

**South Texas College
2005-2007 Mid-Biennium Report
Admissions and Registrar**

Guiding Principle **1. South Texas College will be a premier learning-centered higher education institution where student and community success are paramount.**

Strategic Outcome *1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making*

Performance Indicator 1.1.2a: Admissions will assist Testing Center in establishing appropriate registration controls necessary for correct placement of students in developmental coursework.

Action Plan: Meet regularly with Testing Center to review registration controls. Completed: y

Action Plan: Make any necessary changes to registration controls based on feedback from the Testing Center. Completed: y

Action Plan: Regularly meet with staff to ensure that they are current with all registration controls relating to placement of students in developmental coursework. Completed: y

Performance Indicator 1.1.2b: Admissions will provide students with correct information regarding testing process, available test options, and proper developmental sequence.

Action Plan: Meet with Testing Officer and Developmental Studies to keep up-to-date with process. Completed: y

Action Plan: Regularly update staff to ensure they are aware of the correct information. Completed: y

Performance Indicator 1.1.5: Students will be enrolled prior to first class day due to an understanding of the College's registration procedures and expectations and without decreasing enrollment.

Action Plan: At the beginning of each registration period, send out postcards, post signs, and telemarketing about early registration. Completed: y

Action Plan: Analyze success of campaign and revise as needed. Completed: y

Performance Indicator 1.1.7a: Admissions will work closely with ITS to establish reporting tools that will allow for correct data to be extracted in a timely manner from Banner.

Action Meet with ITS staff and attend Banner Completed:

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| Plan: | trainings. Produce ad hoc reports. | y | |
| Action Plan: | Analyze success of campaign and revise as needed. | Completed: y | |
| Performance Indicator 1.1.7b: | Admissions will purchase and upgrade all computer desktops to be able to handle real-time reporting. | | |
| Action Plan: | Determine which computers need to be updated. | Completed: y | |
| Action Plan: | Work with ITS staff to identify specifications for the new computers. | Completed: y | |
| Action Plan: | Purchase desktops. | Completed: n | Unable to gain approval for purchase for end of FY05-06. Will be purchased in FY06-07. |
| Performance Indicator 1.1.7c: | Admissions will provide training to key individuals within the department to be knowledgeable in processing reports. | | |
| Action Plan: | Identify individuals to receive training. | Completed: y | |
| Action Plan: | Schedule times for training and plan training agenda. | Completed: y | |
| Action Plan: | Facilitate training sessions. | Completed: y | |
| Action Plan: | Get feedback from key individuals regarding effectiveness of training. | Completed: y | |
| Action Plan: | If necessary, provide additional training. | Completed: y | |

Strategic Outcome

1.2 Promote college-readiness for all students

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| Performance Indicator 1.2.9: | Admissions will work closely with ITS to establish Web for Admissions and Web for Students via Banner. | | |
| Action Plan: | Meet regularly with ITS staff to establish Web for Admissions and Web for Students. | Completed: y | |
| Action Plan: | Design and implement a marketing campaign to promote Web for Admissions and Web for Students to prospective and current students. | Completed: n | OAR will work with Banner student team and SS&D Division to move forward with Web Admissions and Web Student for Fall 2006. |
| Action Plan: | Track the number of students using the web services. | Completed: n | N/A due to response in #2 above. |

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| Action Plan: | Get feedback from students about services. | Completed: n | N/A due to response in #2 above. |
| Action Plan: | Make any necessary changes based on students' feedback. | Completed: n | N/A due to response in #2 |

Strategic Outcome *1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution*

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| Performance Indicator 1.5.2a: | Admissions will ensure that departmental documentation reflects STC logo and new institutional image. | | |
| Action Plan: | Review all forms. | Completed: y | All known forms have been changed, however review is ongoing to verify. |
| Action Plan: | Update with new logo as necessary. | Completed: y | |

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| Performance Indicator 1.5.2b: | Admissions will work closely with Director of Bachelor of Applied Technology to establish admission requirements and student applicant review process. | | |
| Action Plan: | Meet with Director of Bachelor of Applied Technology and BAT advisor to establish admission requirements and student applicant review process. | Completed: y | |
| Action Plan: | Train staff. | Completed: y | |
| Action Plan: | After each admissions period, review process and work with Director to make any necessary changes. | Completed: y | |

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| Performance Indicator 1.5.2c: | Admissions will continue to adhere and enforce all departmental deadlines as established by institutional policies and STC catalog. | | |
| Action Plan: | Review policies continually and their effect on student success. | Completed: y | |
| Action Plan: | If necessary, suggest changes. | Completed: y | |
| Action Plan: | Review policies with all Admissions staff on a regular basis to ensure that the policies are being enforced. | Completed: y | |

Guiding Principle **2. South Texas College will serve as the cornerstone for the economic vitality of South Texas.**

Strategic *2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and*

Outcome taxpayers

Performance Indicator 2.3.3: The enrollment audit will produce no findings by maintaining compliance with State reporting requirements.

Action Plan: Continue internal audit processes and reviewing state reporting requirements Completed: y

Performance Indicator 2.3.5: The Office of Admissions will continue to demonstrate fiscal responsibility by strict adherence to procurement procedures.

Action Plan: Admissions will order supplies and office equipment as needed. Completed: y

Action Plan: Review all items ordered. Completed: y

Action Plan: Will ensure that items ordered have gone through an order review process that will include, but not limited to, all professional staff and Chief Student Services Officer. Completed: y

Guiding Principle 3. South Texas College will foster an environment for the students and community to achieve a better quality of life.

Strategic Outcome 3.2 Develop and implement quality services in prompt response to student and community needs

Performance Indicator 3.2.2: Admissions will build student awareness of opportunities for empowerment by communicating with students.

Action Plan: Each semester update list of opportunities, such as 24/7 self-service availability and open computer labs, for students to shape their own educational experiences. Completed: y

Action Plan: Send out postcards informing students of opportunities. Completed: n Will be completed during Fall 2006 semester.

Guiding Principle 4. South Texas College will nurture a culture where collaboration is valued and achievement is recognized.

Strategic Outcome 4.2 Value one another

Performance Indicator 4.2.2: Admissions will encourage all staff to attend the Employee Recognition Ceremony.

Action Plan: Keep staff informed of activities. Completed: y

Performance Indicator 4.2.3: Admissions will continue to encourage collaboration and respect via departmental meetings for all full-time staff. Will assist and extend help to established STC committees.

Action Plan: Meet with staff regularly. Completed: y

Action Plan: Encourage participation on STC committees. Completed: y

Strategic Outcome *4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff*

Performance Indicator 4.3.3: Admissions supervisors will better understand personnel issues by securing all updated documents and training manuals provided by HR and attending all pertinent HR training sessions.

Action Plan: Meet with HR staff to obtain manuals. Completed: y

Action Plan: Attend all training sessions. Completed: y

Strategic Outcome *4.4 Continuously improve faculty and staff satisfaction with the work environment*

Performance Indicator 4.4.2: Admissions will continue to host departmental meetings that encourage and promote constructive feedback.

Action Plan: Meet with staff regularly. Completed: y

Action Plan: Encourage and promote constructive feedback. Completed: y

Performance Indicator 4.4.3: Admissions will continue to evaluate and make recommendations about quality work environment to the Chief Student Services Officer.

Action Plan: Evaluate and make recommendations about quality work environment to the Chief Student Services Officer. Completed: y

Action Plan: Establish goals and objectives, as a department, that will provide a basis for continuous improvements. Completed: y

Action Plan: Conduct weekly and monthly meetings to assess and gauge completion of goals and objectives. Completed: y