

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 STC 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 enrollment will be verified.

Was Standard Met? No

Actual Outcome:

Not measured. Procedure is normally limited to specific request (i.e. when a student initiates verification).

Improvements:

OAR will develop procedure to verify all student enrollment and measure by developing an electronic tracking system in Banner. This should be done soon after census date.

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.

Was Standard Met? No

Actual Outcome:

Standard not met; Increase was minimal and almost non-existent.

Improvements:

OAR will work with Counseling and Advising, Financial Aid, and Info Center to develop a plan for identification and tracking of students who are at risk and then to identify, by semester, students who classify in the category of "stop-out."

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Performance Indicator:

1C Implement Developmental Initiatives

Performance Standard:

100% of students affected by the STC Board approved Developmental Initiatives will be in compliance.

Was Standard Met? #Error

Actual Outcome:

Not measured

Improvements:

OAR will work with Counseling and Advising to develop the Student Support Services function within Banner to track students in Developmental courses. In addition, OAR will verify that prerequisites checks are functioning well in Banner to ensure that developmental students are in the most appropriate courses.

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.

Was Standard Met? No

Actual Outcome:

Not measured

Improvements:

Voice registration will eventually be phased out. Web registration will now be under Banner Self-Service with access through the STC portal. Since the change in systems and technology is taking place, new measurements must be in place which encompass more than registration usage. Much of this has yet to be determined, but Student Services should begin to plan.

Performance Indicator:

2B Kiosks

Performance Standard:

20% of the student population will use Kiosks for information, registration, add/drop, and payment functions. 100% of campuses will have kiosks available for students.

Was Standard Met? No

Actual Outcome:

Not measured

Improvements:

Anecdotal data suggests that kiosk usage is mainly for printing out schedules. Not all campuses have kiosks that are functioning. OAR recommends that kiosks should be phased out because of the self-service functions in Banner. OAR should begin to lead the institution by providing access to computer labs and workstations in student services buildings which would empower students to use the full functionality of the portal and Banner.

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Performance Indicator:

2C First Time in College Students (FTIC)

Performance Standard:

Increase FTICs 10% from previous Fall.

Was Standard Met? No

Actual Outcome:

Not tracked by OAR.

Improvements:

This function has shifted to Outreach and the Student Info Center due to the restructuring of Student Services. OAR will assist Outreach and SIC as needed.

Performance Indicator:

2D Dual Enrollment Matriculations as FTIC

Performance Standard:

Increase Dual enrollment FTIC by 10% from previous Fall.

Was Standard Met? No

Actual Outcome:

Not measured by OAR

Improvements:

This function has now shifted to Outreach and Student Info Center due to the restructuring of Student Services. OAR will assist as needed.

Performance Indicator:

2E Transcript Access

Performance Standard:

Research and determine second university to participate in EDI

Was Standard Met? No

Actual Outcome:

Only initial research done.

Improvements:

OAR will continue to investigate EDI procedures with the new Banner system. No other institution has been yet identified, but UT Brownsville is a possibility.

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Performance Indicator:

2F Kiosks at area High Schools

Performance Standard:

Kiosks will be piloted at area high schools.

Was Standard Met? No

Actual Outcome:

Not measured by OAR.

Improvements:

This now falls under Outreach and was not measured by OAR. Kiosks may not be needed with Banner self-service.

Intended Outcome:

3 Community Service

Performance Indicator:

3A Community service projects.

Performance Standard:

Participate in determined project.

Was Standard Met? No

Actual Outcome:

Not measured.

Improvements:

No evidence of any action taken in this standard. OAR supervisors and full-timers will discuss possibilities for community involvement and will decide on a special project during the slower summer months.

Intended Outcome:

5 Compliance

Performance Indicator:

5A CBM Reports

Performance Standard:

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

Was Standard Met? No

Actual Outcome:

Performance Standard not met. THECB Reports continue to be delayed and extremely late. Recent steps have been implemented in order to complete the backlog however reports are still behind timeline.

Improvements:

Compliance Specialist will concentrate solely on CBM reports to submit all past due reports by March 1st, 2006. Compliance Specialist and Director of Admissions and Registrar will evaluate the process and implement changes to ensure the timely reporting of reports and work closely with IT staff to speed up the process. Compliance Specialist will work with Banner consultant and IT staff to make sure CBM reporting is working correctly in Banner by the end of Summer 2006 for use for the Fall 2006 term.

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Performance Indicator:

5B Census & Grade Rosters

Performance Standard:

Electronic attendance rosters.

Was Standard Met? Yes

Actual Outcome:

100% of courses are online.

Improvements:

All attendance measures, including census rosters, in addition to grade rosters, including grade rosters, are on-line and functioning as of Spring 2006 semester. OAR will need to work with IT in order to assure this continues in Banner.

Performance Indicator:

5D Residency requirements

Performance Standard:

100% of Residency review recommendations will be implemented.

Was Standard Met? No

Actual Outcome:

Not measured.

Improvements:

Procedure is in place to review residency, but this has not been measured as to percentage and effectiveness. OAR will develop system for tracking residency reviews and evaluate process during the next IE sequence.

Performance Indicator:

5E Legal and regulatory policies

Performance Standard:

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

Was Standard Met? Yes

Actual Outcome:

Not quantitatively measured, but OAR publishes FERPA standards and student records policies and follows procedures according to FERPA and the Texas Higher Education Coordinating Board.

Improvements:

OAR will train staff and others within Student Services on FERPA and will keep up-to-date information. OAR will become the main resource for the institution regarding FERPA and will measure and ensure 100% compliance within the institution.

Intended Outcome:

6 Research

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Performance Indicator:

6A Strategic Enrollment Management Plan

Performance Standard:

Revise SEM Plan

Was Standard Met? No

Actual Outcome:

Not measured.

Improvements:

Due to change in staffing, the Dean and VP of Student Services retains leadership and oversight of SEM Plan.
