

South Texas College
Office of Admissions and Registrar
2005-2007 IE Plan

Unit Mission: 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.

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
1 Be a premier learning-centered higher education institution where student and community success are paramount.						
	1.1	<i>Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making.</i>				
	1.1.2	Admissions will assist Testing Center in establishing appropriate registration controls necessary for correct placement of students in developmental coursework.	Meet regularly with Testing Center to review registration controls. Make any necessary changes to registration controls based on feedback from the Testing Center. Regularly meet with staff to ensure that they are current with all registration controls relating to placement of students in developmental coursework.	THECB, Developmental Plan	ITS, OIRE, Testing	Normal Operating Budget
	1.1.2	Admissions will provide students with correct information regarding testing process, available test options, and proper developmental sequence.	Meet with Testing Officer and Developmental Studies to keep up-to-date with process. Regularly update staff to ensure they are aware of the correct information.	THECB, Developmental Plan	ITS, OIRE, Testing, Developmental Studies	Normal Operating Budget
	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.	At the beginning of each registration period, send out postcards, post signs, and telemarketing about early registration. Analyze success of campaign and revise as needed.	focus reports	PR, Outreach	Normal Operating Budget
	1.1.7	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.	Meet with ITS staff and attend Banner trainings. Produce ad hoc reports.	training manuals	ITS, OIRE	Normal Operating Budget
	1.1.7	Admissions will purchase and upgrade all computer desktops to be able to handle real-time reporting.	Determine which computers need to be updated. Work with ITS staff to identify specifications for the new computers. Purchase desktops.	OAR budget	OAR	Normal Operating Budget
	1.1.7	Admissions will provide training to key individuals within the department to be knowledgeable in processing reports.	Identify individuals to receive training. Schedule times for training and plan training agenda. Facilitate training sessions. Get feedback from key individuals regarding effectiveness of training. If necessary, provide additional training.	training manuals	ITS	Normal Operating Budget

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	1.2	Promote college-readiness for all students.				
	1.2.9	Admissions will work closely with ITS to establish Web for Admissions and Web for Students via Banner.	Meet regularly with ITS staff to establish Web for Admissions and Web for Students. Design and implement a marketing campaign to promote Web for Admissions and Web for Students to prospective and current students. Track the number of students using the web services. Get feedback from students about services. Make any necessary changes based on students' feedback.	Web Sites, Report of Number of Students Using Services	ITS	Normal Operating Budget
	1.3	Promote shared responsibility among faculty, staff, and students to set and achieve high expectations.				
	1.4	Develop quality programs designed to meet regional workforce and economic development priorities.				
	1.5	Exceed community and SACS expectations of a Level II baccalaureate degree granting institution.				
	1.5.2	Admissions will ensure that departmental documentation reflects STC logo and new institutional image.	Review all forms. Update with new logo as necessary.	OAR budget	PR, OAR staff	Normal Operating Budget
	1.5.2	Admissions will work closely with Director of Bachelor of Applied Technology to establish admission requirements and student applicant review process.	Meet with Director of Bachelor of Applied Technology and BAT advisor to establish admission requirements and student applicant review process. Train staff. After each admissions period, review process and work with Director to make any necessary changes.	STC Policy	BAT Program Chair, Counseling and Advising	Normal Operating Budget
	1.5.2	Admissions will continue to adhere and enforce all departmental deadlines as established by institutional policies and STC catalog.	Review policies continually and their effect on student success. If necessary, suggest changes. Review policies with all Admissions staff on a regular basis to ensure that the policies are being enforced.	STC Policy, STC Catalog	None	Normal Operating Budget
2 South Texas College will serve as the cornerstone for the economic vitality of South Texas.						
	2.1	Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.				
	2.2	Actively partner in economic and community development.				
	2.3	Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers.				
	2.3.3	The enrollment audit will produce no findings by maintaining compliance with State reporting requirements.	Continue internal audit processes and reviewing state reporting requirements	THECB, Focus Reports	Office of Accountability	Normal Operating Budget
	2.3.5	The Office of Admissions will continue to demonstrate fiscal responsibility by strict adherence to procurement procedures.	Admissions will order supplies and office equipment as needed. Review all items ordered. 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.	OAR budget	None	Normal Operating Budget

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3 South Texas College will foster an environment for the students and community to achieve a better quality of life.						
	3.1	<i>Develop and promote seamless systems and processes from prospective student through successful exit to motivate and assist in timely graduation, transfer or employment.</i>				
	3.2	<i>Develop and implement quality services in prompt response to student and community needs.</i>				
	3.2.2	Admissions will build student awareness of opportunities for empowerment by communicating with students.	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. Send out postcards informing students of opportunities.	focus reports	PR, Outreach, Focus analyst	Normal Operating Budget
	3.3	<i>Strengthen the personalized, student-centered environment.</i>				
	3.4	<i>Continuously improve student satisfaction with all aspects of the College.</i>				
4 South Texas College will nurture a culture where collaboration is valued and achievement is recognized.						
	4.1	<i>Pursue improved learning and performance through teamwork and collaboration.</i>				
	4.2	<i>Value one another.</i>				
	4.2.2	Admissions will encourage all staff to attend the Employee Recognition Ceremony.	Keep staff informed of activities.	Minutes of staff meetings, E-mails	None	Normal Operating Budget
	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.	Meet with staff regularly. Encourage participation on STC committees.	Minutes of staff meetings, E-mails	None	Normal Operating Budget
	4.3	<i>Encourage and provide up-to-date professional development and skill enablement for faculty and staff.</i>				
	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.	Meet with HR staff to obtain manuals. Attend all training sessions.	HR manuals	HR	Normal Operating Budget
	4.4	<i>Continuously improve faculty and staff satisfaction with the work environment.</i>				
	4.4.2	Admissions will continue to host departmental meetings that encourage and promote constructive feedback.	Meet with staff regularly. Encourage and promote constructive feedback.	Minutes of staff meetings	OAR	Normal Operating Budget
	4.4.3	Admissions will continue to evaluate and make recommendations about quality work environment to the Chief Student Services Officer.	Evaluate and make recommendations about quality work environment to the Chief Student Services Officer. Establish goals and objectives, as a department, that will provide a basis for continuous improvements. Conduct weekly and monthly meetings to assess and gauge completion of goals and objectives.	Recommendations	OAR	Normal Operating Budget

GP = Guiding Principle
SO = Strategic Outcome