

# 1999-2000 Institutional Effectiveness Plan

**Department:** Associate Dean of Enrollment Services

**Submitted by:** Jerry W. Davis

## 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
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## Intended Outcomes

Department: Associate Dean of Enrollment Services

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**Intended Outcome: 1**

To implement an effective enrollment management plan that would address the enrollment needs of the college.

**Intended Outcome: 2**

The Office of the Associate Dean will conduct numerous leadership, professional development workshops, within Enrollment Services and the College.

**Intended Outcome: 3**

The Office of the Associate Dean will monitor compliance of all federal, state, and accrediting agencies pertaining to Enrollment Services units.

**Intended Outcome: 4**

Faculty, Staff, and Students will be satisfied with the quality and timeliness of services provided by Enrollment Services.

**Intended Outcome: 5**

**Intended Outcome: 6**

**Intended Outcome: 7**

**Intended Outcome: 8**

**Intended Outcome: 9**

**Intended Outcome: 10**

# Performance Indicators

Department: Associate Dean of Enrollment Services

**Outcome: 1** To implement an effective enrollment management plan that would address the enrollment needs of the college.

<b>Performance Indicator:</b> A	The Office of the Associate Dean will coordinate a written college-wide Enrollment Management Plan.
<b>Performance Standard</b>	The written plan will be completed by August 31, 2000.
<b>Fall Activity Plan</b>	Identify recruiting, marketing, registration, retention, and instructional committees.
<b>Spring Activity Plan</b>	Appoint task forces to research committee information. Committee will have a written outline in place by March 1, 2000 and begin drafting their narratives.
<b>Summer Activity Plan</b>	Committees will write their appropriate sections of the Enrollment Mangement Plan.
<b>Data Sources: (Most recent available unless otherwise noted)</b>	OIRE, all other college departments, federal and state agencies, and SACS.
<b>Supporting Units:</b>	OIRE, all other college departments, federal and state agencies, and SACS.

<b>Performance Indicator:</b> B	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

## Performance Indicators

**Department:** Associate Dean of Enrollment Services

**Outcome: 2** The Office of the Associate Dean will conduct numerous leadership, professional development workshops, within Enrollment Services and the College.

<b>Performance Indicator:</b> A	At least once during the semester, during the first Wednesday of every month joint Enrollment Services meet, the Office of the Associate Dean will include a guest speaker on customer service.
<b>Performance Standard</b>	100% of all Enrollment Services staff will be trained on customer service.
<b>Fall Activity Plan</b>	Guest Speaker
<b>Spring Activity Plan</b>	Guest Speaker
<b>Summer Activity Plan</b>	Guest Speaker
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	Guest Speaker

<b>Performance Indicator:</b> B	Attend Instructional Division weekly meeting to disseminate Enrollment Services procedures.
<b>Performance Standard</b>	Develop a rotating schedule for the Student Information Center, Outreach, Testing, Admissions and Records, and Financial Aid to attend the Division Meetings.
<b>Fall Activity Plan</b>	Visit at least each division at least once during the semester.
<b>Spring Activity Plan</b>	Visit at least each division at least once during the semester.
<b>Summer Activity Plan</b>	Visit at least each division at least once during the semester.
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	All academic and technical divisions, and Enrollment Services offices.

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

## Performance Indicators

**Department:** Associate Dean of Enrollment Services

**Outcome: 3** The Office of the Associate Dean will monitor compliance of all federal, state, and accrediting agencies pertaining to Enrollment Services units.

<b>Performance Indicator:</b> A	All audits and reports be submitted in a timely manner and in compliance with published regulations.
<b>Performance Standard</b>	100% of all reports will be submitted by published due date.
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	Varies according to reporting office. Set up an Enrollment Services master calendar.
<b>Summer Activity Plan</b>	Varies according to reporting office. Set up an Enrollment Services master calendar.
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Student Information Center, Outreach, Testing, Admissions and Records, and Financial Aid.
<b>Supporting Units:</b>	OIRE

<b>Performance Indicator:</b> B	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Spring Activity Plan</b>	
<b>Summer Activity Plan</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

## Performance Indicators

**Department:** Associate Dean of Enrollment Services

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**Outcome: 4** Faculty, Staff, and Students will be satisfied with the quality and timeliness of services provided by Enrollment Services.

<b>Performance Indicator:</b>	<b>A</b>	Stakeholder Satisfaction
<b>Performance Standard</b>		75% of all faculty, staff, and students respond favorably to Enrollment Services.
<b>Fall Activity Plan</b>		Will be a part of the annual survey.
<b>Spring Activity Plan</b>		Will be a part of the annual survey.
<b>Summer Activity Plan</b>		Will be a part of the annual survey.
<b>Data Sources: (Most recent available unless otherwise noted)</b>		OIRE annual student and faculty survey.
<b>Supporting Units:</b>		

<b>Performance Indicator:</b>	<b>B</b>	
<b>Performance Standard</b>		
<b>Fall Activity Plan</b>		
<b>Spring Activity Plan</b>		
<b>Summer Activity Plan</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		
<b>Supporting Units:</b>		

<b>Performance Indicator:</b>	<b>C</b>	
<b>Performance Standard</b>		
<b>Fall Activity Plan</b>		
<b>Spring Activity Plan</b>		
<b>Summer Activity Plan</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		
<b>Supporting Units:</b>		

<b>Performance Indicator:</b>	<b>D</b>	
<b>Performance Standard</b>		
<b>Fall Activity Plan</b>		
<b>Spring Activity Plan</b>		
<b>Summer Activity Plan</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		
<b>Supporting Units:</b>		