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Unit Name: Early College Start

1.

What improvements have been planned/implemented:

In FY13, ECS will add the additional service of "Registration Assistance" for service area high.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

Early College Start students are advised each semester for eligibility, however, after advising each student must register themselves using ACC online services. With this added service, we aim to decrease the percentage of students who submit all required paperwork for registration but does not register for classes by 3% in FY13, resulting in greater overall enrollments.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

Over FY13 (summer 12, fall 12, and spring 13) we will compare the number of submitted ECS forms with actual enrollments for each semester.

Success will be measured by a decrease in the percentage of students who submit all required paperwork but do not enroll.

3a. Baseline data: the data used to determine improvements were needed

In FY12 (summer 11, fall 11, and spring 12), Early College Start received 14,526 ECS forms and 13,097 of these students actually enrolled. Approximately 10% of students who submitted an ECS form did not enroll for a class.

3b. Target goals: the data that shows your improvements have achieved your goals

Reduce the percentage of advised and actual registered students by 3% from FY12.

3c. Current data: where you are currently in reaching your target

Registration for Fall 12 is currently underway and not complete until mid August, therefore, current data is not available.

Narrative:

By providing an onsite registration assistance to participating high schools, ECS will be able to troubleshoot registration related issues on site in real time, resulting in higher enrollments of advised students and an overall decrease of the difference.