

# 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 Latino/Latin American Studies Center, also known as El Centro, is an inter-disciplinary, college-wide Center supporting Latino and Mexican American studies. It strives to increase understanding in the ACC and Central Texas communities of the culture, history and contributions of Latinos.

The Center offers many opportunities:

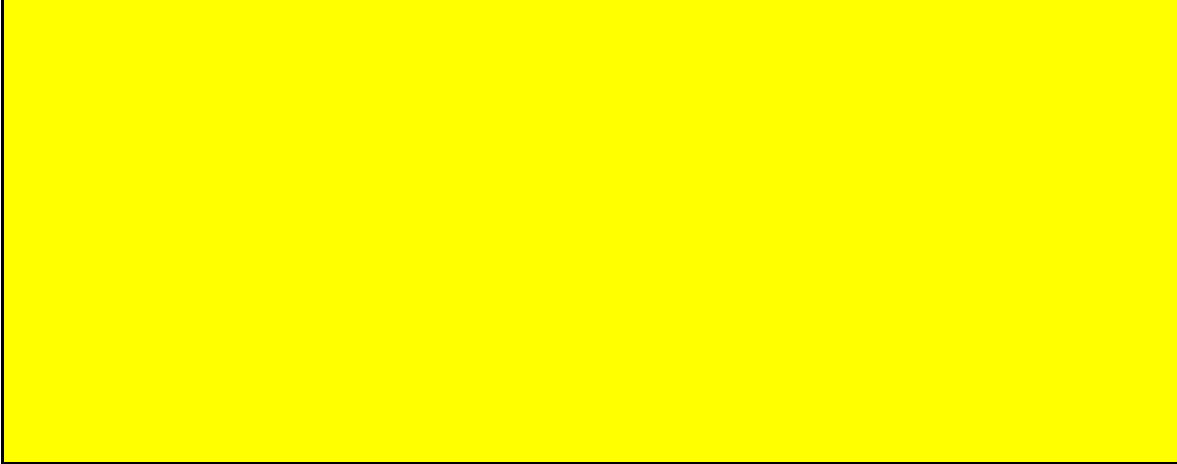
- A comfortable academic environment as they pursue their educational goals
- A respect for, knowledge of and appreciation for their heritage
- Opportunities for faculty members to increase their awareness of and sensitivity to cultural dynamics
- Mentoring
- Retention activities

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

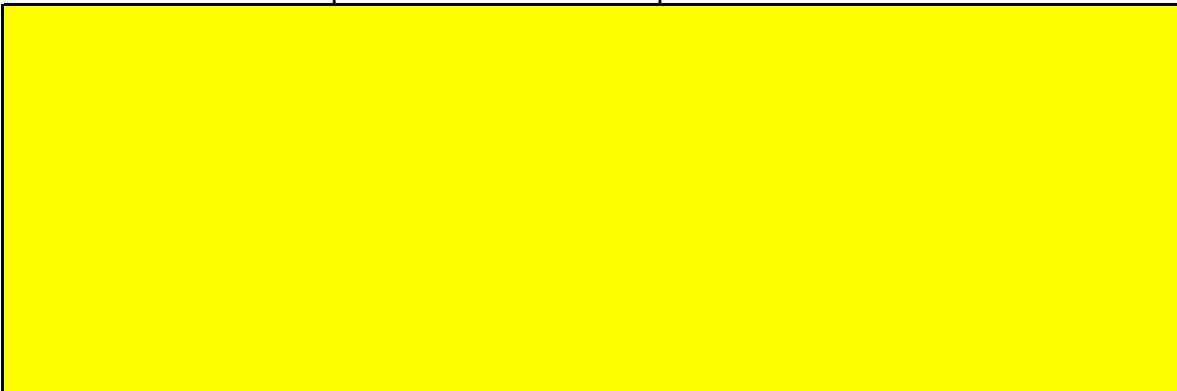
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1.2 Please tell us who you serve.

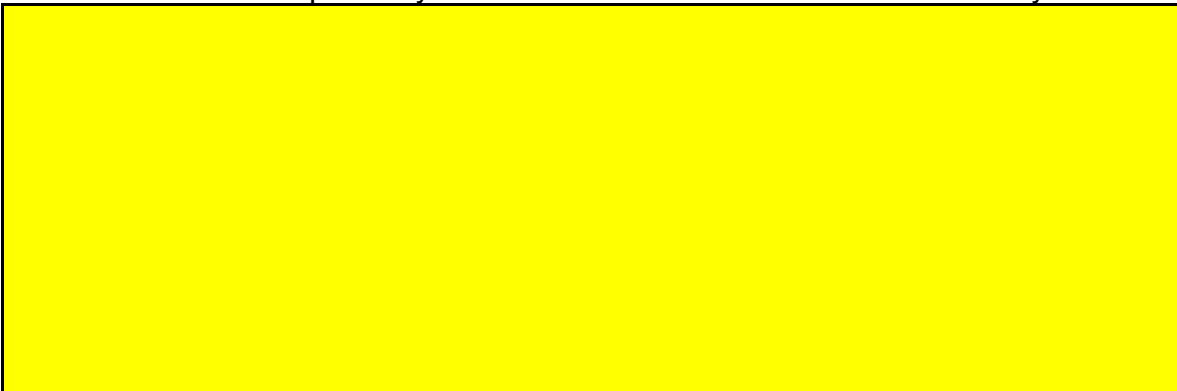
(Faculty, staff, external partners, distance learning, students, etc.)



1.3 What services or products does the unit provide?



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



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El Centro  
Latin  
American  
Studies  
Center  

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Dr.  
Aramenta  

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2/13/2014

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# 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 to benefit;*
- IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the 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, otherwise experience the higher-education process.*

Goal #	Unit Goal (description)	Board Policy A-1							
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3
	<b>Example goal:</b> <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>								
UG1	<i>The Latino/Latin American Studies Center (El Centro) will promote and increased understanding of the culture, history and contributions of Latin Americans.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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"/>
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"/>
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"/>

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Goal #	Unit Goal (description)	Board Policy A-1							
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"/>

➤ *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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*alify and have the*

*re local*

*. learn, and*

IE4	IE5	IE6
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>

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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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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 #
	<b>Example goal:</b> <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>		<b>Example outcome:</b> <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>	
UG1	<i>The Latino/Latin American Studies Center (El Centro) will promote and increased understanding of the culture, history and contributions of Latin Americans.</i>	UO1.1	<i>El Centro will maintain a process/ system to support participation within the program.</i>	UM1.1.1
				UM1.1.2
		UO1.2	<i>El Centro will maintain a process/ system to support participation within the program.</i>	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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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #
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.





# 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)
	<b>Example unit measure:</b> <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>				
UM1.1.1	<i>Track, monitor, report on the participation of students at each event.</i>				#DIV/0!
UM1.1.2	0				#VALUE!
UM1.2.1	<i>Track, monitor, report on the number of events.</i>				#DIV/0!
UM1.2.2	0				
UM1.3.1	0				
UM1.3.2	0				
UM1.4.1	0				
UM1.4.2	0				
UM1.5.1	0				
UM1.5.2					
UM2.1.1					
UM2.1.2					
UM2.2.1					
UM2.2.2					
UM2.3.1					
UM2.3.2					
UM2.4.1					
UM2.4.2					
UM2.5.1					
UM2.5.2					
UM3.1.1					
UM3.1.2					
UM3.2.1					
UM3.2.2					
UM3.3.1					

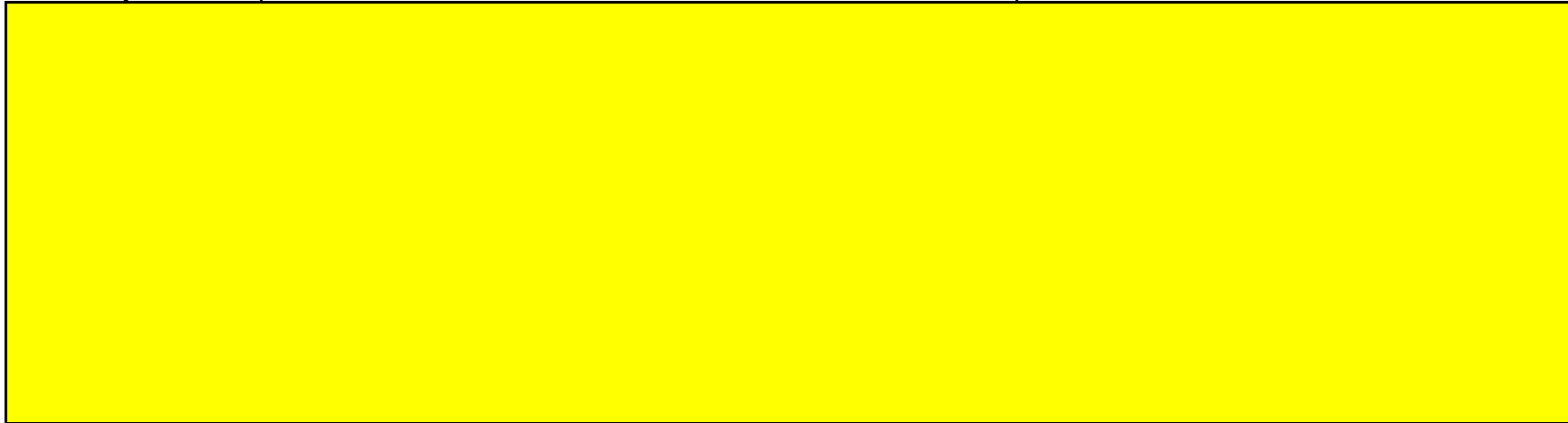
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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)
UM3.3.2					
UM3.4.1					
UM3.4.2					
UM3.5.1					
UM3.5.2					
UM4.1.1					
UM4.1.2					
UM4.2.1					
UM4.2.2					
UM4.3.1					
UM4.3.2					
UM4.4.1					
UM4.4.2					
UM4.5.1					
UM4.5.2					
UM5.1.1					
UM5.1.2					
UM5.2.1					
UM5.2.2					
UM5.3.1					
UM5.3.2					
UM5.4.1					
UM5.4.2					
UM5.5.1	0				
UM5.5.2	0				

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<b>Measure #</b> (linked from 1.3.2)	<b>Unit Measure (description)</b> (linked from 1.3.2)	<b>Unit Baseline data</b> (for the unit measure)	<b>Unit Current Data</b> (for the unit measure)	<b>Unit Target data</b> (for the unit measure)	<b>Unit Current Status</b> (% of target data)
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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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<b>Outcome # (linked from 1.3.2)</b>
<i>U01.1</i>
<i>U01.1</i>
<i>U01.2</i>
<i>U01.2</i>
<i>U01.3</i>
<i>U01.3</i>
<i>U01.4</i>
<i>U01.4</i>
<i>U01.5</i>
<i>U01.5</i>
<i>U02.1</i>
<i>U02.1</i>
<i>U02.2</i>
<i>U02.2</i>
<i>U02.2</i>
<i>U02.3</i>
<i>U02.3</i>
<i>U02.4</i>
<i>U02.4</i>
<i>U02.5</i>
<i>U02.5</i>
<i>U03.1</i>
<i>U03.1</i>
<i>U03.2</i>
<i>U03.2</i>
<i>U03.3</i>

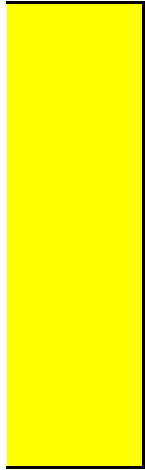


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<b>Outcome # (linked from 1.3.2)</b>
<i>U03.3</i>
<i>U03.4</i>
<i>U03.4</i>
<i>U03.5</i>
<i>U03.5</i>
<i>U04.1</i>
<i>U04.1</i>
<i>U04.2</i>
<i>U04.2</i>
<i>U04.3</i>
<i>U04.3</i>
<i>U04.4</i>
<i>U04.4</i>
<i>U04.5</i>
<i>U04.5</i>
<i>U05.1</i>
<i>U05.1</i>
<i>U05.2</i>
<i>U05.2</i>
<i>U05.3</i>
<i>U05.3</i>
<i>U05.4</i>
<i>U05.4</i>
<i>U05.5</i>
<i>U05.5</i>

# Support Services Review Template

**Outcome**  
#  
(linked from  
1.3.2)



# 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. 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
	<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	El Centro staff will impliment a tracking tool within the office to maintain, track, report, participation at events	Measure the number of participants at events	0.00	20.00	Determined as administrative efficiency by the VP over the division	Dr. Armenta
OB1.2	El Centro staff will impliment a tracking tool within the office to maintain, track, report, the number of events held each year	Measure the number of events held each year.	0.00	5.00	Students have requested numerous workshops on topics of keen interest. They have expressed the need to know about personal financial matters, student codes of conduct, strategies for academic success, and personal health issues.	Dr. Armenta
OB1.3						
OB1.4						
OB1.5						
OB2.1						
OB2.2						
OB2.3						
OB2.4						
OB2.5						

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<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure</b>	<b>Objective Baseline data</b>	<b>Objective Target data</b>	<b>Opportunity or challenges identified</b>	<b>Responsible person</b>
OB3.1						
OB3.2						
OB3.3						
OB3.4						
OB3.5						
OB4.1						
OB4.2						
OB4.3						
OB4.4						
OB4.5						
OB5.1						
OB5.2						
OB5.3						
OB5.4						
OB5.5						

# Support Services Review Template

<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure</b>	<b>Objective Baseline data</b>	<b>Objective Target data</b>	<b>Opportunity or challenges identified</b>	<b>Responsible person</b>
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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).

# Support Services Review Template

<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure</b>	<b>Objective Baseline data</b>	<b>Objective Target data</b>	<b>Opportunity or challenges identified</b>	<b>Responsible person</b>
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# Support Services Review Template

(Part 2).

<b>Related Unit Outcome #</b>	<b>Related Unit Outcome</b>
UO1.1	El Centro will maintain a process/system to support participation within the program.
UO1.2	El Centro will maintain a process/system to support participation within the program.
UO1.3	
UO1.4	
UO1.5	
UO2.1	
UO2.2	
UO2.3	
UO2.4	
UO2.5	

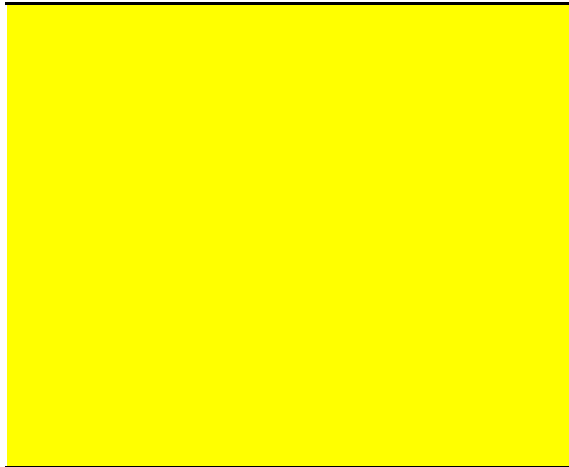
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<b><i>Related Unit Outcome #</i></b>	<b><i>Related Unit Outcome</i></b>
UO3.1	
UO3.2	
UO3.3	
UO3.4	
UO3.5	
UO4.1	
UO4.2	
UO4.3	
UO4.4	
UO4.5	
UO5.1	0
UO5.2	0
UO5.3	0
UO5.4	0
UO5.5	0



# Support Services Review Template

<i>Related Unit Outcome #</i>	<i>Related Unit Outcome</i>
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# Support Services Review Template

<i>Related Unit Outcome #</i>	<i>Related Unit Outcome</i>
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# 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
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					\$ 100
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					\$ 1,500
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$ 20,000
OKS1.1.1		Year 1					
OKS1.1.2		Year 2					
OKS1.1.3		Year 3					
OKS1.2.1		Year 1					
OKS1.2.2		Year 2					
OKS1.2.3		Year 3					
OKS1.3.1							

# 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
OKS1.3.2							
OKS1.3.3							
OKS1.4.1							
OKS1.4.2							
OKS1.4.3							
OKS1.5.1							
OKS1.5.2							
OKS1.5.3							
OKS2.1.1							
OKS2.1.2							
OKS2.1.3							
OKS2.2.1							
OKS2.2.2							
OKS2.2.3							
OKS2.3.1							
OKS2.3.2							
OKS2.3.3							
OKS2.4.1							

# 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
OKS2.4.2							
OKS2.4.3							
OKS2.5.1							
OKS2.5.2							
OKS2.5.3							
OKS3.1.1							
OKS3.1.2							
OKS3.1.3							
OKS3.2.1							
OKS3.2.2							
OKS3.2.3							
OKS3.3.1							
OKS3.3.2							
OKS3.3.3							
OKS3.4.1							
OKS3.4.2							
OKS3.4.3							
OKS3.5.1							

# 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
OKS3.5.2							
OKS3.5.3							
OKS4.1.1							
OKS4.1.2							
OKS4.1.3							
OKS4.2.1							
OKS4.2.2							
OKS4.2.3							
OKS4.3.1							
OKS4.3.2							
OKS4.3.3							
OKS4.4.1							
OKS4.4.2							
OKS4.4.3							
OKS4.5.1							
OKS4.5.2							
OKS4.5.3							
OKS5.1.1							

## 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
OKS5.1.2							
OKS5.1.3							
OKS5.2.1							
OKS5.2.2							
OKS5.2.3							
OKS5.3.1							
OKS5.3.2							
OKS5.3.3							
OKS5.4.1							
OKS5.4.2							
OKS5.4.3							
OKS5.5.1							
OKS5.5.2							
OKS5.5.3							

# 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
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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 participate



# 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
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# Support Services Review Template

<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
OB1.1	
OB1.1	
OB1.1	
OB1.1	El Centro staff will impliment a tracking tool within the office to maintain, track, report, participation at events
OB1.2	El Centro staff will impliment a tracking tool within the office to maintain, track, report, the number of events held each year

# Support Services Review Template

<b><i>Related Objective (Improvements)</i></b>	<b><i>Related Objectives (Improvements)</i></b>
OB1.3	0
OB1.4	
OB1.5	
OB2.1	
OB2.2	
OB2.3	

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<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
OB2.4	
OB2.5	
OB3.1	0
OB3.2	
OB3.3	
OB3.4	

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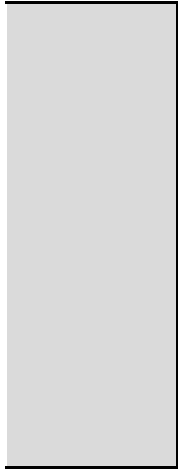
<b><i>Related Objective (Improvements)</i></b>	<b><i>Related Objectives (Improvements)</i></b>
OB3.5	
OB4.1	
OB4.2	
OB4.3	
OB4.4	
OB4.5	

# Support Services Review Template

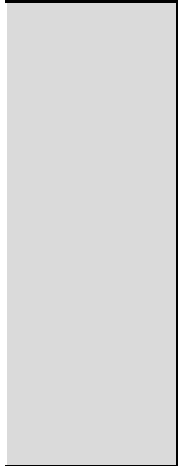
<b><i>Related Objective (Improvements)</i></b>	<b><i>Related Objectives (Improvements)</i></b>
OB5.1	0
OB5.2	
OB5.3	
OB5.4	
OB5.5	0

# Support Services Review Template

<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
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ed in the review.



# Support Services Review Template

<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
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# Support Services Review Template

## 4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (in 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
<i>Example</i>	<i>Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			
OB1.1	EI Centro staff will impliment a tracking tool within the office to maintain, track, report, participation at events	Measure the number of participants at events	0.00		20.00
OB1.2	EI Centro staff will impliment a tracking tool within the office to maintain, track, report, the number of events held each year	Measure the number of events held each year.	0.00		5.00
OB1.3	0	0	0.00		0.00
OB1.4					
OB1.5					
OB2.1					
OB2.2					
OB2.3					
OB2.4					
OB2.5					
OB3.1	0				
OB3.2					
OB3.3					
OB3.4					
OB3.5					
OB4.1					
OB4.2					
OB4.3					

## Support Services Review Template

<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure (conditions/ criteria)</b>	<b>Objective Baseline data</b>	<b>Objective Current data</b>	<b>Objective Target data</b>
OB4.4					
OB4.5					
OB5.1	0				
OB5.2					
OB5.3					
OB5.4					
OB5.5	0				

# Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data
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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)*

LINK TO MIP

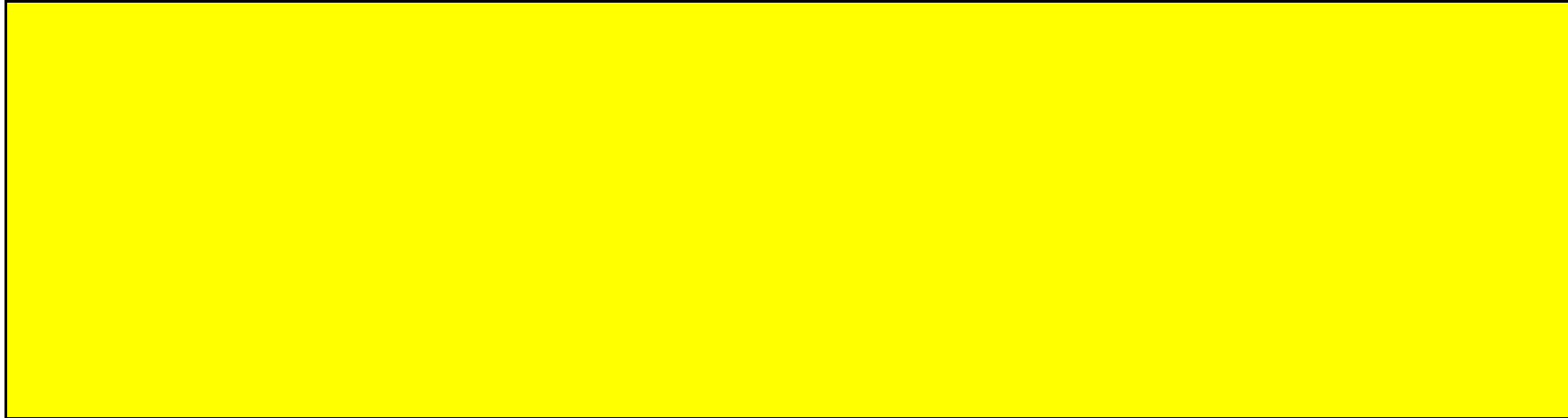
<http://www.austincc.edu/oiepub/assessment/ssr/mip/SSR%20Mini%20Improvement%20Plan%20Final%20'El%20Centro'%20Latino-Latin%20American%20Studies%20Center%20.pdf>

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

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



# Support Services Review Template

*y in your unit plan,  
nprovements) have*

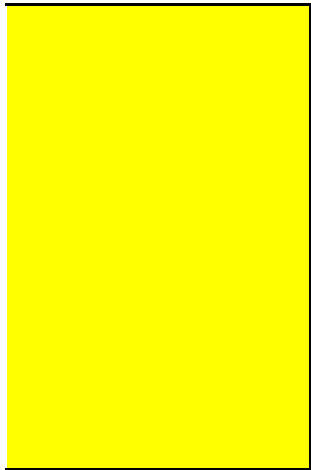
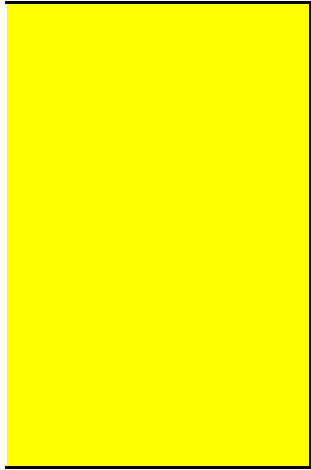
<b>Current data (as % of target)</b>	<b>Related Unit Outcome</b>
	UO1.1
0%	UO1.1
0%	UO1.2
#DIV/0!	UO1.3
#VALUE!	UO1.4
#VALUE!	UO1.5
#VALUE!	UO2.1
#VALUE!	UO2.2
#VALUE!	UO2.3
#VALUE!	UO2.4
#VALUE!	UO2.5
#VALUE!	UO3.1
#VALUE!	UO3.2
#VALUE!	UO4.3
#VALUE!	UO3.4
#VALUE!	UO3.5
#VALUE!	UO4.1
#VALUE!	UO4.2
#VALUE!	UO4.3

# Support Services Review Template

<b><i>Current data (as % of target)</i></b>	<b><i>Related Unit Outcome</i></b>
#VALUE!	<i>U04.4</i>
#VALUE!	<i>U04.5</i>
#VALUE!	<i>U05.1</i>
#VALUE!	<i>U05.2</i>
#VALUE!	<i>U05.3</i>
#VALUE!	<i>U05.4</i>
#VALUE!	<i>U05.5</i>

# Support Services Review Template

<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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# Support Services Review Template

<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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