

Support Services Review Template

Early College
Unit Name: Start

Unit Review Leader: Mison Zuniga
Today's Date: 8/5/2014

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 mission of the Early College Start program is to provide early access to higher education for all eligible service area high school juniors and seniors.

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

The Early College Start program supports the mission of the college by providing freshmen and sophomore level academic course(s) leading to an associate degree or serving as the base of an baccalaureate degree program at a four-year institution and by providing on site ACC student testing, advising, and registration assistance for all ACC service area independent school districts including charter and private high schools.

Support Services Review Template

1.2 Please tell us who you serve.

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

The Early College Start program serves students, ACC faculty, and external ISD partners. For Students: We are able to assist in navigating the complex and sometimes intimidating world of higher education. We are able to help guide students through everything from filling out the application, choosing the appropriate program, working with the faculty, to understanding the laws and regulations that can affect their higher education. For ACC Faculty: We aim to provide the services needed in order to successfully deliver classes at high school campuses, while maintaining the rigorous academic standards expected of college level classes. For High Schools: We provide their eligible students the opportunity of early access to higher education. We assist in planning classes, recruiting students, and dealing with any issues that may arise from having college classes on campus.

1.3 What services or products does the unit provide?

The ECS program provides ACC course coordination for high school offerings and ACC student services at ACC service area high schools to include; ACC Early College Start information sessions for students and parents, ACC TSI testing, ACC academic advising, and ACC registration assistance services.

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

The impact of the services provided by the ECS activities are twofold. For students, our on site delivery of required enrollment steps allow all eligible students the opportunity to participate in college credit courses while in high school, specifically eliminating the barrier of transportation for younger college students. For ISD partners, the ECS program works closely to create strong partnerships and a pathway for students to pursue their higher education goals with ACC.

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	To provide freshmen and sophomore level academic course(s) leading to an associate degree or serving as the base of an baccalaureate degree program.	X				X		X	X	X		X
UG2												
UG3												
UG4												
UG5												

➤ this table will link to other areas in this report

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)
	<i>Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>		<i>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 .</i>		<i>Example measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>
UG1	<i>To provide freshmen and sophomore level academic course(s) leading to an associate degree or serving as the base of an baccalaureate degree program.</i>	U01.1	Maintain ECS+ course sequence plans for the maximum of two ACC courses per fall/spring semester during the regular school day	UM1.1.1	<i>Track the number of high schools that have an ECS+ course sequence</i>
				UM1.1.2	<i>Track the number of junior and senior cohort sequences per high school, per district</i>
		U01.2		UM1.2.1	
				UM1.2.2	
		U01.3		UM1.3.1	
				UM1.3.2	
		U01.4		UM1.4.1	
				UM1.4.2	
		U01.5		UM1.5.1	
				UM1.5.2	
UG2	0	U02.1		UM2.1.1	
				UM2.1.2	
		U02.2		UM2.2.1	
				UM2.2.2	
		U02.3		UM2.3.1	
				UM2.3.2	
		U02.4		UM2.4.1	
				UM2.4.2	
		U02.5		UM2.5.1	
				UM2.5.2	

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

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>Track the number of high schools that have an ECS+ course sequence</i>	44.00	30.00	45.00	66.67%	UO1.1
UM1.1.2	<i>Track the number of junior and senior cohort sequences per high school, per district</i>	2.00	3.00	4.00	75.00%	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	0					UO2.1
UM2.1.2						UO2.1
UM2.2.1	0					UO2.2
UM2.2.2						UO2.2
UM2.3.1	0					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	0					UO3.1
UM3.1.2						UO3.1
UM3.2.1	0					UO3.2
UM3.2.2						UO3.2

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)
UM3.3.1						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
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

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

UM1.3.1: Average number of credit hours upon high school graduation for ACC service area eligible high school students.

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	Develop a student follow up system that will include a minimum of two ACC contacts per semester for all eligible high school students (combination of in person and student ACC email.)	Measure the number of contacts per student each semester.	0.00	1.00	Use of ACC student email for student contact.	Specialist	UO1.1	Maintain ECS+ course sequence plans for the maximum of two ACC courses per fall/spring semester during the regular school day
OB1.2	Develop a group advising model for high school students to be deliver at high school location.	Number of group advising delivered annually at high school locations.	0.00	1.00	Delivery of higher quality comprehensive advising for first time in college high school students.	Director	UO1.2	0
OB1.3	Continue to work with each high school to offer ACC course(s) on the high school campus as a part of the high school master calendar.	Meaure the number of ACC classes offered at high school locations.	0.00	1.00	By offering classes during the regular school day; transportation barriers are eliminated.	Director	UO1.3	0
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1							UO2.1	0
OB2.2							UO2.2	0
OB2.3							UO2.3	0
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	0

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
OB3.2							UO3.2	0
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

Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure</i>	<i>Objective Baseline data</i>	<i>Objective Target data</i>	<i>Opportunity or challenges identified</i>	<i>Responsible person</i>	<i>Related Unit Outcome #</i>	<i>Related Unit Outcome</i>
--------------------	----------------------------------	--------------------------	--------------------------------	------------------------------	---	---------------------------	-------------------------------	-----------------------------

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

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	Research student management database software to automate regular student email contact.	Year 2			Cost of software			OB1.1	Develop a student follow up system that will include a minimum of two ACC contacts per semester for all eligible high school students (combination of in person and student ACC email.)
OKS1.1.2	ECS staff will offer at least one group advising session at each ACC service area high school	Year 2							
OKS1.1.3									
OKS1.2.1	Add 3 additional 1.0 FTE specialist positions	Year 1	Required office space for additional staff		Required equipment for additional staff			OB1.2	Develop a group advising model for high school students to be deliver at high school location.
OKS1.2.2									
OKS1.2.3									

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	Related Objective (Improvements)	Related Objectives (Improvements)
OKS1.3.1	Add 3 additional 1.0 FTE specialist positions	Year 1	Required office space for additional staff		Required equipment for additional staff			OB1.3	Continue to work with each high school to offer ACC course(s) on the high school campus as a part of the high school master calendar.
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									
OKS1.5.1								OB1.5	0
OKS1.5.2									
OKS1.5.3									
OKS2.1.1								OB2.1	0
OKS2.1.2									
OKS2.1.3									
OKS2.2.1								OB2.2	
OKS2.2.2									
OKS2.2.3									
OKS2.3.1								OB2.3	0
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									

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

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	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
OKS5.3.2								OB5.3	
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									

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).

Creating a group advising program specifically for high school students to be delivered at high school campus and increase the number of contacts per student per semester will increase student success and early college start enrollments. Both of which will provide access to higher education to eligible high school juniors and seniors.

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

Semester enrollment data and student success were gathered to evaluate the results of early college start enrollments and the number of ACC sections offered at ACC service area high school locations.

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.					UO1.1
OB1.1	Develop a student follow up system that will include a minimum of two ACC contacts per semester for all eligible high school students (combination of in person and student ACC email.)	Measure the number of contacts per student each semester.	0.00	2.00	1.00	200%	UO1.1
OB1.2	Develop a group advising model for high school students to be deliver at high school location.	Number of group advising delivered annually at high school lcoations.	0.00	2.00	1.00	200%	UO1.2
OB1.3	Continue to work with each high school to offer ACC course(s) on the high school campus as a part of the high school master calendar.	Meaure the number of ACC classes offered at high school locations.	0.00	231.00	1.00	23100%	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5	0	0	0.00		0.00	#DIV/0!	UO1.5
OB2.1	0	0				#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3	0	0	0.00		0.00	#DIV/0!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5
OB3.1	0	0	0.00		0.00	#DIV/0!	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

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>
OB4.2						#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

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

4.2 Briefly summarize the degree to which the targets were met.

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

In FY12, Early College Start implemented registration assistance as an additional activity at high school campuses to decrease the percentage of students who submitted ECS paperwork for enrollment but do not register. In FY12 this percentage was approximately 10%, for FY13 this percentage was approximately 10%; however, the overall submitted ECS paperwork increased by over 500 forms. In FY13, the ECS department will increase the number of schools who request registration assistance by 25%. In FY14, the ECS department implemented group advising at high school locations. Each participating high school received a minimum of 2 group advising sessions, many campus more.

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

Implementing an on site registration activity at high school campuses decreased the percentage of high school students who submit required admissions paperwork but do not register for classes. In June 2011, an Early College High School program was created as a separate department with separate outcomes and objectives/improvements. FY14, ECS group advising provides a more comprehensive interactive advising experience for eligible students.

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.

--