

## 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 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

**Was Standard Met?** Yes

#### Actual Outcome:

All Student Services Areas exceeded the 75% performance standard as follows:

Testing 92%

Financial Aid 87%

Advising 91%

Career & Transfer 90%

ADA 90%

Admissions 91%

#### Improvements:

Improvements include request for Management Review of areas under 90%. A review of Financial Aid is in process. A review of quantitative and qualitative data will be conducted to determine why students are waiting to file financial aid and/or are not applying for financial aid.

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#### Performance Indicator:

##### 1B Faculty Advisement

#### Performance Standard:

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

**Was Standard Met?** Yes

#### Actual Outcome:

We exceeded this standard. Technical student are currently advised by faculty.

#### Improvements:

The Comprehensive Advising Taskforce will develop an implementation plan to expand faculty advising to all areas. This will include implementation of a Faculty Advising Program.

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## Actual Outcomes & Implications

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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%

**Was Standard Met?** Yes

**Actual Outcome:**

We exceeded this standard.  
56% retention

**Improvements:**

Implement Case Management for FTIC Students, Mandatory Orientation, and Welcome Centers.  
Additionally, implement faculty advising training.

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**Performance Indicator:**

1D Graduation rates

**Performance Standard:**

Graduation rates will increase by 10% over the 2003-2004 rate

**Was Standard Met?** No

**Actual Outcome:**

Did not meet this standard.

**Improvements:**

Review graduation process to identify areas to improve the efficiency of processing to facilitate graduation rates. Expand academic advising to include degree plan reviews with students as part of Case Management.

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**Performance Indicator:**

1E Transfer Articulation Plan

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

The Division of Instruction created an Associate Dean of Bachelor Degree Programs and University Relations.

**Improvements:**

The Division will work closely with Division of Instruction to ensure articulation agreements include student services, such as financial aid and admissions processes.

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## Actual Outcomes & Implications

### Performance Indicator:

1F Participation in Dual Enrollment

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

We exceeded this standard.  
30% Increase

**Improvements:**

Increase the number of Outreach Specialists on staff and in turn increase the high school visits conducted annually.

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### 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.

**Was Standard Met?** No

**Actual Outcome:**

We did not meet this standard.  
7.3% Increase

**Improvements:**

Outreach will work with Instructional Programs to develop initiatives to increase the return of stop out students.

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### Performance Indicator:

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

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

We exceeded this standard.  
22% Increase

**Improvements:**

Increase contacts conducted with previous STC dual enrollment graduates.

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### Intended Outcome:

2 Access & Equity

## Actual Outcomes & Implications

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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.

**Was Standard Met?** Yes

**Actual Outcome:**

Each campus now has a member of each student services department dedicated to the campus.

**Improvements:**

Conduct Community College Survey of Student Engagement to ensure that students at each campus/center are satisfied with the number of staff assigned to each location.

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**Performance Indicator:**

2B Access to Electronic Information

**Performance Standard:**

Kiosks will be located at 80% of STC campuses/sites.  
15% of student body will utilize Voice, Web, or kiosk platforms.

**Was Standard Met?** Yes

**Actual Outcome:**

Met these standards.  
Kiosks are located at each campus/site.  
40% of students utilize voice, web or kiosks.

**Improvements:**

Include training on self-serve applications during mandatory orientation sessions. Increase awareness of College Success Priority Registration, which train students to utilize self-serve platforms.

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**Performance Indicator:**

2C Access to Services

**Performance Standard:**

100% of staff vacancies will be filled.

**Was Standard Met?** No

**Actual Outcome:**

Did not meet this standard.

**Improvements:**

Each department head will develop a plan to fill vacancies during the FY 2006.

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## Actual Outcomes & Implications

### Performance Indicator:

2D Access to college education

**Performance Standard:**

Enrollment targets for each term will be met.

**Was Standard Met?** No

**Actual Outcome:**

Standard Met for Fall 2004 and Summer II 2005 but not met for Spring 2005 and Summer I 2005.

**Improvements:**

Work closely with Division Deans and Director of OIRE to establish appropriate enrollment targets by department and program.

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### 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.

**Was Standard Met?** No

**Actual Outcome:**

Growth targets were met for Fall 2004 and Summer II 2005, but were not met for Spring 2005 and Summer I 2005.

**Improvements:**

Work closely with Division Deans and Director of OIRE to establish appropriate enrollment targets by department and program.

### Intended Outcome:

3 Community Service

### Performance Indicator:

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

**Performance Standard:**

25% of department heads

**Was Standard Met?** No

**Actual Outcome:**

Standard not met

**Improvements:**

This is not a standard that will be tracked in future IE plans and reports

## Actual Outcomes & Implications

### Performance Indicator:

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

**Performance Standard:**

Integrated planning efforts will be completed.

**Was Standard Met?** Yes

**Actual Outcome:**

Student Services IE Plan is reflective of Cabinet's level plan

**Improvements:**

Include Vice-Presidents and Division Deans in Division leader meetings. Vice-Presidents will evaluate Cabinet level IE plan.

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### Performance Indicator:

3C Improved customer service provided to students.

**Performance Standard:**

Satisfactory results on student evaluation of customer service.

**Was Standard Met?** Yes

**Actual Outcome:**

All Student Services Areas exceeded the 75% performance standard as follows:

Testing 92%

Financial Aid 87%

Advising 91%

Career & Transfer 90%

ADA 90%

Admissions 91%

**Improvements:**

Administer the Community College Survey of Student Engagement to ensure that all areas continue to be ranked satisfactory.

### 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

**Was Standard Met?** Yes

**Actual Outcome:**

All Department Heads have completed training.

**Improvements:**

Review budgets with Division of Student Services & Development leaders regularly to ensure training is utilized.

## Actual Outcomes & Implications

### Performance Indicator:

4B Dramatic enrollment growth funding.

**Performance Standard:**

\$500,000 in dramatic enrollment growth appropriations will be received by May 2005.

**Was Standard Met?** No

**Actual Outcome:**

Standard not met. The state of Texas due to fiscal restrictions did not fund dramatic growth appropriations.

**Improvements:**

Continue to work with the College's Legislative Liaison to maximize college funding.

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### Performance Indicator:

4C State Contact Hour Funding

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Did not meet this standard.  
12% Increase

**Improvements:**

Will work with OIRE and Instructional Divisions in establishing contact hour projects/targets. Will review where shortfalls occurred with Instructional Division.

### Intended Outcome:

5 Compliance

### Performance Indicator:

5A Texas Success Initiative (TSI) Program Compliance

**Performance Standard:**

No exceptions to the Texas Success Initiative Program Compliance will be found after Census date of each term.

**Was Standard Met?** Yes

**Actual Outcome:**

Standard met.

**Improvements:**

Develop procedures within Banner to track TSI compliance in new student information system.

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## Actual Outcomes & Implications

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**Performance Indicator:**

5B Departmental Evaluation Process

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Process reviews conducted on Graduation, Enrollment, Residency, Financial Aid, Testing, Upward Bound

**Improvements:**

Review and implement recommendations issued through the Process Reviews conducted by the Office of Grant Development, Accountability, and Management Services.

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**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.

**Was Standard Met?** Yes

**Actual Outcome:**

Met this standard.

**Improvements:**

Include legal and regulatory compliance as an agenda item, at Division leaders meeting, a minimum of once per term.

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**Performance Indicator:**

5D Policy

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Met this standard.

**Improvements:**

Include policy review and compliance as an agenda item during Division leaders meeting a minimum of once per term.

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## Actual Outcomes & Implications

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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.

**Was Standard Met?** Yes

**Actual Outcome:**

Met this standard.

**Improvements:**

Include professional standards review and compliance as an agenda item a minimum of once per term. Include as an agenda item in Student Services & Development professional development day once per year. Encourage Student Services & Development staff to attend NASPA, NASFAA, ACPA and other professional organization annual conference in order to stay up to date with professional standards.

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**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.

**Was Standard Met?** Yes

**Actual Outcome:**

Met this standard.

**Improvements:**

Encourage Student Services & Development administrative staff to participate in professional development activities. Meet regularly with Student Services & Development administrators to review performance bi-monthly.

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