

**South Texas College
2005-2008 2nd Mid-Cycle
IE Report and Update of IE Plan for Year 3
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.		
<i>Strategic Outcome</i>	<i>1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making</i>		
Performance Indicator 1.1.2a:	Admissions will assist Testing Center in establishing appropriate registration controls necessary for correct placement of students in developmental coursework.		Comments: OAR is now working with Advising, Retention, and Developmental Studies as well as Testing. This is the core team now established for reviewing registration controls
Action Plan: 1	Meet regularly with Testing Center to review registration controls.	Status: y	
Action Plan: 2	Make any necessary changes to registration controls based on feedback from the Testing Center.	Status: y	
Action Plan: 3	Regularly meet with staff to ensure that they are current with all registration controls relating to placement of students in developmental coursework.	Status: y	Process in ongoing; New staff are trained as well; Will work with Info Center staff to ensure they are current with dev plan/reg controls
Performance Indicator 1.1.2b:	Admissions will provide students with correct information regarding testing process, available test options, and proper developmental sequence.		Comments: This has expanded to become a Division-wide effort and shifted toward Advising and Retention
Action Plan: 1	Meet with Testing Officer and Developmental Studies to keep up-to-date with process.	Status: y	
Action Plan: 2	Regularly update staff to ensure they are aware of the correct information.	Status: 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.		Comments: Complete
Action Plan: 1	At the beginning of each registration period, send out postcards, post signs, and telemarketing about early registration.	Status: y	This has shifted to Director of Orientation, Outreach and Welcome Centers. OAR still assists efforts and makes financial resources available
Action	Analyze success of campaign and revise as	Status: y	This is now done at the Divisional level with Division

Plan: 2 needed. leaders

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. Comments: Ongoing process. Enhancements have been identified and OAR is working directly with ITS

Action Plan: 1 Meet with ITS staff and attend Banner trainings. Produce ad hoc reports. Status: y

Action Plan: 2 Analyze success of campaign and revise as needed. Status: na

This seems to be a repeat of Performance Indicator 1.1.5 Action Plan #2 and should be deleted

Performance Indicator 1.1.7b: Admissions will purchase and upgrade all computer desktops to be able to handle real-time reporting. Comments: Complete

Action Plan: 1 Determine which computers need to be updated. Status: y

Action Plan: 2 Work with ITS staff to identify specifications for the new computers. Status: y

Action Plan: 3 Purchase desktops. Status: y

Performance Indicator 1.1.7c: Admissions will provide training to key individuals within the department to be knowledgeable in processing reports. Comments: Complete

Action Plan: 1 Identify individuals to receive training. Status: y

Action Plan: 2 Schedule times for training and plan training agenda. Status: y

Action Plan: 3 Facilitate training sessions. Status: y

Action Plan: 4 Get feedback from key individuals regarding effectiveness of training. Status: y

Action Plan: 5 If necessary, provide additional training. Status: y

Strategic Outcome

1.2 Promote college-readiness for all students

Performance Indicator 1.2.9: Admissions will work closely with ITS to establish Web for Admissions and Web for Students via Banner. Comments: Complete

Action Plan: 1 Meet regularly with ITS staff to establish Web for Admissions and Web for Students. Status: Y Complete

Action Plan: 2 Design and implement a marketing campaign to promote Web for Admissions and Web for Students Status: IP Working with Outreach, Welcome Center, and IT

to prospective and current students.

Action Plan: 3	Track the number of students using the web services.	Status: IP	Some tracking is being done currently and will be expanded during the fall and spring semesters (07-08)
Action Plan: 4	Get feedback from students about services.	Status: IP	Mainly through 1-on-1 student interactions, but will add focus groups and surveys via web and phone.
Action Plan: 5	Make any necessary changes based on students' feedback.	Status: IP	Respond immediately to student feedback and will work to promote greater staff/procedural flexibility

Strategic Outcome

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

Performance Indicator 1.5.2a:	Admissions will ensure that departmental documentation reflects STC logo and new institutional image.		Comments: Complete
Action Plan: 1	Review all forms.	Status: y	Review is complete
Action Plan: 2	Update with new logo as necessary.	Status: y	Updates are complete
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.		Comments: Complete
Action Plan: 1	Meet with Director of Bachelor of Applied Technology and BAT advisor to establish admission requirements and student applicant review process.	Status: Y	
Action Plan: 2	Train staff.	Status: Y	
Action Plan: 3	After each admissions period, review process and work with Director to make any necessary changes.	Status: Y	
Performance Indicator 1.5.2c:	Admissions will continue to adhere and enforce all departmental deadlines as established by institutional policies and STC catalog.		Comments: Complete
Action Plan: 1	Review policies continually and their effect on student success.	Status: Y	
Action Plan: 2	If necessary, suggest changes.	Status: Y	
Action Plan: 3	Review policies with all Admissions staff on a regular basis to ensure that the policies are being enforced.	Status: Y	

Guiding Principle**2. South Texas College will serve as the cornerstone for the economic vitality of South Texas.***Strategic Outcome**2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers*

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

Action Plan: 1 Continue internal audit processes and reviewing state reporting requirements Status: Y

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

Action Plan: 1 Admissions will order supplies and office equipment as needed. Status: Y

Action Plan: 2 Review all items ordered. Status: Y

Action Plan: 3 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. Status: 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. Comments: Complete

Action Plan: 1 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. Status: Y

Action Plan: 2 Send out postcards informing students of opportunities. Status: Y

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. Comments: Complete

Action Plan: 1 Keep staff informed of activities. Status: 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. Comments: Complete

Action Plan: 1 Meet with staff regularly. Status: Y

Action Plan: 2 Encourage participation on STC committees. Status: 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. Comments: Complete

Action Plan: 1 Meet with HR staff to obtain manuals. Status: Y

Action Plan: 2 Attend all training sessions. Status: 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. Comments: Complete

Action Plan: 1 Meet with staff regularly. Status: Y

Action Plan: 2 Encourage and promote constructive feedback. Status: Y

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

Action Plan: 1 Evaluate and make recommendations about quality work environment to the Chief Student Services Officer. Status: Y

Action Establish goals and objectives, as a department, that will provide a basis for continuous Status: Y

Plan: 2 improvements.
Action
Plan: 3 Conduct weekly and monthly meetings to assess and gauge completion of goals and objectives. Status: Y