

# 1999-2000 Institutional Effectiveness Plan

**Department:** Division of Student Development

**Submitted by:** Tom Cameron, Interim Associate Dean of Student Development

## Unit Mission Statement

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The Division of Student Development is committed to providing accessible, quality district-wide student support services consistent with the goals of South Texas Community College. Services provided will contribute to the cultural, social, economic, ethical, physical and intellectual development of our students and the community.

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### List of Clients:

Students

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Faculty

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Community

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SACS

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Accrediting Boards

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Employers

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Four-year Institutions

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Carl Perkins

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The Coordinating Board

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Governmental Agencies

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Administration

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High Schools

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Advisory Committees

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Student Organizations

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Special Populations

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Other College Divisions

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## Intended Outcomes

Department: **Division of Student Development**

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**Intended Outcome: 1**

Establish standardized policies and procedures.

**Intended Outcome: 2**

Provide equitable district-wide services.

**Intended Outcome: 3**

Provide professional development opportunities for staff.

**Intended Outcome: 4**

Provide regular evaluations of student development services.

**Intended Outcome: 5**

Provide recognition for exemplary service.

**Intended Outcome: 6**

**Intended Outcome: 7**

**Intended Outcome: 8**

**Intended Outcome: 9**

**Intended Outcome: 10**

## Performance Indicators

**Department:** Division of Student Development

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**Outcome: 1** Establish standardized policies and procedures.

<b>Performance Indicator:</b> A	Develop a manual that includes standardized policies and procedures for advising, counseling, career, placement and special programs.
<b>Performance Standard</b>	Policies and procedures will be made available in hard copy in the Associate Dean's office and online.
<b>Fall Activity Plan</b>	Assist Coordinator(s) with reviewing exemplary student development policy and procedure manuals.
<b>Spring Activity Plan</b>	Review first draft of student development policy and procedure manual.
<b>Summer Activity Plan</b>	Finalize manual and make available both in hard copy and online.
<b>Data Sources: (Most recent available unless otherwise noted)</b>	STCC policies and procedures; professional organizations
<b>Supporting Units:</b>	Office of Public Relations; ITS; Enrollment Services

<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:** Division of Student Development

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**Outcome: 2** Provide equitable district-wide services.

<b>Performance Indicator:</b>	<b>A</b>	Provide adequate personnel and fiscal resources to staff district-wide.
<b>Performance Standard</b>		Provide at least one full-time counselor and one full-time advisor at each site.
<b>Fall Activity Plan</b>		Assess personnel and fiscal resources.
<b>Spring Activity Plan</b>		Submit proposed budget needs. Submit proposed staffing plan. Advertise for vacant positions.
<b>Summer Activity Plan</b>		Fill vacant positions.
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Human Resources; OIRE; Enrollment Services
<b>Supporting Units:</b>		Office of Human Resources; V-P of Student Services and Development; Site Coordinator

<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>		

## Performance Indicators

**Department:** Division of Student Development

**Outcome: 3** Provide professional development opportunities for staff.

<b>Performance Indicator:</b> A	Staff will attend the professional development opportunities provided by South Texas Community College, both internally and externally.
<b>Performance Standard</b>	80% will indicate that the training/development was beneficial.
<b>Fall Activity Plan</b>	1) National Academic Advising Association satellite conference on campus collaborations to foster retention; 2) 30% of counselors will attend state conference on counseling issues (Texas Counseling Association annual convention)
<b>Spring Activity Plan</b>	Assess conference schedules and determine staff travel requests.
<b>Summer Activity Plan</b>	Plan 2000-2001 training and professional development opportunities.
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Professional journals; web sites
<b>Supporting Units:</b>	Professional development team; V-P of Student Services and Development

<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:** Division of Student Development

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**Outcome: 4** Provide regular evaluations of student development services.

<b>Performance Indicator:</b>	A	Student satisfaction survey will be distributed annually.
<b>Performance Standard</b>		Consistent with OIRE's policies and procedures for student surveys.
<b>Fall Activity Plan</b>		Coordinate development of student satisfaction survey.
<b>Spring Activity Plan</b>		Monitor progress of student satisfaction survey.
<b>Summer Activity Plan</b>		Review and analyze data from student satisfaction survey and make recommendations based on results.
<b>Data Sources: (Most recent available unless otherwise noted)</b>		OIRE
<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:** Division of Student Development

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**Outcome: 5** Provide recognition for exemplary service.

<b>Performance Indicator:</b>	<b>A</b>	Recognize exemplary service.
<b>Performance Standard</b>		Identify two outstanding employees providing exemplary student development service.
<b>Fall Activity Plan</b>		Discuss process for selection.
<b>Spring Activity Plan</b>		Implement selection process.
<b>Summer Activity Plan</b>		At conclusion of summer semester identify, contact and announce the two recipients of the student services and development excellence awards.
<b>Data Sources: (Most recent available unless otherwise noted)</b>		All offices within the division of student development.
<b>Supporting Units:</b>		All academic divisions and all offices in the division of student development.

<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>	
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<b>Supporting Units:</b>		

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