

Non-instructional Support Services Review Template

College
Unit Name: Access

Programs

Stephanie

Unit Review Leader: Hawley

Today's Date: 12/18/2013

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 CAP Office promotes the centralization of success equity through the use of disaggregated data in the college's academic planning processes. Under the supervision of the Provost's office, The CAP Office develops the President's Student Success Initiative (SSI) Goal Leaders' annual work plan and monthly meeting agendas to include the identification and scale-up of data-informed, research-based strategies to close the achievement gaps. The Office serves as the core team leader for Achieving the Dream (ATD) and directs the development of diversity, inclusion and leadership development for the President's Extended Team, faculty and staff leaders. The CAP conducts and distributes secondary research as it relates to student success, leadership, diversity and data use. The Office identifies resources, professional development opportunities and content-area experts to support the administrators' professional development to support the equity agenda. The Office partners with external stakeholders, including ATD; the National Association for Community College Entrepreneurship; the University of Texas' Community College Leadership Program, Center for Community College Student Engagement and Division of Diversity and Community Engagement; the Texas Higher Education Coordinating Board (THECB); Texas Higher Education Journal's P-20 Institute; Capital Idea; the Education Equals Economics Alliance; Leadership Austin and peer institutions Alamo Colleges, El Paso CC, McLennan CC and the Lone Star District. The Office also represents the college on the National Advisory Board to Improve Outcomes for Men of Color.

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

Under the supervision of the Provost's Office, The College Access Programs (CAP) Office advances: Success Equity, Student Access, Institutional Excellence, and enhancing Community Partnerships and Services.

Non-instructional Support Services Review Template

1.2 Please tell us who you serve.

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

The CAP Office leads and collaborates with the Vice Presidents of Instruction, Student Services, Institutional Effectiveness, the Associate Vice Presidents of Student Success and Information Technology in the effective use of data and evidence-based decision-making to identify high impact strategies and effective policies to achieve success equity.

1.3 What services or products does the unit provide?

The Office's primary service is to the Provost's Office and SSI Goal Leaders; however, the office provides the following services: consults with and supports leadership to ensure the college excels as an Achieving the Dream Leader College in pursuit of closing the achievement gaps; assists the President in the development of SSI Goal Leaders' Annual meeting plan and agendas; centralizes success equity through academic planning processes; conducts and distributes success equity-related secondary research to vice presidents; identifies resources, professional development opportunities and content area experts to support leadership development and data use in the achievement of success equity. Updates about meetings and events are provided to internal and external audiences via the SSI website. The CAP Office collaborates with units across the College to produce informational and promotional videos to share at regional and national events. The CAP provides quarterly reports to the Board of Trustees and collaborates with peer institutions to exchange ideas, information and research. The CAP Office prepares annual reports for ATD and the THECB's Comprehensive Student Success Program Grant.

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

Supports the Office of the Provost with institutional processes and initiatives to increase student success participants to facilitate dialogue about academic innovation and high impact strategies. The Office also co-directed the THECB's Comprehensive Student Success Program (CSSP) grant for the third and final year.

Non-instructional Support Services Review Template

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	Promote committed leadership to value and utilize diversity.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
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

➤ If you need more space than this table allows, contact OIEA for a separate form.

Non-instructional Support Services Review Template

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>Promote committed leadership to value and utilize diversity.</i>	UO1.1	<i>The CAP office will maintain a system and records of leadership development and training.</i>	UM1.1.1	<i>The CAP office will track, monitor, and report on leadership development and training.</i>
				UM1.1.2	
		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	

Non-instructional Support Services Review Template

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.

Non-instructional Support Services Review Template

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>The CAP office will track, monitor, and report on leadership development and training.</i>	0.00	25.00	50.00	50.00%	U01.1
UM1.1.2	0					U01.1
UM1.2.1	0					U01.2
UM1.2.2	0					U01.2
UM1.3.1	0					U01.3
UM1.3.2	0					U01.3
UM1.4.1	0					U01.4
UM1.4.2	0					U01.4
UM1.5.1	0					U01.5
UM1.5.2						U01.5
UM2.1.1						U02.1
UM2.1.2						U02.1
UM2.2.1						U02.2
UM2.2.2						U02.2
UM2.3.1						U02.3
UM2.3.2						U02.3
UM2.4.1						U02.4
UM2.4.2						U02.4
UM2.5.1						U02.5
UM2.5.2						U02.5
UM3.1.1	0					U03.1
UM3.1.2						U03.1
UM3.2.1	0					U03.2
UM3.2.2						U03.2
UM3.3.1						U03.3
UM3.3.2						U03.3

Non-instructional Support Services Review Template

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)
UM3.4.1						UO3.4
UM3.4.2						UO3.4
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1	0					UO4.1
UM4.1.2						UO4.1
UM4.2.1						UO4.2
UM4.2.2						UO4.2
UM4.3.1						UO4.3
UM4.3.2						UO4.3
UM4.4.1						UO4.4
UM4.4.2						UO4.4
UM4.5.1						UO4.5
UM4.5.2						UO4.5
UM5.1.1						UO5.1
UM5.1.2						UO5.1
UM5.2.1						UO5.2
UM5.2.2						UO5.2
UM5.3.1						UO5.3
UM5.3.2						UO5.3
UM5.4.1						UO5.4
UM5.4.2						UO5.4
UM5.5.1	0					UO5.5
UM5.5.2	0					UO5.5

Non-instructional Support Services Review Template

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>
--	---	--	---	--	---	--

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

The target is a percentage of administrators participating.

Non-instructional Support Services Review Template

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	Compile a list of resources for administrators, faculty, staff and students to support diversity, inclusion and equity	Count the numbers of resources	0.00	15.00	Review and organization of existing resources	AVP CAP	UO1.1	The CAP office will maintain a system and records of leadership development and training.
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	0
OB3.2							UO3.2	0
OB3.3							UO3.3	
OB3.4							UO3.4	

Non-instructional Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB3.5							UO3.5	
OB4.1							UO4.1	0
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

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).

Non-instructional Support Services Review Template

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	CAP office will created tracking spreadsheet to college participation	Year 1					\$ -	OB1.1	Compile a list of reources for administrators, faculty, staff and students to support diversity, inclusion and equity
OKS1.1.2	CAP office will submitt report quartley with SSI report on status as part of Goal 5.	Year 2				\$ -			
OKS1.1.3									
OKS1.2.1								OB1.2	0
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1								OB2.1	
OKS2.1.2									
OKS2.1.3									
OKS2.2.1									

Non-instructional Support Services Review Template

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)
OKS2.2.2								OB2.2	
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									
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								OB4.2	
OKS4.2.2									
OKS4.2.3									
OKS4.3.1								OB4.3	
OKS4.3.2									
OKS4.3.3									
OKS4.4.1									

Non-instructional Support Services Review Template

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)
OKS4.4.2								OB4.4	
OKS4.4.3									
OKS4.5.1									
OKS4.5.2								OB4.5	
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									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs <small>(details)</small>	Related Staffing Needs <small>(details)</small>	Related Equip/Tech Needs <small>(details)</small>	Other Related Needs <small>(details)</small>	Total costs	<i>Related Objective</i> <small>(Improvements)</small>	<i>Related Objectives</i> <small>(Improvements)</small>
--------------------------	------------------------	----------	--	--	--	---	-------------	---	--

3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

The plan is tactical in scope. The goals require support services to promote organizational change. The measures will help to identify the percentage of the President's Extended team who have participated in leadership development . The increase in resources available for professional development will also help the office to determine how successful it is at identifying and providing resources to the leadership team.

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

The President's SSI Goal Team members will review the result and will provide evaluations about the quality, quantity and appropriateness of the learning experiences and resources.

Non-instructional Support Services Review Template

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.					U01.1
OB1.1	Compile a list of resources for administrators, faculty, staff and students to support diversity, inclusion and equity	Count the numbers of resources	0.00	0.00	15.00	0%	U01.1
OB1.2	0	0	0.00		0.00	#DIV/0!	U01.2
OB1.3	0	0	0.00		0.00	#DIV/0!	U01.3
OB1.4						#VALUE!	U01.4
OB1.5						#VALUE!	U01.5
OB2.1						#VALUE!	U02.1
OB2.2						#VALUE!	U02.2
OB2.3						#VALUE!	U02.3
OB2.4						#VALUE!	U02.4
OB2.5						#VALUE!	U02.5
OB3.1	0					#VALUE!	U03.1
OB3.2						#VALUE!	U03.2
OB3.3						#VALUE!	U04.3
OB3.4						#VALUE!	U03.4
OB3.5						#VALUE!	U03.5

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>
OB4.1						#VALUE!	U04.1
OB4.2						#VALUE!	U04.2
OB4.3						#VALUE!	U04.3
OB4.4						#VALUE!	U04.4
OB4.5						#VALUE!	U04.5
OB5.1	0					#VALUE!	U05.1
OB5.2						#VALUE!	U05.2
OB5.3						#VALUE!	U05.3
OB5.4						#VALUE!	U05.4
OB5.5	0					#VALUE!	U05.5

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
-------------	---------------------------	--	-------------------------	------------------------	-----------------------	-------------------------------	----------------------

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 plan in 2012 was submitted. The review determined the improvement (re-org) was outside the pervue and control of the office. I have created this new plan and improvements for replacement of the previous plans. The CAP Office now collaborates with the group, comprised of the President’s Office, the Presidents of Instruction, Student Services, Institutional Effectiveness, the Associate Vice President of Student Success, the Executive Director of Adult Education, the Special Assistant to the President, the Executive Director of Public Information Communications and Marketing (PICM) and the Associate Vice President of Information Technology to develop monthly agendas. The new structure ensures the vice presidents and appropriate administrators have direct leadership and responsibility for the SSI goal strategies and their teams. The Vice Presidents and other senior level administrators report at monthly meetings to the President about SSI-related strategies.

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

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>
--------------------	----------------------------------	---	--------------------------------	-------------------------------	------------------------------	--------------------------------------	-----------------------------

4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.