

FY2001-FY2003 District Strategic Goals and 2002-2003 Division Achievement Indicators

Collin County Community College District

Student Development Division Year-End Status Report

Goal 1. Elevate CCCCCD to the echelon of world-class education.

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
1.1. Promote awareness of services for students with disabilities. (Dean of Students)	Steele-Blakeman, Boverie, Chase, Benefield, Fowler	08/31/2003	1.1.1. Faculty workshops conducted highlighting services. Host disability awareness activities.	1.1.1.1. Presentation at Developmental Education In-Service (fall 2003 & spring 2004). 1.1.1.2. Training for tutors—sections on working with students with a variety of disabilities (2 in fall 2003 and one in spring 2004) and in training manual. 1.1.1.3. Presentations to area Texas Rehabilitation Commissions (5/28/2003 and 5/30/2003). 1.1.1.4. Presentations and participation in local high school College Nights for Lewisville and Frisco (4/10/2003) and Berkner High School (11/14/2002). 1.1.1.5. Presentation at new advisor training (fall & spring). 1.1.1.6. Presentation to local high school in Deaf Education Department (1/31/2003). 1.1.1.7. Presentation to faculty on “Working with Slow Learners” (10/9/2002). 1.1.1.8. Lead focus group about working with students with disabilities (10/7/2002). 1.1.1.9. Presentation at new faculty orientation about ACCESS services in (8/13/2003).
1.2. Develop a leadership certificate program for new and seasoned supervisors. (Professional Development)	McRae, Jenkins, Russell, Meinhardt, Wormald	08/31/2003	1.2.1. Facilitator hired, marketing materials developed, inaugural class established.	1.2.1.1. In progress. First Internal Leadership class to begin, Fall, 2004 under the leadership of Juanita Austin and Stephanie Meinhardt.

Goal 2. Develop a model teaching and learning environment.

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
2.1. Ensure supportive environment for instructional testing administration. (Testing)	Mike Smith , Robbins, Head	08/31/2003	2.1.1. Incorporation of new test administration software and support equipment. 2.1.2. Completed upgrade of wiring for computers.	2.1.1.1. New test administration software not completed. In process. 2.1.2.1. Wiring upgrades completed 8/01/2003.
2.2. Provide internal and external training opportunities for staff and administrators to increase job knowledge and skills. (Professional Development)	McRae, Meinhardt , Sheppard, Wormald	08/31/2003	2.2.1. Increased enrollment of staff and administrators in Continuing Education technical training courses.	2.2.1.1. Complete. First professional development week, "Opening Doors" to be held on all campuses Feb., 23-27, 2004.
2.3. Complete two interactive Co-Op seminars on the Web with designated teaching faculty. (Dean of Students/Co-Op)	Gober , Faculty (to be recruited)	08/31/2003	2.3.1. Two self-management seminars offered on the Web with faculty assigned. Students able to access these for Co-Op seminar credit.	2.3.1.1. Completed--1 Web-based Co-op seminar "Interviewing Insights" by 8/31/2003. Students, high school counselors/students and community members may access this Web site for help with interviewing skills.
2.4. Establish enrollment & class procedure for Co-Op Web seminars. (Dean of Students/Co-Op)	Gober , Mackey, Designated Faculty	Spring 2003	2.4.1. Registered Co-Op students able to enroll in one or two Web seminar sessions for their classroom component.	2.4.1.1. Registered Co-op students will be able to utilize this Web seminar on interviewing to view and obtain credit for Co-op classroom hours. System in place to distribute information and obtain assurance of student completion.
2.5. Develop Web-based version of Co-Op Goal Setting seminar. This will be for student access on the Web. (Dean of Students/Co-Op)	Anglin , Maughan	Fall 2002	2.5.1. Students able to access the Co-Op Goal Setting seminar (which is mandatory) from the Internet. Co-Op will have a special enrollment and student tracking process in place to administer these programs.	2.5.1.1. This project has not been accomplished due to time/availability of Student Development Web staff member. We do have the capacity to send the goal-setting session electronically, and one Co-op faculty member uses this presentation on WebCT.

Goal 3. Expand, enhance, and promote mutually beneficial relationships with business, industry, government and education.

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
3.1. Expand Career Visions (mentor) program (Dean of Students)	Gober	08/31/2003	<p>3.1.1. Newly developed CV brochure used to increase number of professional volunteers participating in CV program.</p> <p>3.1.2. List of available careers provided for informational interviews to all career counseling & interpretation participants.</p> <p>3.1.3. Increased numbers of students using CV program through improved marketing including articles in Kaleidoscope and local media.</p> <p>3.1.4. End-of-year recognition activity conducted-</p>	<p>3.1.1.1. This program was put on hold due to lack of staff resources to pursue the project fully and maintain the database.</p> <p>3.1.2.1. Not accomplished.</p> <p>3.1.3.1. Not accomplished.</p> <p>3.1.4.1. Not accomplished.</p>
3.2. Expand and enhance relationships with Collin County community organizations to provide awareness of community programs. Provide service and co-programming opportunities for students, faculty and staff. (Student Life)	Jack, Kessel, Andre	08/31/2003	<p>3.2.1. Increased number of co-programming, service, and awareness opportunities.</p> <p>3.2.2. Program evaluations and surveys conducted.</p>	<p>3.2.1.1. Student Life sponsored, co-sponsored, assisted or funded 98 events with more than 20 student organizations, college departments, and community agencies.</p> <p>3.2.2.1. Staff members evaluated major programs/activities. Participant evaluations were conducted at major lectures.</p>

Goal 4. Improve student achievement.

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.1. Conduct regularly scheduled training sessions and workshops for advisors. (Advising)	N. Johnson, Newsome, Program Coordinators	Spring 2003	4.1.1. Regular Friday information sessions with faculty program coordinators. 4.1.2. Part-time advisor training conducted monthly.	4.1.1.1. Accomplished – Regular advisor training meetings were held. 4.1.2.1. Accomplished – Part-time advisor training held monthly.
4.2. Increase total number of full-time advisors to facilitate intensive individualized advising for new and non-declared majors at each district site. (Advising)	N. Johnson, Newsome, Advisors	Spring 2003	4.2.1. Request submitted for one additional full-time advisor for PRC. 4.2.2. Carl Perkins funding provided for two part-time advising assistants for May, 2002 and August, 2002. 4.2.3. Request submitted for Carl Perkins Funds for two part-time advising assistants for September, 2002 – August, 2003.	4.2.1.1. Request approved. 4.2.2.1. Accomplished – Part-time assignments made. 4.2.3.1. Request approved.
4.3. Advising Tracking System: Improve data collection on academic advising services by implementing an Academic Advising Tracking System. (Advising)	Newsome, Acklin	Fall 2002	4.3.1. Computer program completed. 4.3.2. New computers installed in advising departments at all campuses. 4.3.3. Increased accuracy and quality of annual reports produced, summarizing services provided by the Academic Advising Department.	4.3.1.1. Accomplished. 4.3.2.1. Accomplished. 4.3.3.1. Accomplished – Reports were generated from tracking system.
4.4. (Students on Academic Action Program [SOAAP] Improvement Plan): Improve data collection, record keeping and tracking of SOAPP students, which includes revision of SOAPP policies and the computer software that supports the program revisions and the development of an “early alert” system. (Advising)	Newsome, Meinhardt, Browning, Garrison	Fall 2002	4.4.1. Written plan produced. 4.4.2. Plan written and submitted for reactivation of Academic Progress/Appeals Committee. 4.4.3. SOAPP Manual, SOAPP Advising guide, and new brochure completed. 4.4.4. Statistical Academic Progress Reports generated for each semester. 4.4.5. Brio and Advising Tracking System used to generate departmental reports.	4.4.1.1. Accomplished. 4.4.2.1. Plan approved. 4.4.3.1. Brochure not yet completed. 4.4.4.1. Equipment and process in place. 4.4.5.1. Reports have been generated by advising tracking system. SOAAP policies changed and early alert system in place.

Goal 4. Improve student achievement. (continued, 2 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.5. Collaborate with the offices of Recruitment and Programs for New Students and Career Services to initiate and develop support programs for special population students. (Counseling)	Fleniken , Lassiter, Lenhart	Fall 2002	4.5.1. Programs planned and scheduled; includes collaboration on orientation and CCCC/Winston Science competition in November 2002.	4.5.1.1. "Student Success" presentations during New Student Orientation fall 2003 semester to both traditional and non-traditional students. 4.5.1.2. The 2rd Annual Back to College Fair October 2002, targeting non-traditional and special populations students and community members. Counseling Services again collaborated with the Winston Science Academy in November 2002 in order to host three science competitions aimed at encouraging female involvement in the areas of Math and Science. Expansion of PROMISE Program services to individuals residing in the CITY House Transitional Living Program.
4.6. Research and write counseling policies and procedures manual. (Counseling)	Qualia , Fleniken, Lyons	Spring 2003	4.6.1. Completed manual printed and distributed to counseling staff and Vice President of Student Development.	4.6.1.1. The policy manual is completed and posted on the college intranet and counseling Web site.
4.7. Collaborate with Psychology Program to discuss development of a Learning Frameworks course for teaching students how to learn. (Counseling)	Qualia, Lusk, Lipscomb , Hodge	Fall 2002	4.7.1. Initial discussion held, decision made whether or not to develop the curriculum.	4.7.1.1. The Learning Framework curriculum has been turned over to Elaine Boski-Wilkinson in the department of Education/Center for Teaching Learning and Professional Development for consideration.
4.8. Create greater awareness of Counseling Services as an integral part of the <u>educational</u> mission of the institution that will emphasize counseling not only as reacting to crisis, but as a proactive system of teaching and advocacy. (Counseling)	Qualia , Lyons, Fleniken	08/31/2003	4.8.1. Menu of presentations presented to faculty; new presentations developed and presented; documentation of consultation activities.	4.8.1.1. All college emails sent each semester with information concerning programs and educational opportunities for students. Class presentation list included with the request form. Web site marketing to students, staff, faculty, and administrators. Consultations are documented in the counseling database.

Goal 4. Improve student achievement. (continued, 3 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.9. Conduct collaborative personal development activities and educational programming in conjunction with Student Life. (Counseling)	Qualia, Jack , Staff	08/31/2003	4.9.1. Workshops and programs planned and scheduled; includes alcohol awareness in fall 2002 and sexual assault awareness activities in spring 2003.	4.9.1.1. Student Life and Counseling Services co-sponsored the following events: sexual assault lecture “No, Yes”, October 8, 2002; National Collegiate Alcohol Awareness Week October 14-18, 2002; lecture “Dangerous Dates,” February 11, 2003; Safe Break Week, February 24-28, 2003, and National Alcohol Screening Week, April 8-10, 2003.
4.10. Enhance and expand students’ opportunity to participate in activities designed to increase self-awareness and develop educational goals. (Dean of Students)	Gober , Lenhart, Okaro, Anglin, Meyer, Kessler, Swanson	08/31/2003	<p>4.10.1. “What’s Your Major” workshops expanded.</p> <p>4.10.2. Career forums for targeted degree programs offered.</p> <p>4.10.3. Students assisted in the development of career portfolios.</p>	<p>4.10.1.1. CS& CWE has fully incorporated the seminar on how to choose a college major into each semester’s schedule of sessions related to career planning and job search. Each semester sessions are offered. In 2002-03, four seminars were offered to help students with their academic planning regarding a major.</p> <p>4.10.2.1. Career Week during March, 2003 included four targeted forums to assist students/community members with career planning. The three forums included panels of business/industry employers discussing the career opportunities and the respective qualifications for each: banking and finance, health care and emergency medical, hospitality/culinary arts, and IT/ technology. CS&CWE also participated in and coordinated a forum/information session presented by Texas Instruments for their semi-conductor manufacturing internships.</p> <p>4.10.3.1. CS & CWE has not presented formal sessions about career portfolios; however this concept has been incorporated into the resume writing and job search seminar outlines for presentation. The professional staff also includes information during resume critiques about the value of maintaining a work portfolio when seeking a position. The information is presented about how this may be used in a job interview and also how it might be used for career advancement.</p>

Goal 4. Improve student achievement. (continued, 4 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.10. Enhance and expand students' opportunity to participate in activities designed to increase self-awareness and develop educational goals. (Dean of Students) (continued)	Gober, Lenhart, Okaro, Anglin, Meyer, Kessler, Swanson (continued)	08/31/2003 (continued)	4.10.4. Career assessments and interpretations provided in classroom, groups, and individual appointments.	4.10.4.1. CS & CWE continued to experience increasing numbers of students and community members who utilized some combination of career assessments and counselor interpretation. The number of classroom presentation increased as well. The assessment tools available were: Myers-Briggs Type Inventory, COPS (work interests), COPES (work values), e-Discover, LASSI (learning styles), PEPS (learning climate), and Self-Directed Search (primarily used for high school students). 4.10.4.2. Total Assessments in Career Labs: 912 4.10.4.3. Total Interpretations with Career Counselors: 775 4.10.4.4. Total Classroom Assessments Issued (Testing Centers): 1,480 4.10.4.5. Total 2002-2003 Classroom Presentations: 49

Goal 4. Improve student achievement. (continued, 5 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.10. Enhance and expand students' opportunity to participate in activities designed to increase self-awareness and develop educational goals. (Dean of Students) (continued)	Gober , Lenhart, Okaro, Anglin, Meyer, Kessler, Swanson (continued)	08/31/2003 (continued)	4.10.5. Offerings marketed through new student orientation, Academic Advising, and Student Life.	<p>4.10.5.1. New Student Orientation (held in spring and summer each year): CS & CWE presented information about department services at four Spring '03 sessions and six (Summer '03) of ten total sessions; three of those sessions our staff presented on the topic of goal setting. Print materials about department services were placed in each new student's orientation packet for every session both spring and summer.</p> <p>4.10.5.2. Academic Advising—marketing through this group included making a presentation at an advisors' staff meeting early in the academic year and providing print materials (3-fold brochure about the major CS & CWE services).</p> <p>4.10.5.3. Student Life (student organization)—a more concerted effort was made starting in 2002 to include student organizations in our marketing plan. Primarily, this included putting service brochures in organization mailboxes and included these groups when any special events and our semester seminars were being publicized. CS & CWE partnered with Student Life to bring a quality speaker to campus for Career Week 2003. Bradley Richardson, prominent job search expert, was the speaker. Student Life assisted with publicity and with refreshments for the various workshops and speaker settings.</p>

Goal 4. Improve student achievement. (continued, 6 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.11. Provide increased awareness of educational gaps and student preparedness through learning style and study strategies assessments. (Counseling)	Love , Newsome, Lenhart, Okaro	08/31/2003	4.11.1. Use of the LASSI and PEPS assessments pilot tested in selected classes. 4.11.2. Early alert programs supported with assessment identifying learning styles and study strategies.	4.11.1.1. Pilot the use of LASSI and PEPS in study skills classes as well as a few control classes of non-study skills students. Summaries available. 4.11.2. Summer 03 report of reading and writing assessment failures obtained. Numbers high; unaware of any system that has been implemented.
4.12. Establish a student mediation program. (Dean of Students)	Money , Swanson, Stice	08/31/2003	4.12.1. Components developed for student mediator program. 4.12.2. Student mediators selected and trained. 4.12.3. Student mediation sessions conducted.	4.12.1.1. Structure for the student mediation program has been developed 4.12.2.1. Training program for student mediators has been developed. 4.12.3.1. Student mediators have not been selected. New target date for selection and training is fall 2004. Student mediation sessions have not been conducted.

Goal 4. Improve student achievement. (continued, 7 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.13. Expand programs designed to assist students in the transition to CCCC.D. (Recruitment and Programs for New Students)	Kessel, Huppe, Collins, Okaro, Lassiter	08/31/2003	<p>4.13.1. Participation in new student orientation programs increased by 30%.</p> <p>4.13.2. Mentoring program (MEET) expanded beyond the pilot, to include a minimum of 110 student participants.</p> <p>4.13.3. Increased numbers of faculty participating in orientation.</p> <p>4.13.4. Increased number of faculty members serving as new student mentors.</p> <p>4.13.5. All coordinators in the Office of Retention and Programs for New Students trained in academic advising and assist in advising, to increase their effectiveness in working with new students.</p>	<p>4.13.1.1. The number of orientations offered decreased from 18 in the summer of 2002 to 11 in the summer of 2003. Total participation for the 2002 summer equaled 640 students versus the 551 that participated in the 2003 summer. This was a decrease of 14%. Several factors, including difficulty with the orientation postcard mailing labels, attributed to this loss.</p> <p>4.13.2.1. The Mentor program continues to attract new participants. Combining the participants for the 2002-2003 semesters, there were 40 student participants.</p> <p>4.13.3.1. Great response was received from faculty for participation. Due to the decreased number of session, less faculty were needed to assist with the orientation process. The 2002 summer hosted 51 faculty participants, the 2003 spring hosted 12, and the summer 2003 hosted 23 participants. Comparison is difficult due to changing needs.</p> <p>4.13.4.1. Both the fall of 2002 and the spring of 2003 hosted 19 faculty and staff mentors from throughout the district. The needs of the students in the mentoring program were met.</p> <p>4.13.5.1. Three of the four coordinators increased both participation and training the advising area. One coordinator focused on assisting within the Financial Aid arena.</p>

Goal 4. Improve student achievement. (continued, 8 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.14. Increase and improve communication regarding the expanding concurrent/dual credit program. (Recruitment and Programs for New Students)	Kessel, Collins	08/31/2003	<p>4.14.1. Training program for high school counselors/staff implemented.</p> <p>4.14.2. Updated brochure/print materials for students.</p> <p>4.14.3. Brochure or printed information prepared for parents.</p> <p>4.14.4. High school student outcomes tracked and communicated to CCCCD faculty, staff, and administrators, as well as high school personnel.</p>	<p>4.14.1.1. Additional training for high school counselors and staff has occurred through programs such as CCCCD's Counselor's Workshop and the extra personal attention that has taken place in the transition of departmental directors. In addition, a counselor's version of the Special Admissions Manual was distributed.</p> <p>4.14.2.1. The brochure outlining the differences between high school and college has been updated, along with the Special Admissions Manual and all concurrent/dual credit application checklists.</p> <p>4.14.3.1. This has yet to be completed.</p> <p>4.14.4.1. Internal tracking has been communicated throughout the CCCC district and various aspects of the information, when requested, has been shared with the appropriate high school personnel.</p>
4.15. Provide support for students and potential students in targeted populations. (Recruitment and Programs for New Students)	Kessel, Lassiter	08/31/2003	<p>4.15.1. Expanded Hispanic parent program, piloted in Spring 2002.</p> <p>4.15.2. Programs/efforts coordinated with other staff members receiving Carl Perkins funding to provide outreach to special populations.</p> <p>4.15.3. Additional target communities identified for outreach initiatives.</p>	<p>4.15.1.1. During the Spring of 2003 the participation was less than expected, hosting less than 50 total participants throughout the three evening sessions. Advertisement efforts have been increased.</p> <p>4.15.2.1. On-going discussions.</p> <p>4.15.3.1. Additional target communities have been identified as Non-Hispanic parents, students with disabilities, and additional outreach for non-traditional students.</p>

Goal 4. Improve student achievement. (continued, 9 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.16. Market and recruit students for the Student Leadership Academy. (Student Life)	Gates , Student Leadership Advisory Committee	08/31/2003	4.16.1. Applications distributed , completed, and returned. 4.16.2. Response to program assessed based on analysis of completed applications. 4.16.3. Selection of 20-30 students for participation and completion of Academy.	4.16.1.1. Marketing and Applications available spring 2002. Applications received spring/summer 2003. 4.16.2.1. 26 applicants selected. 4.16.3.1. First Student Leadership Academy class graduated 22 students, May 2003
4.17. Develop co-programming ventures with student organizations, faculty, and campus departments to enhance student learning. (Student Life)	Jack , Andre	08/31/2003	4.17.1. Existence of co-programming ventures. 4.17.2. Assessment of program evaluations and surveys completed.	4.17.1.1. Student Life provided a variety of events to enhance student learning including: community building opportunities with faculty and staff, lectures, personal development programs, educational information, and civic engagement opportunities. Over the course of the academic year, Student Life worked with more than 20 college departments, recognized student organizations, and community agencies. 4.17.2.1. Student Life staff assessed all major programs and evaluations were conducted at major lectures.

Goal 4. Improve student achievement. (continued, 10 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.18. Expand and enhance student organizational leadership and recruitment through increased training and improved resources. (Student Life)	Jack	08/31/2003	<p>4.18.1. Existence of programs, workshops, and/or seminars.</p> <p>4.18.2. Workshop and program evaluations/surveys completed.</p> <p>4.18.3. Assessment of program evaluations and surveys completed.</p>	<p>4.18.1.1. Student Life hosted a leadership retreat (August 2002) and a student recruitment activity for all recognized and prospective student organizations fall 2002 and spring 2003. A training series for student organization members and leaders was developed and implemented spring 2003. Topics included: How to Increase Participation and Motivate Your Members, February 19, 2003; How to Market and Develop a Successful Program, March 20, 2003; How to Develop a SAFAC Proposal, March 20, 2003; and Marketing Your Student Organization Experience on a Resume. During spring 2003, a plan was submitted to the college leadership team to convert the student lounge into a new student organization meeting room and workroom. This plan was approved summer 2003 and it will be implemented during the 2003-2004 academic year. The department also finalized a new brochure to help market the student organizations and assist in the recruitment of members (summer 2003).</p> <p>4.18.2.1. Evaluations and informal surveys were conducted.</p> <p>4.18.3.1. Staff worked with student organization leaders (coordinated by the Student Government Association) to develop plans for the new student organization workroom and meeting room. Staff assessed programs and received feedback from the student organizations on the creation of the organizational brochure.</p>
4.19. Ensure quality assessment environment for student placement. (Testing)	Mike Smith , Head, Robbins	08/31/2003	<p>4.19.1. UPSs completely installed in Testing Centers.</p> <p>4.19.2. Construction for sound reduction completed in PRC Testing Center.</p>	<p>4.19.1.1. UPS installations complete by 8/01/2003.</p> <p>4.19.2.1. Sound reduction fixes will be incorporated in new construction scheduled for Summer 2004.</p>
4.20. Initiate successful Student Leadership Academy . (VP of Student Development)	M. McRae, Newman , St. John, Speech Associate Faculty Member, Gates	05/2003	4.20.1. Academy enrollment reaches 20 to 30 students and course is completed in May 2003. Class evaluation results are positive and second Leadership Academy is being planned.	4.20.1.1. Enrollment goals were met. Class evaluations were conducted and reviewed. The Second Leadership Academy class (25 students) was selected July 2003.

Goal 4. Improve student achievement. (continued, 11 of 11)

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
4.21. Provide increased financial support to Co-op students through scholarship awards every semester. (Dean of Students/Co-Op)	Gober , Mackey	08/31/2003	4.21.1. In Fall and Spring terms, two Co-Op scholarships awarded. In Summer, one or two Co-Op scholarships awarded.	4.21.1.1. In fall and spring terms, awarded two \$250. Co-op scholarships each term. In summer awarded two @250 Co-op scholarships for a total of six scholarships. \$1500 for the year.
4.22. Automate Financial Aid Process.	Wilkison , Jones, Garrison	Fall 2003	4.22.1. Automated package System (PARS) implemented. 4.22.2. Missing Items Letters (MILS) implemented. 4.22.3. Satisfactory Academic Progress (SAP) automated.	4.22.1.1. Have discontinued using PARS. See 5.7.2.1. 4.22.2.1. Have system generated MIL print based on ISIR. Additionally all necessary financial aid forms now online. 4.22.3.1. SAP forms automated and online.
4.23. Provide training to Financial Aid staff on financial aid regulations.	Wilkison , New Staff	10/2002	4.23.1. All Financial Aid staff members will attend at least one conference related to their specific responsibilities. 4.23.2. Staff continuously apprised of changing regulations via regular email communication.	4.23.1.1. All attend Texas Assoc. of Student Financial Aid (TASFAA). The Director and Coordinator attend training with Department of Education (DOE), Texas Higher Education Coordinating Board (THECB), Texas Guaranteed Student Loan Corporation (TGSLC), Loan Default training, SCT. 4.23.2.1. Have encouraged all staff to sign up for financial aid listserv. Send notification via email to all staff as changes occur.

Goal 5. Develop an exemplary information technology infrastructure that is responsive to the instructional and administrative needs of the District.

Achievement Indicator	Staff	Target Completion Date	Evidence of Accomplishment, Outcomes, and Improvement	Status as of 8/31/2003
5.1. Provide support for IT in maintaining test technology standards. (Testing)	Mike Smith , Head, Robbins	08/31/2003	5.1.1. New Perception testing software incorporated and serving distance learning students.	5.1.1.1. Decision was made to use WEBCT rather than Perception testing software. Continuing to support WEBCT.
5.2. Increase online continuing education course registration usage and improve online credit registration utilization. (ARO)	Meinhardt , Wilson	08/31/2003	5.2.1. An integrated Web registration system for Continuing Education students will completely replace the email-based registration system. 5.2.2. Increase in the number of students registering online from spring 2002 to spring 2003.	5.2.1.1. In progress. Plans to migrate to a new Administrative software has delayed replacement of email-based registration system 5.2.2.1 As above. Cannot increase online registration without an online system available.
	McRae, Meinhardt , P. Browning, N. Johnson (Credit Courses)	08/31/2003	5.2.3. Increase in percentage of students using WebLine registration.	5.2.3.1. 55-65% of students use the Web-based registration system for credit classes. That is 10% increase over 2002 figures.
5.3. Develop online credit admissions process. (ARO)	Meinhardt	08/31/2003	5.3.1. An integrated Web admissions process for credit student that would replace some, if not all email based admissions process.	5.3.1.1. In progress. Plans to migrate to a new Administrative software system has delayed replacement of email-based admissions process for credit students.
5.4. Expand Records Center document scanning and storage for District records. (ARO)	Meinhardt , P. Browning	08/31/2003	5.4.1. Increased use of Records Center for scanning and storing of documents from Human Resources, Business Office, and President's Office.	5.4.1.1. In progress. Currently working with President's Office on scanning all CCCC Board Minutes from 1985 to present. Business Office is currently sending boxes of permanent documents to be scanned.
5.5. Develop a "cyber-advisor" component on the District Web site for distance education students. (Advising)	Johnson , Hoffman, Anglin	Spring 2003	5.5.1. Research conducted among community college and university Web sites to determine exemplary online advising services. 5.5.2. Targeted academic advising services for online students.	5.5.1.1. Advisor Centra training on-going. 5.5.2.1. Advisory committee formed. Interactive chat feature previewed. FAQ's and advisor e-mails on Web page.
5.6. Combine an in-house database system for Co-Op operations. (Dean of Students/Co-op)	Mackey	Fall 2002	5.6.1. An access database for Co-Op students will be in place to track student requirements and placements.	5.6.1.1. An Access database for Co-op students is in place to track student enrollment, faculty assigned, and employers.

5.7. Initiate process for electronic funds transfer for student loans. (Financial Aid)	Wilkison , Jones, B. Wolfe, Garrison	10/31/2002	5.7.1. Electronic Funds Transfer (EFT) implemented. 5.7.2. Automated Package System (PARS) refined.	5.7.1.1. EFT was implemented and is utilized successfully at this time. 5.7.2.1. Have abandoned PARS. Training is needed by programmer as well as modification to SIS. Software team not willing to make modifications to system at this time.
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