

1999-2000 Institutional Effectiveness Report

Department: Office of Admissions & Records

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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
Actual Outcome	The Office of Admissions obtained Board approval to change Policy 3200 to reflect the process and timeline for conducting transcript evaluations.
Implications for Next Year's Plan	This indicator has been completed and will not be included in the 2000-2001 IE Plan. By making modifications to the policy, the Office of Admissions and Registrar clarified the transcript evaluation process. It is now required that all first time new student transcripts be evaluated, therefore improving the student transfer process. The transcript evaluator position was upgraded to a professional status and maintaining a clerical support. The Office is now evaluating transcripts within the first semester of attendance.

Performance Indicator: B	Record Storage
Performance Standard	The SACS Addendum will show that the Office of Admissions has adequately addressed the Self Study Recommendation
Actual Outcome	The Office of Admissions obtained 40 new fireproof filecabinets to store all student files. The Office was assigned an additional 750 square feet, which were designated for record storage. A full-time Admissions Clerk was assigned to the supervise the record storage area.
Implications for Next Year's Plan	This indicator has been completed and will be monitored outside of the IE Plan. Student records are maintained in accordance to SACS regulations. Having a designated record storage area has allowed the Office to facilitate the retrieval and archival all student records. A new file system was implemented ensure timely filing and retrieval. Continuing Education files are now maintained in fireproof filecabinets and are transferred over to the Record Storage area annually.

Performance Indicator: C	CBM Reports
Performance Standard	100% of THECB Reports will be submitted, edited, and certified within the appropriate timelines
Actual Outcome	The Office of Admissions continues to strive to meet this goal. Several changes in programming requirements and the loss of the Compliance Specialist have not facilitated meeting the established timelines.
Implications for Next Year's Plan	The Office of Admissions will continue to monitor this indicator. The Office will implement a calendar and submit it to the Vice President for approval. The Office of Admissions is currently conducting interviews for the Coordinator of Admissions who will serve as chair of the search committee to hire a Compliance Specialist. This indicator is closely monitored by the Coordinating Board. Information Systems has designated a Senior Program Analyst to work on modifications need to comply with changes in reporting. The Office is also working with the Office of Instruction to implement changes needed in data integrity.

Performance Indicators

Department: **Office of Admissions & Records**

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

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%
Actual Outcome	The Office of Admissions and Registrar has increased, with the assistance of Instruction, the submittal of Rosters to 100%. The timeliness of submittal must and will be monitored closely outside of IE. A percentage of students not included on CBM reports is not measurable for the previous year and therefore cannot be reported.
Implications for Next Year's Plan	Student's not included on CBM reports will be measurable for next year's report and will be a part of the duties undertaken by the Compliance Specialist. The results will be included under the Performance Indicator of CBM Reports.

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
Actual Outcome	Professional Staff from the Office of Admissions & Registrar have the opportunity to attend several professional conferences/workshops throughout the State of Texas and as the budget permits, nationally. Each Professional Staff member from the Office of Admissions attended atleast one such conference.
Implications for Next Year's Plan	Professional development opportunities will continue to be made available for the professional staff from the Office of Admissions as the budget and staffing permit. This will continue to be monitored in the coming IE Plans.

Performance Indicator: B	Technology
Performance Standard	Successful implementation of Voice Registration
Actual Outcome	Voice Registration was successfully implemented and operational by March 27th, the start of Summer and Fall 2000 registration. The implementation of Voice Registration was a combined effort of Admissions, Information Systems, and a Voice Consultant.
Implications for Next Year's Plan	Voice Registration will continue to be maintained and monitored outside of the I.E. Plan.

Performance Indicator: C	Technology
Performance Standard	Successful implementation of EDI
Actual Outcome	EDI is approximately 90% implemented. The Office of Admissions, Information Systems, and the EDI Consultant will continue to monitor the status of EDI until full implementation.
Implications for Next Year's Plan	EDI will continue to be a part of the Office of Admissions I.E. Plan until full and successful implementation.

Performance Indicator: D	Data Accuracy
Performance Standard	Information distributed by the Office of Admissions will be accurate
Actual Outcome	Data integrity continues to be of paramount importance to the Office of Admissions. However, this was not a measurable indicator.
Implications for Next Year's Plan	A more measurable indicator will be included in the 2000-02 I.E. Plan in order to ensure data integrity.