

Actual Outcomes & Implications

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 Outcome:

01 Student Success

Performance Indicator:

01A Services meet student needs

Performance Standard:

75% of students will be satisfied with the Division of Student Services and Development

Actual Outcome:

OIRE NOTE: The percentages of students who have used the SSD services and who were satisfied or very satisfied with the services follow:

- Academic Advising/Course Planning Services 78.1%
- Personal Counseling Services (For Personal Concerns and Problems) 76.9%
- Vocational Guidance/Career Planning Services 77.1%
- Job Placement Services 55.3%
- Financial Aid Services 82.6%
- Recreational and Intramural Programs and Services 56.4%
- College-Sponsored Social Activities 73.2%
- Cultural Programs and Activities 77.3%
- College Orientation Program 74%
- Veterans Services 49.2%

Implication for Next Year:

Continue to monitor student satisfaction with services provided by the Division of Student Services and Development.

Actual Outcomes & Implications

Performance Indicator:

01B Faculty Advisement

Performance Standard:

30% of students will be advised by Faculty

Actual Outcome:

Approximately 30% of students are advised by faculty based upon the Divisions of Nursing Allied Health, Technology, and other programs that have promoted faculty advisement.

Implication for Next Year:

Continue to promote faculty advisement in order to facilitate student success.

Performance Indicator:

01C Retention

Performance Standard:

The retention rate will increase by 2% from prior fall term

Actual Outcome:

Fall 1999 retention rate was 53%

Fall 2000 retention rate was 56%

Fall 2001 retention rate was not available.

Implication for Next Year:

Continue to promote and implement strategies that will positively affect retention.

Performance Indicator:

01D Graduation rates

Performance Standard:

Graduation rates will increase by 10%.

Actual Outcome:

Total number of graduates will not be available until mid-September. Initial figures indicate a minimum of 10% increase in total graduates.

Implication for Next Year:

Continue to promote and implement strategies and initiatives that will increase graduation rates. Performance Standard will be changed to indicate that the number of degree and certificate graduates will increase by 10% over the preceeding year.

Actual Outcomes & Implications

Intended Outcome:

02 Access and Equity

Performance Indicator:

02A Equitable Services

Performance Standard:

A member from each department will be available to students at each campus/site.

Actual Outcome:

A member of each department is currently located at all STCC campuses/sites.

Implication for Next Year:

Continue to ensure that all campuses/sites are properly staffed with Student Services & Development staff.

Performance Indicator:

02B Access to Information

Performance Standard:

Kiosks will be located at 75% of STCC campuses/sites.

Actual Outcome:

Kiosks are currently located at 5 out of 6 STCC campuses/sites, which is equivalent to over 80% of all sites.

Implication for Next Year:

Continue to purchase/implement/promote and train students and staff to utilize kiosks.

Performance Indicator:

02C Access to Services

Performance Standard:

100% of staff vacancies will be filled.

Actual Outcome:

99% of staff vacancies are currently filled.

Implication for Next Year:

Continue to monitor staffing and advertise when vacancies occur.

Actual Outcomes & Implications

Performance Indicator:

02D Access to college education

Performance Standard:

Enrollment targets for each term will be met.

Actual Outcome:

All enrollment targets were exceeded for the past four terms.

Implication for Next Year:

Continue to set aggressive enrollment targets and implement any and all strategies that will facilitate the fulfillment of the enrollment targets.

Performance Indicator:

02E Strategic Enrollment Management

Performance Standard:

Establish an Enrollment Management Plan for South Texas Community College.

Actual Outcome:

The first draft of the SEM Plan has been sent to SEM Steering Committee members for review and revision.

Implication for Next Year:

Continue to review and revise SEM Plan annually.

Intended Outcome:

03 Compliance

Performance Indicator:

03A TASP Compliance

Performance Standard:

100% of students will be in compliance with the TASP law.

Actual Outcome:

100% of students are in compliance with TASP law via developmental course work or self-paced labs.

Implication for Next Year:

Continue to monitor TASP compliance on a term by term basis.

Actual Outcomes & Implications

Performance Indicator:

03B Departmental Evaluation Process

Performance Standard:

25% of divisional programs will be reviewed annually and revised if necessary.

Actual Outcome:

More than 25% of divisional programs were reviewed by the Office of Accountability.

Implication for Next Year:

Continue to work with the Office of Accountability to review additional departments within the Division of Student Services and Development.

Performance Indicator:

03C Legal and regulatory compliance

Performance Standard:

No incidence of non-compliance with any legal or regulatory requirements in any student development departments.

Actual Outcome:

No incidence of non-compliance was found in any of the Student Services and Development Division.

Implication for Next Year:

Continue to monitor all Student Services and Development for incidents of non-compliance.

Performance Indicator:

03D Policy

Performance Standard:

No incidence of non-compliance with any policy requirements in any student development departments.

Actual Outcome:

No incidence of non-compliance with policy was found within the Division of Student Services and Development.

Implication for Next Year:

Continue to have department heads review policies to ensure that compliance is maintained.

Actual Outcomes & Implications

Performance Indicator:

03E Professional Standards

Performance Standard:

No incidence of non-compliance with NASPA or ACPA professional standards in any student development departments.

Actual Outcome:

No incidence of non-compliance or violation of professional standards occurred within the Division of Student Services and Development.

Implication for Next Year:

Continue to promote compliance and professional standards with all department heads and ensure that all Student Services and Development areas are in compliance.
