actual Outcome:

Fall 2000 enrollment of students meeting probation/suspension requirements increased by 19.8%.

Implication for Next Year:

Do not include in 2002-03 IE Plan, but continue to monitor re-enrollment.

Intended Outcome:

02 Access & Equity

Performance Indicator:

02A WEB/Voice

Performance Standard:

20% increase in student utilization of Voice/Web registration functions, measured from Fall to Fall, Spring to Spring, & Summer to Summer.

Actual Outcome:

WEB/Voice utilization has increased 50% from Fall to fall.

Implication for Next Year:

Do not include in 2002-03 IE Plan, but continue to monitor WEB/Voice utilization.

Performance Indicator:

02B Kiosks

Performance Standard:

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.

Actual Outcome:

Currently utilization of kiosks cannot be measured. However, tools for measuring utilization are being implemented. 80% of all campuses currently have kiosks.

Implication for Next Year:

Continue to implement initiatives which will provide a means for measuring use of kiosks.

Actual Outcomes & Implications

Performance Indicator:

02C TASP Automation

Performance Standard:

10% of TASP affected students will register via telephone/WEB/Kiosk registration via the TASP compliance automation program

Actual Outcome:

The TASP Automation program has yet to be completed. However, a TOS provided by SCT and implemented by STCC's consultant provides the capability for TASP affected students to register via Voice/WEB/Kiosk.

Implication for Next Year:

Include in 2002-03 IE Plan and send out pamphlets/letters promoting use of VWK platforms.

Performance Indicator:

02D Reinstatements

Performance Standard:

Students reinstated in coursework after Census date will be reduced by 20% from Fall to Fall, Spring to Spring, and Summer to Summer

Actual Outcome:

Reinstatements from fall to fall were reduced by 34%.

Implication for Next Year:

Do not include in 2002-03 plan, however continue to monitor reinstatements.

Performance Indicator:

02E Transcript Access

Performance Standard:

EDI fully implemented and utilized.

Actual Outcome:

EDI is not fully automated due to EDI consultant not being able to complete project.

Implication for Next Year:

Include on 2002-03 IE Plan.

Actual Outcomes & Implications

Performance Indicator:

02F Faculty and staff access to information

Performance Standard:

100% of requests for information from faculty and staff will be filled to the satisfaction of the client.

Actual Outcome:

100% of requests for information have been provided and corrected to client specifications.

Implication for Next Year:

Continue to monitor requests for information but will not be included in 2002-03 IE Plan.

Performance Indicator:

02G Record Retention and Access

Performance Standard:

Imaging System will be requested in 2003 budget.

Actual Outcome:

A district-wide imaging system has begun to take shape via purchases by other departments.

Implication for Next Year:

Continue to implement Imaging System and include on 2002-03 IE Plan.

Intended Outcome:

03 Compliance

Performance Indicator:

03A CBM Reports

Performance Standard:

100% of THECB Reports will be submitted, edited, and certified within the appropriate timelines.

Actual Outcome:

100% of THECB reports were submitted, edited, and certified within appropriate timelines.

Implication for Next Year:

Continue to monitor THECB Reports and include in annual IE Plan.

Actual Outcomes & Implications

Performance Indicator:

03B Census & Grade Rosters

Performance Standard:

100% of Census and Grade Rosters will be submitted in a timely fashion.

Actual Outcome:

Over 90% of Census and Grade Rosters were submitted in a timely fashion.

Implication for Next Year:

Continue to monitor Census and Grade roster submissions, stress importance of timely submission to faculty, and include in 2002-03 IE Plan.

Performance Indicator:

03C THECB Site Visit

Performance Standard:

The Office of Admissions & Registrar will attain satisfactory status from the Site Review Team

Actual Outcome:

The Office of Admissions & Registrar is part of the Division of Student Services & Development, which was rated exemplary by the THECB Site Visit.

Implication for Next Year:

Do not include in 2002-03 IE Plan, but continue to strive for exemplary service.

Performance Indicator:

03D Residency requirements

Performance Standard:

100% compliance with residency document regulations

Actual Outcome:

Post 9/11 changes in residency rules created many new regulations, which caused some document errors.

Implication for Next Year:

Place on 2002-03 IE Plan and continue to monitor residency regulations.

Actual Outcomes & Implications

Performance Indicator:

03E Legal and regulatory policies

Performance Standard:

100% compliance with all legal and regulatory policies, right to privacy, accuracy of records, etc.

Actual Outcome:

No incidence of non-compliance occurred.

Implication for Next Year:

Continue to monitor compliance and place on 2002-03 IE Plan.

Performance Indicator:

03F Professional Standards

Performance Standard:

0 incidence of non-compliance with NASPA/ACPA standards of professional practice.

Actual Outcome:

Standard met. There were no incidences of non-compliance with NASPA/ACPA standards.

Implication for Next Year:

Do not include in 2002-03 IE Plan, but continue to monitor to ensure that standards are met.
