

1999-2000 Institutional Effectiveness Plan

Department: Office of Admissions & Records

Submitted by: William Serrata

Unit Mission Statement

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 STCC community, -All by utilizing technology in an innovative and proactive manner.

List of Clients:

- Students
- Faculty
- Administration
- The Community
- Division Directors
- Program Chairs
- Other Institutions
- High Schools
- Staff
- Other STCC Departments
- THECB
- SACS
- State & Federal Auditors
- Other External Agencies
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Intended Outcomes

Department: Office of Admissions & Records

Intended Outcome: 1

The Office of Admissions will be found in compliance with all Regulatory Agencies.

Intended Outcome: 2

Students, Faculty, & Staff will be satisfied with the services provided by the Office of Admissions

Intended Outcome: 3

Intended Outcome: 4

Intended Outcome: 5

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: Office of Admissions & Records

Outcome: 1 The Office of Admissions will be found in compliance with all Regulatory Agencies.

Performance Indicator:	A	Transcript Evaluation
Performance Standard		The SACS Addendum will show that the Office of Admissions has adequately addressed the Self Study Recommendation
Fall Activity Plan		Meet with the Transcript Evaluator and the Director of Public Relations and establish publication material and distribution timeline including immediate distribution of an informational flyer for students
Spring Activity Plan		Include new transcript evaluation information in 2000/01 Catalog, Student Guide, and other relevant publications
Summer Activity Plan		Continue to include transcript evaluation information in all relevant publications
Data Sources: (Most recent available unless otherwise noted)		SACS Self Study Report
Supporting Units:		Office of Accreditation

Performance Indicator:	B	Record Storage
Performance Standard		The SACS Addendum will show that the Office of Admissions has adequately addressed the Self Study Recommendation
Fall Activity Plan		Order 40 Fire-proof file cabinets in order to ensure record safety and allow for future growth. Have a wall constructed in the Records Room for further security
Spring Activity Plan		Continue to reorganize the record storage system
Summer Activity Plan		Continue to merge records into the records area
Data Sources: (Most recent available unless otherwise noted)		SACS Self Study Report
Supporting Units:		Office of Accreditation

Performance Indicator:	C	CBM Reports
Performance Standard		100% of THECB Reports will be submitted, edited, and certified within the appropriate timelines
Fall Activity Plan		Continue to improve internal controls regarding data integrity and quality checks
Spring Activity Plan		Continue to monitor CBM processes
Summer Activity Plan		Continue to monitor CBM processes
Data Sources: (Most recent available unless otherwise noted)		THECB late notices via fax and email
Supporting Units:		OIRE

Performance Indicator:	D	State Auditors Report
Performance Standard		The Office of Admissions will make and enforce appropriate procedural changes recommended by the State Auditor's Office, Rosters submitted on time will increase to 90%, Students not included on CBM reports will decrease by 20%
Fall Activity Plan		Review State Auditor's report and begin planning appropriate procedural changes as well as informing appropriate Instructional units
Spring Activity Plan		Implement and inform other offices of procedural changes

Performance Indicators

Department: **Office of Admissions & Records**

Outcome: 1 The Office of Admissions will be found in compliance with all Regulatory Agencies.

Summer Activity Plan	Continue to implement procedural changes
Data Sources: (Most recent available unless otherwise noted)	Office of State Auditor's Enrollment Audit Report, Focus reports
Supporting Units:	All Instructional Divisions

Performance Indicators

Department: **Office of Admissions & Records**

Students, Faculty, & Staff will be satisfied with the services provided by the Office of
Outcome: 2 Admissions

Performance Indicator:	A	Professional Development
Performance Standard		Professional Staff will be satisfied with professional development opportunities
Fall Activity Plan		Attend IA'S, TACRAO, and SEM Conferences
Spring Activity Plan		Attend SIS Conference
Summer Activity Plan		Attend Summer Community College Conference
Data Sources: (Most recent available unless otherwise noted)		Staff Evaluations
Supporting Units:		Human Resources, Office of Associate Dean of Enrollment Services, Office of the Vice-President for Student Services

Performance Indicator:	B	Technology
Performance Standard		Successful implementation of Voice Registration
Fall Activity Plan		Employ Voice Registration Consultant
Spring Activity Plan		Pilot Test Voice Registration for Spring term
Summer Activity Plan		Train faculty, staff, and students in order to facilitate full implmentation
Data Sources: (Most recent available unless otherwise noted)		Registration Reports
Supporting Units:		OIRE

Performance Indicator:	C	Technology
Performance Standard		Successful implementation of EDI
Fall Activity Plan		Meet with UTPA EDI experts, register with UT Austin server, begin documentation phase of EDI
Spring Activity Plan		Meet with Information Systems and plan implementation
Summer Activity Plan		Complete implementation of EDI and maintainance
Data Sources: (Most recent available unless otherwise noted)		Transcript reports/runs
Supporting Units:		Information Systems

Performance Indicator:	D	Data Accuracy
Performance Standard		Information distributed by the Office of Admissions will be accurate
Fall Activity Plan		Write Focus reports to ensure data integrity, meet with OIRE, meet with Information Systems
Spring Activity Plan		Continue Focus runs, implement OIRE suggestions
Summer Activity Plan		Continue Focus runs
Data Sources: (Most recent available unless otherwise noted)		Focus reports
Supporting Units:		OIRE, Information Systems