

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:

1 Student Success

Performance Indicator:

1A Students Report Support Needs are Met

Performance Standard:

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

Actual Outcome:

Pending completion of ACTSOS

Implication for Next Year:

Performance Indicator:

1B Faculty Advisement

Performance Standard:

20% of students, majoring in academic programs, will be advised by Faculty

Actual Outcome:

This outcome has been met. Mr. Hernandez, Dean of Counseling and Advising, has worked with each academic dept. in customizing departmental advising for each department and training has been done with faculty.

Implication for Next Year:

Mr. Hernandez will continue to work with academic departments in evaluating the advisement models customized for each department. Training with faculty will also continue.

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Performance Indicator:

1C Retention

Performance Standard:

The retention rate will increase by 3% from prior fall term to equal a retention rate of 55%

Actual Outcome:

Retention rates increased by 2%. The total retention rate stands at 53%.

Implication for Next Year:

Student Services and Development will continue to work on increasing retention rates for the College as a whole. Paramount to this effort will be continued partnerships with the Division of Instruction. This performance indicator will continue to be a part of the Student Services & Development IE Plan.

Performance Indicator:

1D Graduation rates

Performance Standard:

Graduation rates will increase by 10% over the 2001-2002 rate

Actual Outcome:

The total number of graduates for 2001-02 was 895. The total number of graduates for 2002-03 was 1333. The percentage increase was 49.

Implication for Next Year:

The division will continue to measure graduation rates and percentage of increases in total graduates. Goals will be established yearly. This performance indicator will be included in every Student Services and Development IE Plan

Performance Indicator:

1E Transfer Articulation Plan

Performance Standard:

The Transfer Articulation Plan will be updated to outline STCC's strategy for expanding articulation agreements with additional universities and program by program articulation

Actual Outcome:

The Division of Student Services & Development has assisted the Division of Instructional Services in finalizing articulation plan. The SS&D division plays a secondary/supportive role in articulation agreements formulated by the division of instructional services with other institutions.

Implication for Next Year:

SS&D division will continue to provide support in this area to the division of instructional services.

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Performance Indicator:

1F Participation in Concurrent Enrollment

Performance Standard:

The number of participants in concurrent enrollment will increase by 10% over the preceding year

Actual Outcome:

Annual dual enrollment counts increased by 11.3% for the 2002-2003 academic year.

Implication for Next Year:

We will strive to meet the same performance indicator of 10%.

Performance Indicator:

1G Return Rate of Stop-outs

Performance Standard:

The number of returning stop-outs will increase by 15% more than the previous year.

Actual Outcome:

Annual stopout enrollment increased 12% for the 2002-03 year.

Implication for Next Year:

Due to such an increase total enrollment, the Division will strive to meet a 10% annual increase in Stop-out enrollment.

Performance Indicator:

1H Retaining Concurrent Enrollment Graduates as First Time in College Students.

Performance Standard:

10% increase in retention of Concurrent enrollment graduates matriculating as First Time-Full Time students the following Fall proceeding High School Graduation.

Actual Outcome:

The percentage of Dual enrollment graduates matriculated as FTIC students increased by 38% for the Fall 2002 term.

Implication for Next Year:

SS&D will strive to meet the same performance indicator of 10%.

Intended Outcome:

2 Access & Equity

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Performance Indicator:

2A Access to Services

Performance Standard:

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

Actual Outcome:

SS&D has been successful in providing equity of services at all sites through either having actual staff members from each department or through cross-training efforts to train SS&D staff at each sites to provide multiple services.

Implication for Next Year:

SS&D will continue working on enhancing equity of services at all sites.

Performance Indicator:

2B Access to Electronic Information

Performance Standard:

Kiosks will be located at 80% of STCC campuses/sites.

15% of student body will utilize Voice, Web, or kiosk platforms.

Actual Outcome:

Kiosks are located on 5 of 6 campuses/sites. The only campus that does not have access is the Downtown Campus. 14% of the student body utilized Voice, WEB, or Kiosk registration.

Implication for Next Year:

20% of our student eligible will utilize Voice, Web or Kiosk.

Performance Indicator:

2C Access to Services

Performance Standard:

100% of staff vacancies will be filled.

Actual Outcome:

This outcome was not met due to budget restraints and the freezing of positions as vacancies occurred.

Implication for Next Year:

100% of staff vacancies will be filled.

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Performance Indicator:

2D Access to college education

Performance Standard:

Enrollment targets for each term will be met.

Actual Outcome:

Outcome was met. Enrollment targets exceeded the enrollment figures used for budgeting.

Implication for Next Year:

Enrollment targets for each term will be met.

Performance Indicator:

2E Strategic Enrollment Management

Performance Standard:

Implement and effectively manage established Enrollment Management Plan for South Texas Community College. Student Enrollment will meet or exceed the established growth targets for Fall, Summer, and Spring.

Actual Outcome:

The SEM process continues to unfurl at STCC. A new co-chair has been named to assist Dr. Silva with this process. Mr. Jose Cruz, VP of Information Technology, will serve as the new co-chair. SS&D division has regularly reviewed the Recruitment and Retention plan to assure progress.

Implication for Next Year:

The SEM Steering Committee will meet on a monthly basis to monitor progress as well as enhance strategic enrollment management at STCC.

Intended Outcome:

3 Community Service

Performance Indicator:

3A Department heads will be asked to volunteer their time in community based projects

Performance Standard:

50% of department heads

Actual Outcome:

Outcome was met. Department heads were asked to volunteer their time in community based projects.

Implication for Next Year:

Same performance indicator by 50%.

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Performance Indicator:

3B Improved coordination and planning with other VPs and Division Deans

Performance Standard:

Integrated planning efforts will be completed.

Actual Outcome:

Outcome was met. The Division has forged partnerships with the Division of Instruction as well as the Division of Information and Technology Services.

Implication for Next Year:

Continue partnerships with other divisions targeting the Division of Finance and Administrative Services.

Performance Indicator:

3C Improved customer service provided to students.

Performance Standard:

Satisfactory results on student evaluation of customer service.

Actual Outcome:

Pending completion of ACTSOS.

Implication for Next Year:

Dependent upon survey results.

Intended Outcome:

4 Fiscal Responsibility

Performance Indicator:

4A Completion of Training

Performance Standard:

All Department Heads and Account Managers will attend appropriate Business Office training regarding accounts managed

Actual Outcome:

Outcome completed.

Implication for Next Year:

Will continue to attend training as provided.

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Performance Indicator:

4B Dramatic enrollment growth funding.

Performance Standard:

\$500,000 in dramatic enrollment growth appropriations will be received by May 2003.

Actual Outcome:

Outcome met.

Implication for Next Year:

No implications for the year.

Performance Indicator:

4C State Contact Hour Funding

Performance Standard:

Base Year contact hour enrollment will exceed previous base year by 15%.

Actual Outcome:

Outcome met. Please refer to OIRE Data

Implication for Next Year:

SS&D will continue assisting with this process to meet enrollment targets.

Intended Outcome:

5 Compliance

Performance Indicator:

5A TASP Compliance

Performance Standard:

No exceptions to the TASP law will be found after Census date of each term.

Actual Outcome:

Outcome was met.

Implication for Next Year:

Compliance will continue to be monitored for each registration and enrollment term.

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Performance Indicator:

5B Departmental Evaluation Process

Performance Standard:

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

Actual Outcome:

Outcome has been met.

Implication for Next Year:

Financial Aid Office Title IV Funding and the Office of Special Programs will be reviewed by the Office of Accountability.

Performance Indicator:

5C Legal and regulatory compliance

Performance Standard:

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

Actual Outcome:

Outcome met.

Implication for Next Year:

No implications for next year.

Performance Indicator:

5D Policy

Performance Standard:

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

Actual Outcome:

Outcome met.

Implication for Next Year:

No implications for next year.

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Performance Indicator:

5E Professional Standards

Performance Standard:

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

Actual Outcome:

Outcome met.

Implication for Next Year:

No implications for next year.

Performance Indicator:

5F Performance assessment of SS&D administrative staff.

Performance Standard:

The annual administrative performance assessment for all SS&D administrative staff will be satisfactory or better.

Actual Outcome:

Outcome met.

Implication for Next Year:

SS&D will continue to assess SS&D administrative staff.
