

## 1998-99 Institutional Effectiveness Plan

**Department:** Enrollment Services

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**Submitted by:** Ruben D. Vela, Associate Dean

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### Unit Mission Statement

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The Office of the Associate Dean for Enrollment Services will furnish the leadership necessary to achieve and maintain quality student support services that facilitate enrollment, development, retention and success.

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#### List of Clients:

Students

Faculty

Staff

Administration

SACS

THECB

Community

Public Schools

Adult Education Centers

Community-Based Organizations

Federal and State Regulatory Agencies

## Intended Outcomes

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Department: Enrollment Services

**Intended Outcome: 11**

Enrollment Services will provide quality student support services.

**Intended Outcome: 2**

Faculty, staff and students will make appropriate and informed decisions based on their knowledge of Enrollment Services' policies and procedures.

**Intended Outcome: 3**

Enrollment Services will be in compliance with regulatory bodies.

**Intended Outcome: 4**

Students will utilize and benefit from Enrollment Services' resources and technology.

**Intended Outcome: 5**

Enrollment Services will respond to the college district-wide needs.

## Performance Indicators

Department: Enrollment Services

Intended Outcome 11 : Enrollment Services will provide quality student support services.

<b>Performance Indicator A :</b>	
<b>Performance Standard:</b>	75% of students surveyed will be satisfied with services.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Enrollment Services' Student Survey
<b>Supporting Units:</b>	OIRE

## Performance Indicators

Department: Enrollment Services

**Intended Outcome 2 : Faculty, staff and students will make appropriate and informed decisions based on their knowledge of Enrollment Services' policies and procedures.**

<b>Performance Indicator A :</b>	
<b>Performance Standard:</b>	Student concerns/visits will be fewer in Spring '99 than Fall '98
<b>Data Sources: (most recent available unless otherwise noted)</b>	Associate Dean's schedule of appointments
<b>Supporting Units:</b>	None

<b>Performance Indicator B :</b>	
<b>Performance Standard:</b>	75% of faculty/staff trained to use the Plus 2000 software.
<b>Data Sources: (most recent available unless otherwise noted)</b>	I.A. training schedules/modules
<b>Supporting Units:</b>	District Director of Financial Aid Student Systems Administrator

## Performance Indicators

Department: Enrollment Services

Intended Outcome 3 : Enrollment Services will be in compliance with regulatory bodies.

<b>Performance Indicator A :</b>	
<b>Performance Standard:</b>	Enrollment Services' offices receive good accountability reviews.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Accountability Review Report/Findings
<b>Supporting Units:</b>	Assistant for Accountability

<b>Performance Indicator B :</b>	
<b>Performance Standard:</b>	100% of THECB reports submitted and certified within timeline.
<b>Data Sources: (most recent available unless otherwise noted)</b>	THECB letters CBM reports
<b>Supporting Units:</b>	Office of Admissions & Records Compliance Specialist

## Performance Indicators

Department: Enrollment Services

Intended Outcome 3 : Enrollment Services will be in compliance with regulatory bodies.

<b>Performance Indicator C :</b>	
<b>Performance Standard:</b>	100% of concurrent enrolled students/courses reportable to THECB.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Exception Reports THECB Reports CBM Reports
<b>Supporting Units:</b>	Office of Admissions & Records Compliance Specialist Student Outreach

## Performance Indicators

Department: Enrollment Services

Intended Outcome 4 : Students will utilize and benefit from Enrollment Services' resources and technology.

<b>Performance Indicator A :</b>	
<b>Performance Standard:</b>	40% of students register for Summer/Fall 99 by voice registration
<b>Data Sources: (most recent available unless otherwise noted)</b>	Enrollment Reports
<b>Supporting Units:</b>	OIRE Computer Center Office of Admissions & Records

<b>Performance Indicator B :</b>	
<b>Performance Standard:</b>	Students receiving financial assistance rise to 75% for Fall '99.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Financial Aid Reports
<b>Supporting Units:</b>	Financial Aid Office OIRE

## Performance Indicators

Department: Enrollment Services

Intended Outcome 5 : Enrollment Services will respond to the college district-wide needs.

<b>Performance Indicator A :</b>	a
<b>Performance Standard:</b>	100% of STCC centers will have Enrollment Services' personnel.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Staffing Plans
<b>Supporting Units:</b>	All Enrollment Services' offices