

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:

1 Student Success

Performance Indicator:

1A Enrollment Verification

Performance Standard:

100% of student enrollments will be verified.

Actual Outcome:

100% of student enrollments have been verified prior to submission of THECB reports.

Implication for Next Year:

Will continue to verify enrollment.

Performance Indicator:

1B 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:

Total Stop Out student enrollment increased by 12.4%. Standard met.

Implication for Next Year:

Continue to monitor and set goals for Stop Out student enrollment.

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Performance Indicator:

1C 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:

This information is not readily available.

Implication for Next Year:

Remove from future IE plans.

Intended Outcome:

2 Access & Equity

Performance Indicator:

2A 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:

Performance indicator was met. The Fall to fall increase in utilization of Voice/Web registration was 65%.

Implication for Next Year:

Will continue to market the usage of WEB/Voice avenues and will have a 20% increase.

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Performance Indicator:

2B 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:

Performance indicator was met. Kiosks are located at all campuses except for the Downtown Campus/Center. Data not able to be collected.

Implication for Next Year:

Will continue to market the usage of Kiosks and will ensure that all kiosks are operational at the different campuses/centers and will strive to increase the usage by 10%. Will work with Information Systems to collect data.

Performance Indicator:

2C TASP Automation

Performance Standard:

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

Actual Outcome:

TASP Automation went into production Spring 2003 semester. However, the decision was made not to allow TASP affected students access to WEB/Voice registration.

Implication for Next Year:

Implement a pilot program with College Success courses promoting student's utilization of Voice/Web registration.

Performance Indicator:

2D 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 were reduced by 30% from 2001-2002 to 2002-2003. Indicator met.

Implication for Next Year:

Continue to monitor reinstatements.

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Performance Indicator:

2E Transcript Access

Performance Standard:

EDI fully implemented and utilized.

Actual Outcome:

Performance indicator was not met.

Implication for Next Year:

Will work with ITS to ensure that EDI will be fully functional by the end of Fall 2003 semester.

Performance Indicator:

2F 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:

Performance Standard was met.

Implication for Next Year:

Will continue to provide information as requested by clients.

Performance Indicator:

2G Record Retention and Access

Performance Standard:

Imaging System will be requested in 2003 budget.

Actual Outcome:

Performance standard was met. \$20,000 worth of capital monies will be used for 2003-2004 to equip Admissions & Records with imaging system.

Implication for Next Year:

Will continue to use capital monies to enhance imaging system in the SS&D Division.

Intended Outcome:

5 Compliance

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Performance Indicator:**5A CBM Reports****Performance Standard:**

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

Actual Outcome:

Performance Standard was met. CBM were submitted, edited, and certified within the appropriate timelines. The Compliance Specialist works diligently in meeting this performance standard.

Implication for Next Year:

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

Performance Indicator:**5B Census & Grade Rosters****Performance Standard:**

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

Actual Outcome:

Performance standard was met.

Implication for Next Year:

The OAR will continue to work with Division Deans and Program Chairs in ensuring that 100% of Census and Grade Rosters will be submitted in a timely fashion.

Performance Indicator:**5C THECB Site Visit****Performance Standard:**

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

Actual Outcome:

Performance Indicator Met. The Division of Student Services & Development was rated Exemplary by the THECB Site Visit.

Implication for Next Year:

Continue to ensure that student, faculty, and staff needs are met.

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Performance Indicator:

5D Residency requirements

Performance Standard:

100% compliance with residency document regulations

Actual Outcome:

Performance standard was met.

Implication for Next Year:

The Coordinator of Admissions will continue to ensure that 100% compliance with residency document regulations are met.

Performance Indicator:

5E Legal and regulatory policies

Performance Standard:

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

Actual Outcome:

Performance standard was met.

Implication for Next Year:

OAR will continue to ensure that 100% compliance with all legal and regulatory policies, right to privacy, accuracy of records, etc. will be met.

Performance Indicator:

5F Professional Standards

Performance Standard:

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

Actual Outcome:

Performance standard was met.

Implication for Next Year:

OAR will continue to ensure that 0 incidence of non-compliance with NASPA/ACPA standards of professional practice are met.

Intended Outcome:

6 Research

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Performance Indicator:

6A Strategic Enrollment Management Plan

Performance Standard:

A complete SEM Plan will be submitted to the THECB by 10/22/02

Actual Outcome:

Performance standard was met.

Implication for Next Year:

The report required by the THECB on the SEM plan will be submitted by the due date (December, 2003).