

Division of Student Services and Development South Texas College

Each department of the Division of Student Services and Development authors a Departmental Institutional Effectiveness Plan (IE Plan) in order to identify performance indicators and standards to facilitate the intended outcomes. The Departmental IE Plans are based on data the division receives through:

- Student Focus Groups
- ACT Satisfaction Surveys conducted every two years
- Report compiled by Ombudsperson on appeals submitted
- Information provided by department heads

The Vice-President for Student Services and Development reviews the Departmental IE Plans before they are submitted to the Office of Research and Effectiveness (OIRE).

The IE Plan is evaluated at mid-year and at the end of the year to show whether or not the performance standard was achieved. The evidence provided in the results of the evaluation is based on feedback from all the appropriate stakeholders (e.g., faculty, staff, administrators, students, etc.). Any other data that is available is also used to evaluate the results.

As a result of evaluating the different departmental IE Plans in the division, the Vice-President in conjunction with all department heads made decisions that affected the allocations of budgetary resources available to the division. As a result of the evaluation process, it was determined that the Office of Financial Aid was in need of additional staff to provide equitable services district wide.

In the division's Planning Retreat, held annually, the results of the different IE Plans were presented. After discussion, the division's department heads, jointly decided to concentrate on hiring as many Financial Aid personnel as necessary to provide the student population the necessary services without compromising the student services provided by other division offices (e.g., Student Life, Special Programs, Admissions and Records, Student Information Center, Outreach, Counseling, Advising, Placement, and Testing).

The evaluation of the IE Plan allowed the entire division to concentrate on the needs of the division and focus on an area(s) that were more critical with regards to staffing. As a result of this process, the division allocated enough financial resources to hire four additional Financial Aid staff members to serve STC students at the different campuses/centers.

More recently, the same process was used to make decisions affecting the division's 2004-2005 Staffing Plan. It was determined that the area of Enrollment Services required additional staff. As a result, Enrollment Services (Admissions and Records, Student Information Center, Testing, and Financial Aid) requested and received additional staff members to provide equitable service college-wide.

The division will continue to collect data from the constituents served via surveys, focus groups, and information provided by the divisional department heads in order to write the various departmental IE Plans. The Division is committed to creating the culture of evidence that is required to write sound and effective IE Plans.

CQI Table

Department	Intended Outcome	2002-2003 Performance Indicator	2002-2003 Performance Standard	Improvement Activity	Data Source	Performance Achieved (Actual Outcome)	Implications for 2003-2005
Admissions & Records, Student Information Center	Compliance	CBM Reports	100% of THECB Reports will be submitted, edited, and certified within appropriate timelines	Compliance Specialist ensured that all THECB Reports were submitted on time	OAR Reports submission of reports to THECB	CBM reports were submitted, edited, and certified within the appropriate timeline	100% of the THECB Reports will be submitted, edited, and certified on time
Outreach	Access and Equity	Access to Technology Division Courses	Increase the number of students and contact hours.	Coordinate ISD campus visits as well as College Visits.	CBM Reports and OIRE Reports	The number of students and contact hours for 02-03 increased.	Expand headcount and contact hour targets college-wide.
Counseling	Access and Equity	Provision of ADA Adaptive equipment	15% increase in purchase of adaptive equipment and other ADA materials necessary	Negotiate with Instruction and the Office of Accountability in order to garner necessary funds.	Carl Perkins Fund allocation reports from the Office of Accountability.	Adequate funds were garnered in order to purchase additional adaptive equipment.	Continue to work with Office of Accountability in order to continue the purchasing of ADA adaptive equipment.
Advising	Student Success	Utilization of Advisement	5% increase in student utilization of advisement.	Increased awareness of advisement via marketing.	Office of Advisement records.	The utilization of advisement by students increased by more than 5%.	Continue to increase student utilization by 10% on each respective campus/center.
Placement	Student Success	Graduate Employment	95% plus of technical program graduates will be employed, in military service, or pursuing additional education.	Coordinate Graduation and Career Fair Expos with local industry and Student Services.	Office of Institutional Research & Effectiveness Graduate Exit Survey.	The Graduate Exit Survey reports that 97% of students have achieved the desired outcome.	Exceed the current 97% placement rate of technical program graduates.
Special Programs	Compliance	Student Eligibility	100% of participants will have met eligibility requirements.	Office of Special Programs ensured compliance via distribution and dissemination of program criteria.	Special Program records and grant proposals. Office of Accountability.	100% of participating students in PASS and Upward Bound were selected using criteria set forth in grant proposal.	Monitor and improve selection criteria via a partnering with the Office of Accountability.

Department	Intended Outcome	2002-2003 Performance Indicator	2002-2003 Performance Standard	Improvement Activity	Data Source	Performance Achieved (Actual Outcome)	Implications for 2003-2005
Testing Center	Community Service	Access to Testing Services	Hidalgo & Starr County, High Schools, Communities, and all THEA Liable Students may test for THEA	Test dates were coordinated and scheduled to accommodate those who need to test for THEA	Testing Center Records	All test dates were reserved for the year and test dates were advised via flyers, internal, tabloid, etc	The Testing Center will continue to provide access to testing services at South Texas College
Financial Aid	Access and Equity	Equitable Financial Aid services throughout the college district	All forms of Financial Aid (Federal, 3 rd Party, State, and VA) will be available district wide	The Director of Financial Aid will ensure that Financial Aid Offices at all campuses/centers are staffed appropriately	Office of Financial Aid Records	The Financial Aid Director requested and received four additional staff members to assist students with their Financial Aid needs	The Director of Financial Aid will continue to monitor staff needs and make appropriate requests on annual staffing plans
Student Life	Access and Equity	Student access to Student Life Activities	Student Life Personnel at each campus/center to assist students	Ensure that appropriate staff requests are made in staffing plan	Staffing Plan	New positions were acquired to staff new facilities	Continue to have staff to provide student life activities
Vice-President for Student Services and Development	Student Success	Faculty Advisement	20% of all students majoring in academic programs will be advised	Dean of Counseling and Advising will work with each academic department in customizing departmental advising plan	Counseling and Advising Records	Dean has worked with each department in customizing advising plan	Continue to work with each department and revise customized plan as necessary