

South Texas Community College
2002 - 2003 Institutional Effectiveness Plan

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	
1 Student Success	1A	Enrollment Verification	100% of student enrollments will be verified.	Student Contact, Faculty feedback	Instruction, Information Systems, OIRE	Fall	Conduct staff training to ensure the integrity of data entry	Operating costs only
	1B	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	Conduct mailouts to this segment of the student population	Operating Costs only
	1C	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	Conduct mailouts and telemarketing efforts to reach these students	Operating and salary pools
2 Access & Equity	2A	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	Work with Public Relations & Marketing in order to produce a flyers, posters, and pamphlets promoting and giving directions on how to use each of the products	Operating budget to produce advertisements.
						Spring	Distribute all promotional materials	Operating costs only
						Summer	Send all students letters informing them of WEB/Phone/ and Kiosk registration	Operating costs only

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed	
2 Access & Equity	2B	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	Purchase additional kiosks for campuses with larger enrollments	Capital resources and operating costs
	2C	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	Continue to test TASP automation Program	Operating Costs Only
	2D	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	Continue staff training and development via Registration Training Orientation	Operating Costs
	2E	Transcript Access	EDI fully implemented and utilized.	Reports	ITS	Fall	Continue to develop EDI for other institutions	Operating Costs only
	2F	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	Continue to train staff on Focus and other ad hoc reporting softwares	Operating and travel costs
	2G	Record Retention and Access	Imaging System will be requested in 2003 budget.	Budget Documents	Information Systems, Technology Resources	Fall	Meet with ITS staff to narrow down possible Imaging Hardware and Software	Operating Costs and capital budget once determined by the committee
	5 Compliance	5A	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 to train and attend professional workshops and conferences in order to stay current with CBM reporting guidelines
5B		Census & Grade Rosters	100% of Census and Grade Rosters will be submitted in a timely fashion.	Exception Reports	Instruction, Information Systems	Fall	Meet with Instructional Council and stress the importance of roster submissions	Operating Costs only
5C		THECB Site Visit	The Office of Admissions & Registrar will attain satisfactory status from the Site Review Team	THECB	OIRE	Spring	Meet with Student Service & Development staff and clearly indicate all needs for the CB Site Visit	Operating Costs only

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed	
5 Compliance	5D	Residency requirements	100% compliance with residency document regulations	Departmental Records/SIS	Students	Spring	Continue to attend Residency workshops and trainings	Travel and operating costs
	5E	Legal and regulatory policies	100% compliance with all legal and regulatory policies, right to privacy, accuracy of records, etc.	Departmental Records	Office of Accountability and Management Services	Spring	Implement policy review recommendations conducted by the Office of Accountability and Management Services	Operating costs only
	5F	Professional Standards	0 incidence of non-compliance with NASPA/ACPA standards of professional practice.	Departmental records, NASPA/ACPA Standards		Summer	Conduct staff trainings on all standards	Operating costs only
6 Research	6A	Strategic Enrollment Management Plan	A complete SEM Plan will be submitted to the THECB by 10/22/02	SEM Steering Committee, Planning Groups, Work Groups	OIRE, Information Systems, President's Cabinet		Edit SEM Plan as needed	Operating Costs Only
						Fall	Finalize SEM Plan	Operating Costs only
						Spring	Work with Steering Committee to review recommendations, and produce data as needed	Operating costs only
						Summer	Begin Draft of SEM Plan	Operating Costs only