

1999-2000 Institutional Effectiveness Report

Department: Associate Dean of Enrollment Services

Submitted by: Jerry W. Davis

Unit Mission Statement

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.

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

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.

Performance Indicator: A	The Office of the Associate Dean will coordinate a written college-wide Enrollment Management Plan.
Performance Standard	The written plan will be completed by August 31, 2000.
Actual Outcome	A plan was submitted to OIRE in the Summer of 1999. The plan is currently being reassessed by the Vice President for Student Services and Development. A deadline of November 1, 2000 has been established for completion.
Implications for Next Year's Plan	A Strategic Enrollment Management Committee has been formed. Four of the committee members will be attending training sponsored by the Coordinating Board on September 28 and 29, 2000. The committee is charged with the development of the College wide Enrollment Management Plan. The Associate Dean for Enrollment Services no longer exists. This indicator will be reassessed while developing the 2000-2001 IE Plan for the Vice President for Student Services and Development.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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.

Performance Indicator: 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.
Performance Standard	100% of all Enrollment Services staff will be trained on customer service.
Actual Outcome	Joint meetings were held upto the time that the Associate Dean position became vacant. All staff were included in the meetings. Customer training was a topic of discussion. Although training sessions were held, the Division did not meet its 100% goal.
Implications for Next Year's Plan	The Associate Dean for Enrollment Services no longer exists. The Vice President for Student Services and Development has been charged with the development with a College wide Customer Service training program. The Vice President will consult with the Noel-Levitz Group in attempts to bring the Connections Training to STCC.

Performance Indicator: B	Attend Instructional Division weekly meeting to disseminate Enrollment Services procedures.
Performance Standard	Develop a rotating schedule for the Student Information Center, Outreach, Testing, Admissions and Records, and Financial Aid to attend the Division Meetings.
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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.

Performance Indicator: A	All audits and reports be submitted in a timely manner and in compliance with published regulations.
Performance Standard	100% of all reports will be submitted by published due date.
Actual Outcome	This goal was not measured.
Implications for Next Year's Plan	The Associate Dean for Enrollment Services no longer exists. The Vice President for Student Services and Development will reassess this indicator when developing its 2000-2001 IE Plan.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicators

Department: Associate Dean of Enrollment Services

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

Performance Indicator: A	Stakeholder Satisfaction
Performance Standard	75% of all faculty, staff, and students respond favorably to Enrollment Services.
Actual Outcome	The Division is awaiting the results of the Climate survey.
Implications for Next Year's Plan	The Associate Dean for Enrollment Services no longer exists. This indicator will be reassessed when developing the 2000-2001 IE Plan for the Vice President for Student Services and Development.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
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Performance Indicator: D	
Performance Standard	
Actual Outcome	
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