

Non-instructional Support Services Review Template

Unit Name: _____
Unit Review Leader: _____
Today's Date: #####

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

The purpose of the Student Services is to provide exemplary programs that support the teaching/learning process and increase opportunities for students to define and reach their educational and career goals. Promoting access to college and improving student achievement are our primary goals.

1.1.1 How does the mission of the unit support the mission of the college?

Rio Grande Student Services mission mirrors the college's mission of "A continuing program of counseling and advising designed to assist students in achieving their individual educational and occupational goals." Student Services facilitates the intended outcomes of the college's mission, including:

1. Increase persistence (term-to-term & fall to fall)
2. Complete developmental and adult education course progression to credit courses
3. Increase completion of all attempted courses with a "C" or better
4. Increase degree/certificate graduates and transfer rates
5. Increase success equity across all racial/ethnic/gender/income groups

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1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

Rio Grande Student Services provides Counseling, Advising, Testing, Assessment, Disability Services (OSD), and Student Conduct services. Students, both in class and distance learning, are who we primarily serve, however secondary services are provided to academic faculty and staff.

1.3 What services or products does the unit provide?

Student Services provides Counseling, Advising, Testing, Assessment, Disability Services (OSD), and Student Conduct services.

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

The primary services have a direct impact on student success and faculty's classroom environment by increasing student retention, decreasing student withdrawals, increasing student success in their courses.

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

- SSI1 *Increase persistence (term-to-term & fall to fall)*
- SSI2 *Complete developmental and adult education course progression to credit courses*
- SSI3 *Increase completion of all attempted courses with a "C" or better*
- SSI4 *Increase degree/certificate graduates and transfer rates*
- SSI5 *Increase success equity across all racial/ethnic/gender/income groups*

Institutional Effectiveness

- IE1 *Balanced instructional offerings among the College's mission elements;*
- IE2 *A teaching and learning environment that encourages students to be active, life-long learners;*
- IE3 *Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;*
- IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;*
- IE5 *Job placement from career workforce programs into family-wage careers;*
- IE6 *Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.*

Goal #	Unit Goal (description)	Board Policy A-1											
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6	
	<i>Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>												
UG1	<i>To promote access to appropriate accommodations which will result in successful course completions</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- *this table will link to other areas in this report*
- *If you need more space than this table allows, contact OIEA for a separate form.*

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1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>		Example outcome: <i>Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .</i>		Example measure: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>
UG1	<i>To promote access to appropriate accommodations which will result in successful course completions</i>	UO1.1	<i>Maintain an effective process for determining program eligibility and accommodation needs for students with disabilities.</i>	UM1.1.1	<i>Annual percentage of student files completed within three weeks of intake interview.</i>
				UM1.1.2	<i>Annual percentage of students receiving their accommodation letters within three weeks.</i>
		UO1.2		UM1.2.1	
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	0	UO2.1		UM2.1.1	
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

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2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	Example unit measure: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>Annual percentage of student files completed within three weeks of intake interview.</i>	60	65	90	72.22%	UO1.1
UM1.1.2	<i>Annual percentage of students receiving their accommodation letters within three weeks.</i>	60.00	65.00	90.00	72.22%	UO1.1
UM1.2.1	0					UO1.2
UM1.2.2	0					UO1.2
UM1.3.1	0					UO1.3
UM1.3.2	0					UO1.3
UM1.4.1	0					UO1.4
UM1.4.2	0					UO1.4
UM1.5.1	0					UO1.5
UM1.5.2						UO1.5
UM2.1.1						UO2.1
UM2.1.2						UO2.1
UM2.2.1						UO2.2
UM2.2.2						UO2.2
UM2.3.1						UO2.3
UM2.3.2						UO2.3
UM2.4.1						UO2.4
UM2.4.2						UO2.4
UM2.5.1						UO2.5
UM2.5.2						UO2.5
UM3.1.1						UO3.1
UM3.1.2						UO3.1
UM3.2.1						UO3.2

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
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2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

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3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	<i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			<i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i>			
OB1.1	To develop and implement a tracking system that will assist staff in monitoring the process and distribution of OSD accommodation letters.	Annual percentage of student files will be completed within three weeks of intake interview.	60.00	80.00	Faculty reported to the OSD office that accommodation letters were not granted in a timely fashion	Judy Hay	UO1.1	Maintain an effective process for determining program eligibility and accommodation needs for students with disabilities.
OB1.2							UO1.2	0
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1							UO2.1	
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
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3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

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3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					\$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$ 20,000	OB1.1	
OKS1.1.1	Develop a new tracking system for responding to student requests for OSD accommodations (time stamp request/ follow-up via email within one week/ document appropriate information not received, etc)	Year 1						OB1.1	To develop and implement a tracking system that will assist staff in monitoring the process and distribution of OSD accommodation letters.
OKS1.1.2	Train staff to use the system	Year 2							
OKS1.1.3	Implement the new tracking system for responding to student requests for OSD accommodations	Year 2 / 3							
OKS1.2.1								OB1.2	0
OKS1.2.2									
OKS1.2.3									
OKS1.3.1									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
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3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

Evaluation of the processing time and distribution of student accommodation letters directly relates to the goal of ensuring that all letters are processed and distributed within a three week time frame. The attainment of this goal will directly impact student retention, decrease student withdrawals, and increase overall student success.

3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

Results of the implementaton of improvements were shared with SWOT (Strengths, Weaknesses, Opportunities, Threats) team members which included faculty, staff, campus manager, campus police, and students. The results were also discussed with the OSD supervisor who was in attendance. It was determined that once the system is developed weekly reviews will be conducted to determine the number of requests made via the intake process as compared to the number of letters issued. Follow-up will be conducted on incomplete files on a weekly bases.

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4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	To develop and implement a tracking system that will assist staff in monitoring the process and distribution of OSD accommodation letters.	Annual percentage of student files will be completed within three weeks of intake interview.	60.00	60.00	80.00	75%	UO1.1
OB1.2	0	0	0.00		0.00	#DIV/0!	UO1.2
OB1.3	0	0	0.00		0.00	#DIV/0!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1						#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5
OB3.1	0					#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3

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<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

The prior three part improvement plan was (1) to implement a campus based tracking and analyses of the purposeful interventions with ASP student and Counselor; (2) compare academic success (defined by being returnable) between students who had one initial intervention with those who had more than one contact with their counselor; and (3) to examine data to better understand factors impacting student academic success and persistence.

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

As a result of outreach efforts increased student/counselor intervention sessions increased by 60%. The examination and analyses of data is currently underway.

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<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

By improving efficiency, decreasing student wait time and increasing student satisfaction with OSD services, as well as improving communication with faculty, the college's goal of increased persistence will be addressed.