

1999-2000 Institutional Effectiveness Report

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

Unit Mission Statement

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.

List of Clients:

Students	_____
Faculty	_____
Community	_____
SACS	_____
Accrediting Boards	_____
Employers	_____
Four-year Institutions	_____
Carl Perkins	_____
The Coordinating Board	_____
Governmental Agencies	_____
Administration	_____
High Schools	_____
Advisory Committees	_____
Student Organizations	_____
Special Populations	_____
Other College Divisions	_____

Intended Outcomes

Department: **Division of Student Development**

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

Outcome: 1 Establish standardized policies and procedures.

Performance Indicator: A	Develop a manual that includes standardized policies and procedures for advising, counseling, career, placement and special programs.
Performance Standard	Policies and procedures will be made available in hard copy in the Associate Dean's office and online.
Actual Outcome	Manuals have been developed for all but the Placement Office. A new Coordinator for Placement has been hired. She will be tasked with completing the manual for the Placement Office.
Implications for Next Year's Plan	Staff have a clearer understanding of established policies and procedures. The decision making process has become more effective. Staff have been able to provide more uniform services to students. The manuals are being used as training sources for new staff. The Associate Dean for Student Development no longer exists. This indicator will be reassessed in the development of 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: Division of Student Development

Outcome: 2 Provide equitable district-wide services.

Performance Indicator: A	Provide adequate personnel and fiscal resources to staff district-wide.
Performance Standard	Provide at least one full-time counselor and one full-time advisor at each site.
Actual Outcome	A full-time counslor and advisor have been assigned to each campus.
Implications for Next Year's Plan	This has faciliated the expansion and equity of services. Accessibility to services has been increased for students, faculty, and staff. The Associate Dean for Student Development no longer exists. This indicator will be reassessed in the development of 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: **Division of Student Development**

Outcome: 3 Provide professional development opportunities for staff.

Performance Indicator: A	Staff will attend the professional development opportunities provided by South Texas Community College, both internally and externally.
Performance Standard	80% will indicate that the training/development was beneficial.
Actual Outcome	This indicator was not fully implemented. Although staff attended training, their satisfaction has not been assessed.
Implications for Next Year's Plan	The Associate Dean of Student Development no longer exists. This indicator will be reassessed in the development of 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: **Division of Student Development**

Outcome: 4 Provide regular evaluations of student development services.

Performance Indicator: A	Student satisfaction survey will be distributed annually.
Performance Standard	Consistent with OIRE's policies and procedures for student surveys.
Actual Outcome	Although student satisfaction surveys are administered by OIRE, we can not assess the indicator and standard as written.
Impicatons for Next Year's Plan	The Associate Dean for Student Development no longer exists. The Vice President for Student Services and Development will reassess this indicator and standard while developing the 2000-2001 IE Plan. Benchmarks will be developed using the results of the ACT Student Survey and the Ombudsperson annual report.

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

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

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

Performance Indicators

Department: Division of Student Development

Outcome: 5 Provide recognition for exemplary service.

Performance Indicator: A	Recognize exemplary service.
Performance Standard	Identify two outstanding employees providing exemplary student development service.
Actual Outcome	This standard was met. A full-day planning session was held during the Spring term to recognize these individuals.
Implications for Next Year's Plan	The Associate Dean for Student Development no longer exists. This outcome will be reassessed during the development of 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	