

Username ollad@austincc.edu
Unit Review Leader: Dianne Olla
Unit Name: Instructional Support Services

1.

What improvements have been planned/implemented:

Will increase the number of credit and Continuing Education sections offered to accommodate new campuses in Elgin (ELG) and Hays (HYS).

2.

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

Increased numbers of sections with existing staff demonstrate improved efficiency in work flow process.

3.

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

Document increased number of sections processed with existing staff resources.

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

See 3c below.

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

No additional staff will be required to meet this goal.

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

Credit (XOSE count), as of 6/1/12:

- Sections offered = 14,126
- Sections cancelled = 1,368
- Sections made = 12,758
- From FY11 to FY12 decreased 119 sections offered.

CE (Datatel count), as of 5/30/12:

- Sections offered = 4,035
- Sections pending/cancelled = 1,370
- Sections made = 2,665

From FY11 to FY12, CE decreased sections offered by 307.

Narrative: