

Non-instructional Support Services Review Template

Unit Name: RRC SS
Unit Review Leader: L. Tate
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?)

It is the mission of Student Success to provide exemplary programs that support the teaching/learning process and increase opportunities for students to define and reach their educational and career goals. Campus-wide emphasis is placed on providing quality services in a welcoming learning environment in support of the college's Student Success Initiative (SSI) goals and strategies:

Goal 1: Increase Persistence (Term-to Term & Fall to Fall)

Goal 2: Complete Developmental and Adult Education course progression to credit courses

Goal 3: Increase completion of All Attempted Courses with a "C" or Better

Goal 4: Increase Degree/Certificate Graduates and Transfer Rates

Goal 5: Increase success equity across all racial/ethnic/gender/income groups

Student Services collaborates with all areas of the college to create opportunities for students' success.

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

The planned improvements will provide the highest quality, most streamlined and functional services to faculty, staff, students and the community in support of the College's Mission and Intended Outcomes. They are aligned with the values of Communication, Access, Responsiveness, Excellence and Stewardship (CARES). We will accomplish this by effectively and efficiently streamlining College Connections processes, ISD partnerships are strengthened resulting in increased student participation, enrollment, and student success. Our well-trained, cross-leveled staff will maximize resources and minimize potential gaps in services – ensuring delivery of services exceeds the standards. Teamwork, actively shared communication, and a commitment to upholding the mission, standards and requirements of the college will foster personal and professional ownership that will generate accountability. Our improvements are designed to assist students successfully navigate through the college experience and successfully achieve their goals.

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1.2 Please tell us who you serve.

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

District wide students and distance learning.

1.3 What services or products does the unit provide?

Students are the central focus of the Round Rock Campus (RRC) and we are responsive to their individual needs by providing a wide range of services, including the following key items:

- a) Providing exemplary programs that support the teaching/learning process.
- b) To increase opportunities for students to define and reach their educational and career goals.
- c) Providing excellent customer service and ultimately student satisfaction.
- d) Assisting students to gain access to higher education.
- e) Delivering up to date and consistent information campus wide.

RRC Student Services provides campus services for academic advising and counseling services; assessment and academic testing; services for students with disabilities; career development and services; student support services for Distance Learning students; support center academic and personal support; veteran's services; transfer services; student success services and activities; and outreach services to designated high schools and community-based organizations. Team members are committed to the following core values:

- a) Integrity
- b) Competency
- c) Mutual respect and trust
- d) Collaboration
- e) Cooperation and teamwork
- f) Diversity
- g) Excellence and innovation
- h) Shared Governance

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

We play an integral role in the collaborative efforts of faculty and staff, other college-wide departments, and key stakeholders to provide an integrated, holistic, and effective delivery service system. In addition, the Dean of Student Services administers college policies regarding student rights and responsibilities, student standards of conduct and discipline, and makes recommendations and revisions of college policies in support of student success. Through the Community College Survey of Student Engagement (CCSSE), the Student Services Point of Services (POS) survey, and other indicators, students consistently affirm their use of and the positive impact of the various student-centered services designed to help them succeed in college and deal with obstacles that arise. Partnerships with veteran's organizations have been strengthened, as well as with the Round Rock Chamber of Commerce, resulting in expanded support services for students with unique needs.

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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
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.											
UG1	Provide outreach services to designated high schools and community based organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG2	Develop and provide exemplary academic advising and counseling programs to increase opportunities for student to define and reach their educational and career goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" 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"/>
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"/>
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"/>

➤ this table will link to other areas in this report

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Goal #	Unit Goal (description)	Board Policy A-1
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➤ *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>Provide outreach services to designated high schools and community based organizations.</i>	UO1.1	<i>Increase the percentage of high school seniors progressing to college enrollment.</i>	UM1.1.1	<i>Measure percentage of high school seniors who have completed applications, assessed, advised, and are ready to register in comparison to the total number of seniors at each high school.</i>
				UM1.1.2	<i>Monitor effective outreach process to facilitate high school student transition to college.</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	<i>Develop and provide exemplary academic advising and counseling programs to increase opportunities for student to define and reach their educational and career goals.</i>	UO2.1	<i>Schedule and track cross training that will prepare staff to step into a vacant position, as needed, and expedite the enrollment process.</i>	UM2.1.1	<i>Compare the number of staff who become fully cross-trained in functions outside of their job duties to those individuals who are not.</i>
				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	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
		<i>UO2.5</i>		<i>UM2.5.1</i>	
				<i>UM2.5.2</i>	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	U03.1		UM3.1.1	
				UM3.1.2	
		U03.2		UM3.2.1	
				UM3.2.2	
		U03.3		UM3.3.1	
				UM3.3.2	
		U03.4		UM3.4.1	
				UM3.4.2	
		U03.5		UM3.5.1	
				UM3.5.2	
UG4	0	U04.1		UM4.1.1	
				UM4.1.2	
		U04.2		UM4.2.1	
				UM4.2.2	
		U04.3		UM4.3.1	
				UM4.3.2	
		U04.4		UM4.4.1	
				UM4.4.2	
		U04.5		UM4.5.1	
				UM4.5.2	
UG5	0	U05.1		UM5.1.1	
				UM5.1.2	
		U05.2		UM5.2.1	
				UM5.2.2	
		U05.3		UM5.3.1	
				UM5.3.2	
		U05.4		UM5.4.1	
				UM5.4.2	
		U05.5		UM5.5.1	
				UM5.5.2	

➤ 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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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>Measure percentage of high school seniors who have completed applications, assessed, advised, and are ready to register in comparison to the total number of seniors at each high school.</i>	2010-11	2011-12	> 5%	>%	UO1.1
UM1.1.2	<i>Monitor effective outreach process to facilitate high school student transition to college.</i>	2010-11	2011-12	>5%	>%	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	<i>Compare the number of staff who become fully cross-trained in functions outside of their job duties to those individuals who are not.</i>	2010-11	2011-12	15%	<10%	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

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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)
UM3.1.2						U03.1
UM3.2.1						U03.2
UM3.2.2						U03.2
UM3.3.1						U03.3
UM3.3.2						U03.3
UM3.4.1						U03.4
UM3.4.2						U03.4
UM3.5.1						U03.5
UM3.5.2						U03.5
UM4.1.1						U04.1
UM4.1.2						U04.1
UM4.2.1						U04.2
UM4.2.2						U04.2
UM4.3.1						U04.3
UM4.3.2						U04.3
UM4.4.1						U04.4
UM4.4.2						U04.4
UM4.5.1						U04.5
UM4.5.2						U04.5
UM5.1.1						U05.1
UM5.1.2						U05.1
UM5.2.1						U05.2
UM5.2.2						U05.2
UM5.3.1						U05.3
UM5.3.2						U05.3
UM5.4.1						U05.4
UM5.4.2						U05.4
UM5.5.1	0					U05.5

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Measure # <small>(linked from 1.3.2)</small>	Unit Measure (description) <small>(linked from 1.3.2)</small>	Unit Baseline data <small>(for the unit measure)</small>	Unit Current Data <small>(for the unit measure)</small>	Unit Target data <small>(for the unit measure)</small>	Unit Current Status <small>(% of target data)</small>	Outcome # <small>(linked from 1.3.2)</small>
UM5.5.2	0					U05.5

2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

UM1.1.1 & UM1.1.2 Targeted Goal for 2013-14:
 An increase in percentage of high school seniors completing the admissions & registration process, assessment, and advising steps by 5% year to year; an increase in the number of RRISD College Connection students enrolling in ACC.

Standardized College Connection delivery administered throughout the semester over multiple days.
 Comparison data between 2010-11 and 2011-12 showed marked increase in percentage of student completions in new One Stop Shop College Connection process. Implementation of the One Stop Shop process at newly assigned Cedar Ridge High School for 2012-13 academic year – data in review.

UM 2.1.1 Targeted Goal for 2013-14:
 15% of staff will have been assigned to train for a departmental responsibility outside of their assigned job duties.

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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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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	Implement College Connections One Stop Shop Program to streamline and minimize student classroom pull-outs on multiple occasions resulting in greater participation and buy-in from high school faculty and staff	Measure the number of high school seniors with completed applications, assessed, & advised compared to total number of high school seniors to determine percentage completion; reports generated indicating completion with College Connection process and follow-through to enrollment by high school.	2010-11	>5%	RRISD Success High School will not be considered due to the inconsistency in numbers due to their transient enrollment.	Louella Tate	UO1.1	Increase the percentage of high school seniors progressing to college enrollment.
OB1.2							UO1.2	0
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1	Implement cross-training opportunities for campus staff.	POS survey results indicating increased efficiency & effectiveness within Student Services. General feedback and concerns from staff participating in cross-training experience.	2010-11	>15%	Fewer than 10% of the current staff have spent time learning the procedures of other units.	Louella Tate	UO2.1	Schedule and track cross training that will prepare staff to step into a vacant position, as needed, and expedite the enrollment process.
OB2.2							UO2.2	0
OB2.3							UO2.3	0

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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
OB2.4							UO2.4	0
OB2.5							UO2.5	0
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

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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).

Round Rock Student Services relies heavily on the leadership within all departments in maintaining a productive partnership with recruitment office. Recruiters and advisors have worked on scheduling office hours as well as working on campuses through the summer months in order to keep abreast of advising and TSI updates. Over the course of the academic year, close contact with the high school has allowed us to identify problematic concerns and offer support.

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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	Collaborate with high school staff to set up visitation dates/time.							OB1.1	Implement College Connections One Stop Shop Program to streamline and minimize student classroom pull-outs on multiple
OKS1.1.2	Verify testing scores of graduating seniors provided by each high school.								
OKS1.1.3	Order and compile ACC red folders including the semester Success Guide.								
OKS1.2.1	Collect and analyze data for CC continuous quality improvement.							OB1.2	0
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1									

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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)
OKS1.4.2								OB1.4	
OKS1.4.3									
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1	Align staff calendars to schedule training and request rooms.							OB2.1	Implement cross-training opportunities for campus staff.
OKS2.1.2	Coordinate and evaluate facilitators for each training session.								
OKS2.1.3									
OKS2.2.1								OB2.2	
OKS2.2.2									
OKS2.2.3									
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									

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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)
OKS2.5.3									
OKS3.1.1								OB3.1	0
OKS3.1.2									
OKS3.1.3									
OKS3.2.1								OB3.2	
OKS3.2.2									
OKS3.2.3									
OKS3.3.1								OB3.3	
OKS3.3.2									
OKS3.3.3									
OKS3.4.1								OB3.4	
OKS3.4.2									
OKS3.4.3									
OKS3.5.1								OB3.5	
OKS3.5.2									
OKS3.5.3									
OKS4.1.1								OB4.1	
OKS4.1.2									
OKS4.1.3									
OKS4.2.1									

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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)
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1								OB4.3	
OKS4.3.2									
OKS4.3.3									
OKS4.4.1								OB4.4	
OKS4.4.2									
OKS4.4.3									
OKS4.5.1								OB4.5	
OKS4.5.2									
OKS4.5.3									
OKS5.1.1								OB5.1	0
OKS5.1.2									
OKS5.1.3									
OKS5.2.1								OB5.2	
OKS5.2.2									
OKS5.2.3									
OKS5.3.1								OB5.3	
OKS5.3.2									
OKS5.3.3									

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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)
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

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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	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
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3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

UG1 Student Services implementation of the One Stop Shop at Round Rock ISD high schools will address several concerns that appeared in the RRC SWOT analysis. The first and largest concern is enrollment. Taking ACC to potential students is the best way to recruit individuals. Meeting with them in their environment and allowing them to present questions, complete the application and assessment process, and determine what courses they will take increases the chances that they will register and attend courses at ACC. Meeting off campus with these students also decreases the length of lines as well as space and flow concerns. Working in conjunction with the offices of Admissions and Financial Aid fosters collaboration with other campus departments.

This concept is a change from the current process of introducing higher education to graduating seniors by admitting, assessing, and advising at multiple times throughout the school year. Hosting activities all at once minimizes the number of times a high school student is pulled from class to prepare for college.

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

UG1 Information was gathered from College Connections team meetings that include RRISD personnel, campus dean, ACC Student Services staff (i.e., Admissions, Financial Aid, Assessment, Advising/Counseling); general feedback & concerns from staff participating in College Connections process; student input.

UG2 General feedback and concerns from staff regarding previous cross-training experience as well as the POS survey results indicating concern regarding efficiency & effectiveness within Student Service was reviewed by campus dean and ACC RRC Student Services staff.

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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	Implement College Connections One Stop Shop Program to streamline and minimize student classroom pull-outs on multiple occasions resulting in greater participation and buy-in from high school faculty and staff	Measure the number of high school seniors with completed applications, assessed, & advised compared to total number of high school seniors to determine percentage completion; reports generated indicating completion with College Connection process and follow-through to enrollment by high school.	2010-11	AY 2012-13	>5%	#VALUE!	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	Implement cross-training opportunities for campus staff.	POS survey results indicating increased efficiency & effectiveness within Student Services. General feedback and concerns from staff participating in cross-training experience.	2010-11	AY 2012-13	>15%	#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5

Non-instructional Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB3.1	0					#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	0					#VALUE!	UO5.5

Non-instructional Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
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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)*

2013-14 data will serve as the baseline for evaluating and increasing the effectiveness of delivering services to students.

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

Although 2013-14 data will serve as a baseline, the Round Rock Student Services Team anticipates that entering students will have a successful transition to college aided by having accurate and timely information on college programs and services. In addition, staff will provide exemplary academic advising to assist students to define and reach their educational and career goals.

Non-instructional Support Services Review Template

<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.

The planned improvements will provide the highest quality, most streamlined and functional services to faculty, staff, students and the community in support of the College’s Mission and Intended Outcomes. They are aligned with the values of Communication, Access, Responsiveness, Excellence and Stewardship (CARES). We will accomplish this by effectively and efficiently streamlining College Connections processes, ISD partnerships are strengthened resulting in increased student participation, enrollment, and student success. Our well-trained, cross-leveled staff will maximize resources and minimize potential gaps in services – ensuring delivery of services exceeds the standards. Teamwork, actively shared communication, and a commitment to upholding the mission, standards and requirements of the college will foster personal and professional ownership that will generate accountability. Our improvements are designed to assist students successfully navigate through the college experience and successfully achieve their goals.