Support Services Review Template

Unit Name: College Connection

Unit Review Leader: Melissa Curtis

Today's Date: 12/16/2013

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?)

College Connection supports Central Texas's college-going culture by developing supportive relationships with public schools and by providing pre-enrollment services to high school seniors, assisting them with the transition into college.

College Connection serves as the front-door to college for ACC's direct-to-college enrollees, many of whom are the first in their families to attend college.

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

Supports Academic Master Plan priorities of:

1.1 Improve Educational Planning for students

1.2 Develop strategic recruitment and enrollment management plan

1.3 Implement state-mandated Texas Success Initiative (TSI) and Developmental Education changes

1.4 Develop Institutional strategy for Early College Start / Early College High School Programs

1.7 Integrate Career Services into Enrollment process

4.3   Develop institution collaborations to promote ease of transfer

Supports Presidential Priorities of:

Student Access

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1.2   Please tell us who you serve.
         (Faculty, staff, external partners, distance learning, students, etc.)

High school seniors in 62 high schools in 25 school districts (total of 16,957 in AY 2012-13).

1.3   What services or products does the unit provide?

Pre-enrollment services to high school seniors to assist them with the transition to college: admissions applications, TSI Assessment (if needed), advising, financial aid information. Community outreach to schools and community-based organizations to support community high-school-to-college transition programs.

Data on incoming first-year students directly from the high schools.

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

Direct College Enrollments:
Through College Connection's 10 years of activity, high school-to-college enrollments have grown and then held steady during enrollment declines from other areas of the community.

Service to Under-Represented Students:
College Connection activities provide important services to first-in-family students who would not otherwise know how to navigate the college enrollment system. College Connection activities draw students from underrepresented populations and minority populations in greater numbers than other areas of enrollments, encouraging diversity and success equity.

Support to School District Partners' College Readiness Efforts:
College Connection nurtures and develops ACC's school district partnerships. The program actively supports college readiness efforts through partners such as the Austin College Access Network, the Greater Austin Chamber of Commerce College Readiness and Educational Support Taskforce (CREST), and connections with THECB and Region 13 for HB5 College Readiness Course efforts.

Impact on Community Colleges State and Nation-Wide:
College Connection continues training and supporting efforts of other community colleges to adopt models similar to College Connection and engage in partnerships with school districts for the benefit of high school students.

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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										
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	*Promote among ACC expert staff the positive outcomes of supporting College Connection efforts*	☐	☐	☐	☐	☑	☐	☐	☑	☑	☐	☑
UG2	*Suuport relationship between ACC staff and high school students, showing that ACC is an encouraging and engaging option for post-secondary education*	☐	☐	☐	☐	☑	☐	☐	☑	☑	☐	☑
UG3		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG4		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG5		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

➢ *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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► *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: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*		**Example outcome:** *Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .*		**Example measure:** *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
UG1	*Promote among ACC expert staff the positive outcomes of supporting College Connection efforts*	UO1.1	*Redesign College Connection organizational requirements to minimize planning time and time spent on "make-up" days*	UM1.1.1	*Reduce number of planning hours required by staff for each event*
				UM1.1.2	*Reduce number of events required to complete sequence of activities*
		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	*Suuport relationship between ACC staff and high school students, showing that ACC is an encouraging and engaging option for post-secondary education*	UO2.1	*Promote "Office Hours" on high school campuses to provide face-to-face, individualized meetings between recruiters*	UM2.1.1	*Increase number of office hours at each high school monthly*
				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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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	UO3.1		UM3.1.1	
				UM3.1.2	
		UO3.2		UM3.2.1	
				UM3.2.2	
		UO3.3		UM3.3.1	
				UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
UG4	0	UO4.1		UM4.1.1	
				UM4.1.2	
		UO4.2		UM4.2.1	
				UM4.2.2	
		UO4.3		UM4.3.1	
				UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
UG5	0	UO5.1		UM5.1.1	
				UM5.1.2	
		UO5.2		UM5.2.1	
				UM5.2.2	
		UO5.3		UM5.3.1	
				UM5.3.2	
		UO5.4		UM5.4.1	
				UM5.4.2	
		UO5.5		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: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*Reduce number of planning hours required by staff for each event*	4,457 total planning hours for admissions, assessment, and advising in FY 11	4,457 total planning hours for admissions, assessment, and advising in FY 11	3,342 (25% reduction)		UO1.1
UM1.1.2	*Reduce number of events required to complete sequence of activities*	408 total events in FY 11	408 total events in FY 11	306 (25% reduction)		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	*Increase number of office hours at each high school monthly*	0 recorded	0.00	496 total hours (8 per month per high school)	n/a	UO2.1
UM2.1.2						UO2.1
UM2.2.1						UO2.2
UM2.2.2						UO2.2

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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)
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
UM3.2.2						UO3.2
UM3.3.1						UO3.3
UM3.3.2						UO3.3
UM3.4.1						UO3.4
UM3.4.2						UO3.4
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1						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

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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)
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

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

<mark>(data linked to table 4)</mark>

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	Example: *Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	**Example:** *Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			**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.*			
OB1.1	Establish data matching system through IT that facilitates faster student data processing.	Measure number of planning hours required.	4,457 total planning hours for admissions, assessment, and advising in FY 11	3,342 (25% reduction)		Melissa Curtis	UO1.1	Redesign College Connection organizational requirements to minimize planning time and time spent on "make-up" days
OB1.2	Implement automated Activity Reports that promote accurate records.	Measure number of events that staff have at high schools each year.	408 total events in FY 11	306 (25% reduction)		Melissa Curtis	UO1.2	0
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1	Plan for 8 hours per high school through Office Hours.	Measure number of hours recorded on Activity Reports.	0.00	496 total hours (8 per month per high school)	Each HS need is different. Some may need fewer, some may need more.	Melissa Curtis & Patricia Salazar	UO2.1	Promote "Office Hours" on high school campuses to provide face-to-face, individualized meetings between recruiters and high school students
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	

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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
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

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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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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3.3 Objectives and Key Strategies with Timeline and Costs

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	Data matching system initiatied, with trainings	Year 1	Rooms for training	Time for trainings and program changes	Computers at work stations	N/a	$ -	OB1.1	Establish data matching system through IT that facilitates faster student data processing.
OKS1.1.2	Admissions completely using data matching system	Year 2	n/a	n/a	n/a	N/a	$ -	OB1.1	Establish data matching system through IT that facilitates faster student data processing.
OKS1.1.3	Review & evaluate	Year 3	n/a	n/a	n/a	n/a	$ -	OB1.1	Establish data matching system through IT that facilitates faster student data processing.
OKS1.2.1	Activity report system initiatied, with trainings	Year 1	Rooms for training	Time for trainings and report development	Computers at work stations	n/a	$ -	OB1.2	Implement automated Activity Reports that promote accurate records.
OKS1.2.2	Review & evaluate	Year 2	n/a	n/a	n/a	n/a	$ -	OB1.2	Implement automated Activity Reports that promote accurate records.
OKS1.2.3	Review & evaluate	Year 3	n/a	n/a	n/a	N/a	$ -	OB1.2	Implement automated Activity Reports that promote accurate records.
OKS1.3.1								OB1.3	0
OKS1.3.2								OB1.3	0
OKS1.3.3								OB1.3	0
OKS1.4.1								OB1.4	
OKS1.4.2								OB1.4	
OKS1.4.3								OB1.4	
OKS1.5.1									

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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)*
OKS1.5.2								OB1.5	
OKS1.5.3									
OKS2.1.1	Recruiters & CCAT will hold office hours in high schools	Year 1	Mileage	Staff time in high schools	Shared drive for data exchange	N/a	$ -	OB2.1	Plan for 8 hours per high school through Office Hours.
OKS2.1.2	Review & evaluate	Year 2	Mileage	Staff time in high schools	n/a	n/a	$ -		
OKS2.1.3	Review & evaluate	Year 3	Mileage	Staff time in high schools	n/a	N/a	$ -		
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									
OKS2.5.3									
OKS3.1.1								OB3.1	
OKS3.1.2									0
OKS3.1.3									
OKS3.2.1									

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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)*
OKS3.2.2								OB3.2	
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								OB4.4	
OKS4.4.2									

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

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

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

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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

<mark>(some data linked to table 3.1)</mark>

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	Establish data matching system through IT that facilitates faster student data processing.	Measure number of planning hours required.	4,457 total planning	4457.00	3,342 (25% reduction)	#VALUE!	UO1.1
OB1.2	Implement automated Activity Reports that promote accurate records.	Measure number of events that staff have at high schools each year.	408 total events in	408.00	306 (25% reduction)	#VALUE!	UO1.2
OB1.3	0	0	0.00	0.00	0.00	#DIV/0!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1	Plan for 8 hours per high school through Office Hours.	Measure number of hours recorded on Activity Reports.	0.00	0.00	496 total hours (8	#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
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1

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

4.2   Briefly summarize the degree to which the targets were met.
  ➢ *Note the key strategies or activities designed to implement the objectives (improvements)*

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

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

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