Department: Division of Student Success
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98-99 IE Plan Responses to Performance Standards

Outcome	Performance Indicator	Actual Results and Responses to Performance Standard
1	A	All current employees read the STCC policy manual and all new employees read the STCC policy manual because it was a part of their orientation and training to the College. The department was allocated one STCC Policy Manual and it was available to all staff that needed it. A procedures manual was created in November of 98 by input from all of the staff within the department in cooperation with the Office of Accountibility. 100% of the new staff have read the departmental procedures for it too was a part of orientation and training.
	B	
	C	
	D	
2	A	The SACS Survey of students, staff, and faculty done in November of 1998 indicated that student satisfaction with services was at the 66% rate of satisfaction and 23% neutral for advising, 71% satisfaction and 22% neutral with orientation, and 63% satisfaction and 24% neutral with the Counseling Department.
	B	The SACS Survey of students, staff, and faculty done in November of 1998 indicated that student satisfaction with availability of services was at 58% satisfaction and 26% neutral.
	C	
	D	
3	A	All the staff participated in at least two professional development activities per semester. 72% of the staff participated in at least 3 professional development activities per semester.
	B	A Job Satisifaction Inventory was not created.
	C	
	D	
4	A	Distinct identies were created within the division. Facilities were provided especially for student activities, job placement, career center, advising center, disabilities, special programs, honors, counseling center, and division-based advisors. So the increase in activities, programs, services, and paricipation greatly increased by 196.5% greatly exceeding the expectation of 10%. According to sign-in logs and activity reports in the academic year of 97-98, 10,475 students were served and in the 98-99 academic year over 31,064 students were served.
	B	
	C	
	D	
5	A	100% compliance by internal audit and compliance review by Grants Compliance Adminstrator.
	B	100% of staff were trained on standards and guidelines of programs and services.
	C	
	D	
6	A	According to the STCC FY-2000 Staffing Plan, staff increased by 100% throughout the division when compared to the FY-1999 Staffing Plan.
	B	According to the STCC FY-2000 Budget, the divisional operating budget increased by 323%, capital increased by 28.9%, and travel increased by 169%. Growth also occurred in increasing Carl Perkins funding by 147% in the division. Through the US Department of Education TRIO Programs the Upward Bound grant was applied for and awarded in the amount of $200,000 for 4 years starting September 1, 1999. A Tech prep grant called School-To-Careers was awarded for $26,459 during FY-1999.
	C	
	D	