

# Quality Improvement Plan

## South Austin Campus Student Services

### **Mission of Student Success & Support Systems:**

Provide exemplary programs that support the teaching/learning process and increase opportunities for students to define and reach their educational and career goals.

### **Primary services:**

- Counseling
- Advising
- Testing
- Assessment
- Office of Students with Disabilities
- Student Conduct

### **Impact of the primary services**

The primary services list above have a direct impact on student success.

### **SWOT – Conducted 02/4/11 (appendix a)**

#### **Strengths**

- Student centered customer service
- Friendly and knowledgeable staff
- Good communication between departments and other campuses
- Great leadership and staff

#### **Weaknesses**

- Funding needed for more full-time staff and hourly support
- Inconsistency across the college causes confusion among students
- Need more information about Adult Education
- Need more developmental classes
- Other departments lack information about student services functions
- Increase/redesign space for student services areas; area poorly designed and no room for growth

#### **Opportunities**

New Campuses  
Future facility enhancements  
Share staffs from non-weekend campuses  
Professional Development Workshops  
Partnership with Crocket High School

#### **Threats**

- Keeping up with technology
- Economy affects enrollment
- State funding or funding decreases
- Budget cuts
- Administrative changes

**Alignment to Mission and Intended Outcomes**

Improvement in the these areas should result in better services that address students needs.

<b>Primary service issue</b>	<b>Improvement</b>	<b>Measurement</b>
Funding needed for more full-time staff and hourly support	Data is being collected to determine college wide staffing needs and funding requested during the budget cycle.	Continue to collect data.
Inconsistency across the college causes confusion among students	<i>Continue to offer training and updates via using several modes of delivery.</i>	POS survey
Need more information about Adult Education	Create processes to obtain Adult Education information.	Staff Survey
Increase/redesign space for student services areas; area poorly designed and no room for growth	<i>Pending future facilities enhancement.</i>	POS and staff survey.
Other departments lack information about student services functions	Develop a college wide process for improving communication and training for all college staff.	Survey
Need more developmental classes	Continue to work with academic departments and administration to increase the number of classes offered.	Monitor enrollment through wait lists.
Administrative changes	.Keep open communication channels between administration and faculty and staff.	Employee survey