Texas State Technical College
Amarillo

Institutional Effectiveness Plan
1993-1994

Volume I
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TO: All Department Heads

FROM: Dr. Ron DeSpain, President

SUBJECT: Institutional Effectiveness Plan

Institutional Effectiveness is a process of planning, implementation, evaluation, and revision. It is a tool to improve the College's programs and services, and it is a goal to be achieved. As the College prepares to enter the 21st century, it is committed to the ideals of the institutional effectiveness process. This plan provides an overview of the I.E. process, describes how the various planning levels interact, and details the divisional and departmental goals and objectives. The I.E. Plan was compiled by the I.E. Committee; composed of representatives from each division as well as faculty, staff, and students; from the Departmental Action Plans written by each department. Never before, on this campus, have so many people been involved in the planning process. This plan represents the culmination of much hard work across the campus and solidifies our commitment to the on-going I.E. process.
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INSTITUTIONAL EFFECTIVENESS PROCESS
1993 - 1994

The Texas State Technical College System will biennially develop an Agency Strategic Plan to satisfy the State planning mandate. This plan will involve the input of TSTC System personnel, the TSTC Board of Regents, and the Administrative Council from each campus within the TSTC System. The State describes the strategic plan as

…"a formal document that communicates an agency’s goals, directions, and outcomes to various audiences, including the Governor and the Legislature, client and constituency groups, the general public, and the employees of the agency. The strategic plan serves as the basis of the agency’s strategic planning and budget structure, through which the agency develops an appropriation request which reflects decisions about how fiscal resources will be allocated.” (Planning for “Texas Tomorrow”, December 1993, p. 1)

The Institutional Effectiveness Committee will biennially distribute the Expanded Statement of Purpose for campuswide review and coordinate the revision process. Reviewing the Expanded Statement of Purpose is necessary so that any internal changes as well as the changing responsibilities of the institution to its constituencies can be accurately reflected.

The Texas State Technical College Amarillo Campus Master Plan will be developed biennially in response to, and in support of the System’s Agency Strategic Plan and the Expanded Statement of Purpose. The Campus Master Plan is the documentation by which the College outlines objectives and strategies for the accomplishment of its goals. The Campus Master Plan will contain college-wide defined outcomes (Critical Success Factors) and performance standards providing feedback on effectiveness to influence future planning, resource allocation, and operational decisions. The College President, deans, and managers, with other professional staff, faculty, staff and student representatives will meet to develop the Campus Master Plan. As a part of the planning activities, the Institutional Effectiveness Committee will review the Critical Success Factors for possible revision, to ensure their alignment with the Expanded Statement of Purpose, before they are included in the Campus Master Plan.
Campus Divisional Action Plans will be developed annually in support of the Campus Master Plan and the Expanded Statement of Purpose. The Divisional Action Plans provide the means by which objectives and strategies in the Campus Master Plan are communicated to the instructional clusters, programs and departments and incorporated in the operations of the College. Each division should have division-wide participation in the development of the Divisional Action Plans. Each plan will contain measurable objectives for the division, assessment criteria to evaluate the division’s activities, and discussion of the coordination with other divisions necessary to achieve the objectives.

Departmental Action Plans will be developed annually by each department in support of the Expanded Statement of Purpose, the Campus Master Plan, and the appropriate Divisional Action Plan. The Departmental Action Plans provide the linkage between the goals of the College and its daily operations. The performance standards for the Critical Success Factors are based in part on the Departmental Action Plans. Each department should have department-wide participation in the development of its plan. Each Departmental Action Plan will contain measurable objectives for the department, assessment criteria to evaluate the department’s activities, and discussion of the coordination with other departments or divisions necessary to achieve the objectives. The Departmental Action Plans provide the means by which all College personnel participate in planning, implementation, assessment and adjustment (Institutional Effectiveness).

The I.E. Committee will have between 9 and 12 members, composed of representatives from a cross-section of the College’s divisions and student representatives. Approximately half of the Committee membership will be replaced every year, The Director of Institutional Research and Planning will remain a permanent ex-officio member of the Committee, and the Committee reports and makes recommendations to the College President.

Evaluation and use of the results of evaluation are critical components of the Institutional Effectiveness process. The Institutional Effectiveness Committee annually evaluates the College using the Critical Success Factors. The committee uses the performance standards for each Critical Success Factor to assess the extent to which the College is meeting its goals. At the end of the plan year, each division and department of the College will perform its self-evaluation to determine necessary revisions in processes, assessments, or objectives on the Institutional Effectiveness Evaluation Form. They will then incorporate this information on the appropriate Divisional Action Plan Summary Form or the Departmental Action Plan Summary Form to begin planning for the next year’s Divisional/Departmental Action Plan. Divisional Action Plan Summary Forms will be discussed by the appropriate Dean/Manager and the President, who may assign priorities to address deficiencies or problem areas. Similarly, Departmental Action Plan Summary Forms will be discussed by the department head and the appropriate Dean/Manager, who may assign priorities at the departmental level. In addition the I. E. Committee will review the evaluation and summary documents for incorporation in the next year’s Institutional Effectiveness Plan and to recommend additional priorities to the President. The President may assign these priorities to the appropriate areas for action.
The purpose of Texas State Technical College System is defined in Senate Bill 1222 of the 72nd session of the Texas Legislature. After a comprehensive study of all issues and concerns relating to higher education, the Legislature redefined the purpose of TSTC as set forth in Section 1-166, which states:

"The Texas State Technical College system is a coeducational two-year institution of higher education offering courses of study in technical-vocational education for which there is a demand within the State of Texas. Texas State Technical College System shall contribute to the educational and economic development of the State of Texas by offering specialized advanced and emerging technical and vocational areas of certificates or associate degrees. The Texas State Technical College System is authorized to serve the State of Texas through excellence in instruction, public service, faculty and manpower research, and economic development. The System's economic development efforts to improve the competitiveness of Texas business and industry include exemplary centers of excellence in technical program clusters on the system's campuses and support of educational research commercialization initiatives. Through close collaboration with business, industry, governmental agencies, and communities, including public and private secondary and post-secondary educational institutions, the system shall facilitate and deliver an articulated and responsive technical educational system. In developing and offering highly specialized programs with related supportive coursework, primary consideration shall be placed on industrial and technological manpower needs of the state. The emphasis of each Texas State Technical College System campus shall be an advanced or emerging technical programs not commonly offered by public junior colleges."

MISSION:

Texas State Technical College at Amarillo, part of the Texas State Technical College System, is legislatively mandated to provide post-secondary technical-vocational education and to promote Texas’ economic growth.

Texas State Technical College at Amarillo is a public residential coeducational college offering programs leading to certificates of completion and associate of applied science degrees. The College provides opportunities for students’ academic success and personal development by offering a range of student support services.
TEXAS STATE TECHNICAL COLLEGE AT AMARILLO
EXPANDED STATEMENT OF INSTITUTIONAL PURPOSE (Continued)

Texas State Technical College at Amarillo is committed to the economic development of Texas. To enhance the industrial competitiveness of the State, the College actively seeks to improve the technical work force in providing highly skilled and trained technicians through its credit and non-credit programs.

Texas State Technical College at Amarillo supports the philosophy of dignity in work and value in individual growth and learning. Texas State Technical College at Amarillo is dedicated to providing the highest quality post-secondary education possible through the use of modern and adequate facilities, up-to-date equipment, and a highly qualified staff.

GOALS:

In order to accomplish its mission, the College sets the following goals,

* To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

* To provide developmental courses to assist students in overcoming basic skills deficiencies.

* To offer general education courses to broaden students’ awareness.

* To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

* To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

* To provide technical assistance, training and retraining for Texas business and industry, to promote regional and statewide economic development

* To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Goal A - Quality Technical Education
We will provide quality technical education programs and student support services at established TSTC campuses and extension centers, with emphasis on advanced, emerging and physical science-based technologies. We will also offer programs in technologies not commonly offered by the state’s community colleges.

1. To offer associate of applied science degrees and certificate program that prepare students for employment and/or further education.
2. To provide developmental courses to assist students in overcoming basic skills deficiencies.
3. To offer general education courses to broaden students’ awareness.
4. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Goal B - Economic Development
We will provide outreach services to business, industry and the general public in the development of an effective and competitive work force.

1. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

Goal C - Coordinated System
We will provide efficient and effective administration for the Texas State Technical College System through a System office, ensuring an articulated and cohesive system for technical education.

None

Goal D - Cooperation and Articulation
We will work closely with the TEA, the THECB, and the State’s community and junior colleges to create a cost effective, accessible, articulated, technical education system for Texas which includes transfer opportunities for graduates at all levels.

1. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Goal A - Quality **Technical** Education

We will provide quality technical education programs and student support services at established TSTC campuses and extension centers, with emphasis on advanced, emerging and physical science-based technologies. We will also offer programs in technologies not commonly offered by the state’s community colleges.

- Access and Equity
- Articulation/Transfer
- Cooperative Environment
- Educational Environment
- Employee Development/Quality
- Employee Satisfaction
- Employer Satisfaction
- Improved Quality of Life for Students
- Increased Resources
- Public Awareness/Marketing
- Student Educational Satisfaction

Goal B - Economic Development

We will provide outreach services to business, industry and the general public in the development of an effective and competitive work force.

- Employee Development/Quality
- Employer Satisfaction
- **High-Technology Education**
- Increased Resources
- Public Awareness/Marketing
Goal C - Coordinated System

We will provide efficient and effective administration for the Texas State Technical College System through a System office, ensuring an articulated and cohesive system for technical education.

- Cooperative Environment
- Employee Development/Quality
- Employee Satisfaction
- Increased Resources

Goal D - Cooperation and Articulation

We will work closely with the TEA, the THECB, and the State’s community and junior colleges to create a cost effective, accessible, articulated, technical education system for Texas which includes transfer opportunities for graduates at all levels.

- Access and Equity
- Articulation/Transfer
- Educational Environment
- Employee Development/Quality
- Employer Satisfaction
- Improved Quality of Life for Students
- Increased Resources
- Public Awareness/Marketing
- Student Educational Satisfaction
Relation of Departmental Objectives to Expanded Statement of Purpose

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

A. President
   (1) To implement an organizational structure supportive of responsible decision-making through an action-oriented approach to management which stresses accountability of personnel as well as programs of services and an orientation to maximize available instructional and student service resources through cost-effective management strategies and techniques in support of the TSTC Amarillo Strategic Plan.

B. Dean of Instruction
   1. (1) Review and redefine parameters and curricular philosophy used to develop new curriculum and/or to review and revise existing curriculum.
   2. (2) Provide support to the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.
   3. (3) Develop a process for evaluation and revision of curriculum design criteria.
   4. (4) Develop a practices and procedures manual for the procurement and management of contracts and grants.

C. Aviation Maintenance Technology
   (1) To provide quality technical training appropriate to the Federal Aviation Administration required tasks and teaching levels.

D. Automated Office Technology
   1. (1) To provide highly trained Automated Office Technology graduates.
   2. (2) Employers of Automated Office Technology graduates will be satisfied with the graduates’ performance.

E. Auto Body Technology
   (1) To upgrade the program’s curriculum to offer a certificate and associate of applied science degree to better prepare students for entry-level employment.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

F. Automotive Technology
1. (1) Graduates of the Automotive Technology Program will be successful in obtaining employment.
2. (2) Graduates of the Automotive Technology Program will be technically proficient in the field of automotive maintenance.
3. (3) Employers of the Automotive Technology Program graduates in the State of Texas will be satisfied with the education received by their employees.

G. Commercial Art and Advertising
(1) To develop and revise the program Associate of Applied Science curriculum using the results of the January 22, 1994 DACUM and advisory committee verification.

H. Chemical Technology
(1) To provide technical courses and safety awareness to prepare students for employment in the chemical industry.

I. Computer Science Technology
1. (1) To offer certificates, business option degrees, and scientific option degrees that will prepare students for employment in related fields in industry.
2. (2) To provide computer students to the computer industry for employment to increase statewide economic growth and development.

J. Drafting and Design Technology
1. (1) Graduates of the Drafting and Design Technology (DDT) program will be successful in obtaining employment for which they were trained.
2. (2) Graduates of the DDT program will be technically proficient in the drafting field.
3. (3) Employers of the DDT program graduates will be satisfied with those graduates’ performance.

K. Diesel Mechanics Technology
(1) To increase economic growth and development for the state of Texas by providing technical classes for students interested in the diesel industry which will allow them to enter the work force.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

L. Electricity/Electronics Core
   (1) To assist associate of applied science degree and certificate programs preparing students for employment.

M. Electronics Technology
   (1) To offer associate of applied science degrees in electronics and computer maintenance that prepare students for employment.

N. Interior Design Technology
   1. (1) Graduates of the Interior Design Technology Program will be successful in obtaining employment.
   2. (2) Graduates of the Interior Design Technology Program will be technically proficient to enter the field of Interior Design.
   3. (3) Employers of the Interior Design Technology Program graduates in the State of Texas will be satisfied with the education received by their employees.

O. Instrumentation Technology
   1. (1) To offer certificate and degree programs in Instrumentation that prepare students for employment.
   2. (3) To promote existing articulation agreements for high school, two-year, and four-year college students.

P. Laser Electra-optics Technology
   1. (1) Increase grading standards and upgrade course content.
   2. (2) Laser Electra-optics Technology graduates will excel on the job.

Q. Machining and Gunsmithing Technology
   (1) Validate and/or revise program curricula.

R. Mechanical Electrical Technology
   1. (1) Graduates of the Mechanical Electrical Technology Program will be technically proficient and successful in obtaining employment.
   2. (2) Offer mechanical electrical courses which support other technologies.
   3. (3) Evaluate and update curriculum which provides high quality training to the students.
Relation of Departmental Objectives to
Expanded Statement of Purpose (Continued)

S. Professional Truck Operations
   (1) To offer a certificate program that prepares students for employment.

T. Related Studies
   (1) Provide courses specific to program curriculum.

U. Telecommunications Technology
   (1) To offer Associate of Applied Science Degrees in Telecommunications/Electronics that prepare students for employment.

V. Welding Technology
   1. (2) To offer certificate programs that prepare students for employment.
   2. (3) To offer welding support programs for other technologies.

W. Library
   1. (1) To develop, organize, and manage accessible collections of materials in both traditional (books, magazines, audiovisual materials) and innovative (computer software, CD-ROM databases, on-line information) which service the needs of TSTC students, faculty, and staff.
   2. (2) To provide supporting services for TSTC students, faculty, and staff which include aid in the location of information and use of materials and equipment; reference service in person, via telephone, or other devices; and instruction in information gathering skills.

II. To provide developmental courses to assist students in overcoming basic skills deficiencies.

A. President
   (1) To implement an organizational structure supportive of responsible decision-making through an action-oriented approach to management which stresses accountability of personnel as well as programs of services and an orientation to maximize available instructional and student service resources through cost-effective management strategies and techniques in support of the TSTC Amarillo Strategic Plan.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

B. Dean of Instruction
   1. (1) Review and redefine parameters and curricular philosophy used to develop new curriculum and/or to review and revise existing curriculum.
   2. (2) Provide support to the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.
   3. (3) Develop a process for evaluation and revision of curriculum design criteria.

C. Related Studies
   (2) Assist students in overcoming basic skills deficiencies in math, reading, writing, and English as a Second Language.

D. Library
   1. (1) To develop, organize, and manage accessible collections of materials in both traditional (books, magazines, audiovisual materials) and innovative (computer software, CD-ROM databases, on-line information) which service the needs of TSTC students, faculty, and staff,
   2. (2) To provide supporting services for TSTC students, faculty, and staff which include aid in the location of information and use of materials and equipment; reference service in person, via telephone, or other devices; and instruction in information gathering skills.

III. To offer general education courses to broaden students’ awareness.

A. President
   (1) To implement an organizational structure supportive of responsible decision-making through an action-oriented approach to management which stresses accountability of personnel as well as programs of services and an orientation to maximize available instructional and student service resources through cost-effective management strategies and techniques in support of the TSTC Amarillo Strategic Plan.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

B. **Dean** of Instruction
   1. (1) Review and redefine parameters and curricular philosophy used to develop new curriculum and/or to review and revise existing curriculum.
   2. (2) Provide support to the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.
   3. (3) Develop a process for evaluation and revision of curriculum design criteria.

C. Related Studies
   (3) Follow general education and applied curriculum guidelines as required by the Southern Association of Colleges and Schools and by the Texas Higher Education Coordinating Board.

D. Library
   1. (1) To develop, organize, and manage accessible collections of materials in both traditional (books, magazines, audiovisual materials) and innovative (computer software, CD-ROM databases, on-line information) which service the needs of TSTC students, faculty, and staff.
   2. (2) To provide supporting services for TSTC students, faculty, and staff which include aid in the location of information and use of materials and equipment; reference service in person, via telephone, or other devices; and instruction in information gathering skills.

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

A. **President**
   (1) To implement an organizational structure supportive of responsible decision-making through an action-oriented approach to management which **stresses accountability** of personnel as well as programs of services and an orientation to maximize available instructional and student service resources through cost-effective management strategies and techniques in support of the TSTC Amarillo Strategic Plan.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

B. Dean of Student Services
   1. (1) To expand student activities that promote a hospitable residential campus ‘environment to foster learning and students’ personal growth.
   2. (2) To expand automated services to result in faster processing of student information.
   3. (3) Improve communications that will foster effective working relationships with students, staff, and the public.
   4. (5) To expand services in Single Student Housing that promotes a hospitable residential campus environment that fosters learning and students’ personal growth.

C. Admissions
   1. (1) Improve transcript services to result in faster processing of transcripts to two-year and four-year colleges by implementing electronic transmission of transcripts.
   2. (2) Develop and maintain good communications and effective working relationships with the prospective student, current students, faculty and staff by improving customer services.
   3. (3) Select admissions procedures that will be most convenient for the student and most effective for the College (including cost-effectiveness), describe them clearly in all admissions materials, implement them, and review them carefully for improvement.

D. Guidance (Women’s Resource Center)
   1. (1) The Women’s Resource Center will utilize linkages with state and community organizations in order to fully maximize outside resources available to students.
   2. (2) The Women’s Resource Center will provide supportive services such as day-care, transportation assistance, and access to its lending library to enhance the current, internal retention program so that every qualifying student is provided an opportunity to succeed.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

E. Guidance
1. (1) Students will become aware of testing, counseling, and all other services offered by the department.
2. (2) Students will be assessed, counseled, and connected to a network of campus support services prior to enrollment.
3. (3) Students will be referred to community, state, and federal programs that correspond to their individual needs.
4. (4) Accommodations will be made available and barriers removed that would interfere with academic or occupational goals of special populations.

F. Financial Aid
1. (1) Electronic processing of the Free Application for Federal Student Aid and student loan applications will be initiated to expedite determination of applicants’ eligibility and awarding of aid.
2. (2) Consumer information about financial aid will be published in booklet format for distribution to prospective and current students, parents and the public.
3. (3) Scholarship procedures will be refined and scholarship resources increased.

G. Student Activities
1. (1) The Student Activities Department will work toward increasing student participation in all activities offered.
2. (2) Students will be more involved in statewide intramural competition.
3. (3) Students will be more involved in Student Government.

H. Single Student Housing
1. (1) Single Student Housing will promote a quiet, relaxed atmosphere conducive to rest and study.
2. (2) Students will feel safe within the residential environment.
3. (3) Students will be offered a range of activities that foster a sense of involvement.

I. Placement
(1) Placement will accelerate its efforts to make students aware of services offered by Placement and encourage them to utilize such services.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

J. Dean of Instruction
   1. (2) Provide support to the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.
   2. (4) Develop a practices and procedures manual for the procurement and management of contracts and grants.

K. Dean of Administrative Services
   (1) Maintain a level of communications with Administrative Division employees sufficient to facilitate attainment of individual departmental goals.

L. Purchasing
   (1) To acquire those goods and services required for the operation of the campus in an efficient and effective manner.

M. Accounting
   (1) To receive, disburse, and account for all funds in an effective manner.

N. Property Accountability
   1. (1) Receive and control all supplies, equipment, and materials in an efficient manner.
   2. (2) Provide assistance to campus personnel in accounting for and managing their property.

O. Internal Control
   1. (1) To maintain procedures insuring adequate control over cash and non-cash assets.
   2. (2) To improve credibility of the campus with State Auditor’s staff and other state agencies.
   3. (3) Review pertinent financial records to insure reliability.

P. Personnel
   (1) To recruit and retain, through proper compensation, orientation and affirmative action, the most qualified faculty and staff available.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

Q. Safety and Risk Management
1. (1) To provide, to the fullest extent possible, a working and learning environment free of unsafe or hazardous conditions.
2. (2) To identify actual and/or potential risk exposures concerning TSTC Amarillo and evaluate an appropriate risk management method to eliminate or minimize that risk.

R. Family Housing
1. (1) **Continue** to upgrade housing units’ appearance and safety, and decrease maintenance costs.
2. (2) Maximize auxiliary income from residential housing.

S. Food Service
1. (1) Provide healthy, nutritious meals at a reasonable price in a pleasant, cheerful environment.
2. (2) Increase customer participation and maximize income.

T. Bookstore
(1) Rooks and materials will be procured and provided for students in an efficient and effective manner.

U. Manager of Campus Services
1. (1) Maintain a level of communication with each employee sufficient to facilitate attainment of each department’s goals.
2. (2) Provide at least one division meeting or training session per quarter inclusive of appropriate personnel.
3. (3) Maintain individual planning work sheets.

V. Roads and Grounds
1. (1) To mow and maintain all grassy areas in and around the instructional buildings and support buildings.
2. (2) To mow and maintain all open fields around the instructional buildings, as well as to maintain the trees and shrubs.
3. (3) Maintain the road network on campus, as well as road control signs to ensure students have no problems finding their way around campus.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

W. Custodial Services
   1. (1) Provide quality custodial care.
   2. (2) Upgrade Standard operating Procedures manuals to include Material Safety Data Sheets and other hazardous material information.

X. Building Maintenance and Work Order Control
   1. (1) To maintain facilities in a safe and usable condition.
   2. (2) Improve energy management.
   3. (3) Improve reporting to supervisors of work order status.

Y. Department of Public Safety
   1. (1) Increase the clearance rate of criminal complaints reported to the department.
   2. (2) Promote crime awareness and crime prevention among students, staff, and faculty.

Z. Manager of Development
   1. (2) Develop a plan to create an alumni organization for the Amarillo campus.
   2. (3) Develop a division evaluation process which measures the individual’s contributions towards the department’s goals and objectives resulting in the effective use of the department’s budget.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

A. President
   (1) To implement an organizational structure supportive of responsible decision-making through an action-oriented approach to management which stresses accountability of personnel as well as programs of services and an orientation to maximize available instructional and student service resources through cost-effective management strategies and techniques in support of the TSTC Amarillo Strategic Plan.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

B. Student Services
   1. (3) Improve communications that will foster effective working relationships with students, staff, and the public.
   2. (4) To enroll, retain, and graduate under-represented populations (minorities and “special populations”) of students at least proportionate to their availability in the population of the campus’ recruiting region and to increase the graduation, placement, and retention rates of all students over the 1992 level by 5% within two years.

C. Admissions
   (3) Select admissions procedures that will be most convenient for the student and most effective for the College (including cost-effectiveness), describe them clearly in all admissions materials, implement them, and review them carefully for improvement.

D. Guidance (Women’s Resource Center)
   (3) The Women’s Resource Center will coordinate with state agencies and community-based organizations to increase recruitment which targets women in general, single parents, and women seeking training in non-traditional fields.

E. Guidance
   (5) The public will be informed about campus procedures and services that meet the needs of non-traditional and special populations groups.

F. Financial Aid
   1. (2) Consumer information about financial aid will be published in booklet format for distribution to prospective and current students, parents and the public.
   2. (3) Scholarship procedures will be refined and scholarship resources increased.

G. Dean of Instruction
   1. (2) Provide support to the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.
   2. (4) Develop a practices and procedures manual for the procurement and management of contracts and grants.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

H. Auto Body Technology
   (2) Increase enrollment of the non-traditional and special needs students.

I. Automotive Technology
   (4) The instructors of the Automotive Technology Program will recruit non-
   traditional and traditional high school graduates with interest in automotive
   technology*

J. Commercial Art and Advertising
   (3) To complete several more articulation agreements with area high schools,
   promoting the advantages to the affected students for recruiting purposes.

K. Chemical Technology
   (2) To provide a program to recruit students; traditional, non-traditional, and
   others with special backgrounds.

L. Drafting and Design Technology
   (4) The DDT Program will actively recruit non-traditional students, special
   background students and high school graduates.

M. Metrology Technology
   (1) To recruit traditional students, non-traditional students, and students with
   special backgrounds and needs.

N. Manager of Development
   1. (2) Develop a plan to create an alumni organization for the Amarillo
      campus.
   2. (3) Develop a division evaluation process which measures the
      individual’s contributions towards the department’s goals and objectives
      resulting in the effective use of the department’s budget.

O. Publications/Public Information
   1. (1) Develop publicity focused toward recruitment of more accelerated
      students.
   2. (2) Inform the media, and hence the public, on a continual basis, of
      programs for special needs and non-traditional students.
   3. (3) Produce publicity for cooperative ventures: e.g. , Tech Prep and
      other articulation agreements, and consortia.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

P. Campus Information
1. (1) To develop a comprehensive plan for future departmental efforts, based on the generation and analysis of meaningful statistical reports tracking past departmental contacts.
2. (2) To create a new, effective promotional videotape for the College.
3. (3) To organize and prepare for Presidential Open Houses for the 1994-1995 secondary school year.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

A. President
(1) To implement an organizational structure supportive of responsible decision-making through an action-oriented approach to management which stresses accountability of personnel as well as programs of services and an orientation to maximize available instructional and student service resources through cost-effective management strategies and techniques in support of the TSTC Amarillo Strategic Plan.

B. Dean of Instruction
1. (1) Review and redefine parameters and curricular philosophy used to develop new curriculum and/or to review and revise existing curriculum.
2. (2) Provide support to the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.
3. (4) Develop a practices and procedures manual for the procurement and management of contracts and grants.

C. Automated Office Technology
(3) Develop a new community service project.

D. Auto Body Technology
(3) To provide update technical courses for the Collision Repair industry.

E. Commercial Art and Advertising
(2) To offer several courses from the curriculum as continuing education credit courses, publicizing and marketing them for day and evening courses.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

F. Chemical Technology
   (2) To provide a program to recruit students; traditional, non-traditional, and others with special backgrounds.

G. Computer Science Technology
   1. (2) To provide computer students to the computer industry for employment to increase statewide economic growth and development.
   2. (3) Offer computer support programs for local industry training.

H. Drafting and Design Technology
   (5) The DDT program will help provide industry with post-secondary schools and four-year schools.

I. Electricity/Electronics Core
   (2) To provide technical courses in the areas of electronics and computer electronics for industry to promote regional and statewide economic development.

J. Electronics Technology
   (2) To provide technical courses in the areas of electronics and computer electronics for industry to promote regional and statewide economic development.

K. Instrumentation Technology
   (2) To provide technical courses and limited consulting in the areas of Instrumentation and training to industry to increase statewide economic growth and development.

L. Metrology Technology
   1. (2) To provide current technical courses for the Metrology industry to increase statewide economic growth and development.
   2. (3) Establish broader communications with industry through active participation in professional organizations.

M. Professional Truck Operations
   (2) Provide technical courses, designed with the assistance of industry, to support economic growth for the State and establish common goals.
Relation of Departmental Objectives to
Expanded Statement of Purpose (Continued)

N. Welding Technology
   (1) To provide technical courses for the welding industry to increase
       statewide economic growth and development. Establish better
       communications with industry.

O. Economic Development and Industrial Training
   1. (1) To provide business, industry and the general public with technical
      courses through non-credit continuing education activities.
   2. (2) To provide and expand contracted customized training for
      businesses and industry.
   3. (3) To expand compensatory training and retraining to apprentices to
      meet the ever-changing demand of technologies.

P. Manager of Development
   1. (1) Evaluate the process for receiving equipment donations and
      develop procedures and practices on fund-raising activities.
   2. (2) Develop a plan to create an alumni organization for the Amarillo
      campus.
   3. (3) Develop a division evaluation process which measures the
      individual’s contributions towards the department’s goals and objectives
      resulting in the effective use of the department’s budget.

Q. Campus Information
   1. (1) To develop a comprehensive plan for future departmental efforts,
      based on the generation and analysis of meaningful statistical reports
      tracking past departmental contacts.
   2. (2) To create a new, effective promotional videotape for the College.

VII. To enhance technical education by providing articulation for high school, two-year,
and four-year college students.

A. President
   (1) To implement an organizational structure supportive of responsible
   decision-making through an action-oriented approach to management which
   stresses accountability of personnel as well as programs of services and an
   orientation to maximize available instructional and student service resources
   through cost-effective management strategies and techniques in support of the
   TSTC Amarillo Strategic Plan.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

B. Student Services
   (6) To expand articulation awareness among entering students and to identify an office with primary responsibility for working with students with articulation credit.

C. Admissions
   (4) Facilitate new articulating students from participating high schools into the college environment by developing effective practices and procedures that encourage students to select our college based on the advantages of the articulation agreements.

D. Dean of Instruction
   1. (1) Review and redefine parameters and curricular philosophy used to develop new curriculum and/or to review and revise existing curriculum.
   2. (2) Provide support to the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.
   3. (4) Develop a practices and procedures manual for the procurement and management of contracts and grants.

E. Commercial Art and Advertising
   (3) To complete several more articulation agreements with area high schools, promoting the advantages to the affected students for recruiting purposes.

F. Drafting and Design Technology
   (6) The DDT program will articulate with high schools and post-secondary schools.

G. Diesel Mechanics Technology
   (2) To enhance articulation agreements with other educational agencies which offer appropriate vocational/industrial classes by approving transfer credits whenever possible.

H. Electronics Technology
   (3) To promote existing articulation agreements for high school and two-year college students.
Relation of Departmental Objectives to Expanded Statement of Purpose (Continued)

I. Instrumentation Technology
   (3) To promote existing articulation agreements for high school, two-year, and four-year college students.

J. Machining and Gunsmithing Technology
   (2) To enhance the program’s growth by providing articulation agreements with area high schools (Region XVI).

K. Telecommunications Technology
   (2) As chairman of the Tech Prep Industrial Technology Committee, the TCC Program Chairman will enhance technical education by providing articulation for high school, two-year, and four-year college students.

L. Campus Information
   1. (1) To develop a comprehensive plan for future departmental efforts, based on the generation and analysis of meaningful statistical reports tracking past departmental contacts.
   2. (3) To organize and prepare for Presidential Open Houses for the 1994-1995 secondary school year.
Critical Success Factors

Beginning in late September 1993, the Institutional Effectiveness Committee began developing Critical Success Factors (CSFs) to assess the extent to which the College is meeting its goals. Since the College’s Expanded Statement of Purpose was still under revision, the 1992-1998 Agency Strategic Plan goals were used as guidelines for developing the CSFs. The agency goals used as guidelines are 1) Quality Technical Education; 2) Economic Development; 3) Coordinated System; and 4) Cooperation and Articulation.

By December, 1993 the Institutional Effectiveness Committee had identified 12 Critical Success Factors for the College. The CSFs were given definitions, data sources were identified, and performance standards were assigned. Numbers were assigned to the Performance Standards at a later date by the Administrative Council or by the IE Committee, using assessment criteria from the Departmental Action Plans along with any state or federal standards.

The Institutional Effectiveness Committee will annually evaluate the College using the Critical Success Factors. The committee uses the performance standards for each Critical Success Factor to assess the extent to which the College is meeting its goals. The IE Committee will biennially review and revise the CSFs and their performance standards in conjunction with the development of the Campus Master Plan.
CSF: Access and Equity

DEFINITION: Student’s accessibility to equitable opportunities to learn, grow, and develop.

DATA SOURCES:
- graduate follow-up
- leaver follow-up
  * student satisfaction survey (Noel-Levitz)
  * student questionnaire (self-study)
- Colleague Report Pack
- retention report (Guidance)
- faculty/class student evaluation
- Panhandle Consortium Enrollment Report
- Special Populations Report
- Carl Perkins reports
  * licensure test results

PERFORMANCE STANDARDS:
Percentage of special populations served will meet or exceed the percentage for the Panhandle service area.

* not routinely done
CSF: Articulation/Transfer

DEFINITION: The extent to which articulation agreements with secondary and post-secondary institutions improve the quality of technical education through an orderly transfer of credit leading to certification or degree.

DATA SOURCES:
- articulation agreements (lateral and upward)
- automated student follow-up (SOICC)
- leaver follow-up
- graduate follow-up
- Tech Prep
- General Education articulation agreements
- 1 + 1 articulation (within System)
- Core curriculum
- Co-Board Common Course Manual

PERFORMANCE STANDARDS:

Number of agreements will increase by 10% annually.

Student satisfaction with articulation and transfer will be at least 80%.

80% of articulating agencies will be satisfied.
CSF: Cooperative Environment

DEFINITION: The extent to which the College effectively functions within itself and interacts with other components of the TSTC System.

DATA SOURCES:
- Climate Study
- 1 + 1 Articulation
- Core curriculum
- Administrative Council Minutes
- BOR Minutes
- Management Council Minutes
- Division Chair Meeting Minutes
- Program Chair Meeting Minutes
- Advisory Committee Meeting Minutes
- Self-Study Surveys (4)(revised)

PERFORMANCE STANDARDS:
Climate study will show growth and/or improvement in:

- The extent to which students needs are central to all TSTC employees.
- Improved communication at all levels.
- Better understanding of the college purpose, mission, vision and goals by all employees.
- Improved cooperation across different units of the College.
- The extent to which employees feel recognition for their efforts.

* not routinely done
CSF: Educational Environment

DEFINITION: The extent to which students are provided with a high tech environment 'comparable to work force conditions within their fields of study.

DATA SOURCES:
- graduate follow-up
- employer follow-up
- program reviews (Co-Board and internal)
- advisory committee minutes
- campus master plan
- Advisory Committee Survey
- Program DACUM
- leaver follow-up ( Marketable Skills Achiever)
- licensure test results

PERFORMANCE STANDARDS:

80% of Advisory Committee members rate the programs as good or very good.

90% of programs have satisfactory program reviews.

All programs must conduct DACUMs or comparable process within a period of 4 to 5 year(s).

Dollar amount of deferred maintenance will decrease by 10% each year.

* not routinely done
CSF: Employee Development/Quality

**DEFINITION:** The extent of professional attainment and development of the faculty and staff and the opportunities for professional development provided by the College.

**DATA SOURCES:**
- faculty/staff development report
- faculty/staff performance appraisal
- travel disbursements
- workshops/seminars held on campus
- student evaluations
- quarterly faculty productivity

**PERFORMANCE STANDARDS:**

All faculty must attain at least 30 hours of development annually.

All staff must attain at least 20 hours of development annually.

The college must provide at least 10 hours of development annually.
CSF: Employee Satisfaction

DEFINITION: The degree to which administrators, faculty, and staff are satisfied with their work environment.

DATA SOURCES:
* Assessment of TSTC Amarillo Climate
* faculty self-study questionnaire
* staff self-study questionnaire
* employee retention
* administration self-study questionnaire
Faculty Senate Resolutions/Minutes
employee exit interviews

PERFORMANCE STANDARDS:

80% of employees will respond favorably to working conditions at Texas State Technical College.

80% of employees will respond favorably to working conditions within their work unit.

80% of employees will respond favorably to working relations with the campus administration.

80% of employees will respond favorably to working relations with Texas State Technical College’s fiscal environment.

Annual employee retention will be at least 75%, not including dismissals or reduction in force.

* not routinely done
CSF: Employer Satisfaction

DEFINITION: The extent to which employers are satisfied with the quality and performance of our graduates.

DATA SOURCES:
- employer follow-up (Tex-SIS)
- automated student follow-up (SOICC)
- JTPA follow-up
- TRC follow-up

PERFORMANCE STANDARDS:

80% of employers who ranked the quality and performance of new graduates as good or very good.
CSF: High-Technology Education

DEFINITION: The extent to which customers are satisfied with the quality of instruction offered by EDIT.

DATA SOURCES:
student evaluations
employer evaluations
* industry survey
* community survey

PERFORMANCE STANDARDS:
80% of student evaluations will be good or very good.
80% of employer evaluations will be good or very good.
Number of contracts obtained will increase by 10% annually.

* not routinely done
CSF: Improved Quality of Life for Students

DEFINITION: The degree to which students are satisfied with their personal development opportunities provided by the College and their enhanced life skills.

DATA SOURCES:
* student survey (self-study)
* student satisfaction survey (Noel-Levitz)
  graduate follow-up
  leaver follow-up (Marketable Skills Achiever)
* licensure test results

PERFORMANCE STANDARDS:

80% of students satisfied with recreational facilities and recreational programs

80% of students satisfied with counseling services/programs

* not routinely done
CSF: Increased Resources

DEFINITION: The ability of the College to acquire resources from outside resources.

DATA SOURCES:
- Campus Master Plan
- Texas State Technical College Annual Financial Report
- TSTC Amarillo Operating Budget
- Carl Perkins quarterly reports and annual project reports
- TSTC foundation
- Capital campaign
- Equipment donations
- Industrial property
- Grants applications reports

PERFORMANCE STANDARDS:

Increase grant applications by 10% each year.

Increase the total value of grant proceeds by 10% each year.
CSF: Public Awareness/Marketing

DEFINITION: The extent to which the ‘public is aware of the resources and services offered by the College.

DATA SOURCES:
* community survey
* industry survey
* public school counselor survey
* publicity summary report
  - career days
  - tours
  - job fairs
  - school visits
* prospect report
* TSTC System Annual Report
* Mid-Continent Foundation Report
* Chancellors Report
  - Technoscope
  - Spectrum
  - Spectra-Tech
  - Techline (Chancellor’s Newsletter)
* submissions to the State Library

PERFORMANCE STANDARDS:

Number of publicity events will increase by 5% annually.

Percentage of prospective students contacted will increase by 10% annually.

* not routinely done
CSF: Student Educational Satisfaction

DEFINITION: The extent to which students are satisfied with the overall educational offering of the college.

DATA SOURCES:

- graduate follow-up
- leaver follow-up
- retention report
- student evaluation of instructor/course
- * student questionnaire (self-study)
- * student satisfaction survey (Noel-Levitz)
- * licensure test results

PERFORMANCE STANDARDS:

80% of students will indicate overall satisfaction with their program.

80% of students will indicate overall satisfaction with student support services.

90% of students will indicate overall satisfaction with physical facilities and related services.

75% of students placed in a related field.

70% of students will be retained, as calculated for the Texas Higher Education Coordinating Board.

* not routinely done
Department: President’s Office Date: 2/20/94

Departmental purpose statement: The President’s Office supports the College’s mission by providing leadership in support of the overall campus strategic plan to accomplish the mission to provide superior post-secondary technical-vocational education to better promote economic growth in Texas.

Institutional Goal(s):

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

II. To provide developmental courses to assist students in overcoming basic skills deficiencies.

III. To offer general education courses to broaden students’ awareness.

IV. To provide a range of students services and a hospitable residential campus environment to foster learning and students’ personal growth.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Departmental Objective(s):

1. (I-VII) To implement an organizational structure supportive of responsible decision-making through an action oriented approach to management which stresses accountability of personnel as well as programs of services and an orientation to maximize available instructional and student service resources through cost-effective management strategies and techniques in support of the TSTC Amarillo Strategic Plan.
Assessment Criteria and Procedures:

1a. **The** Campus Administrative Council members will review and assess quarterly progress toward attainment of stated objectives by each department within the separate campus operating divisions in order to evaluate progress in relation to the Campus Strategic Plan.

1b. Seventy percent (70%) of employees and students will be satisfied with the President’s Office.

Contact Person:

1. Dr. **DeSpain**, President

Coordination:

1. Coordinate with Administrative Council members for quarterly assessments and Institutional Researcher for survey statistics.
Department: Administrative Services Division 
Date: 1/28/94

Department Purpose Statement: The Administrative Services Division supports the College’s mission by providing leadership to the Division, managing day-today operations and providing long range planning.

Institutional Goal:

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) Maintain a level of communications with Administrative Division employees sufficient to facilitate attainment of individual departmental goals.

Assessment Criteria and Procedures:

1a. Conduct at least one divisional meeting or training session per quarter.

1b. Perform an annual evaluation of each departmental supervisor.

1c. Conduct at least one separate planning session with each employee per year.

Contact Person:

1. L.D. Truitt, Dean of Administrative Services

Coordination:

1. Coordinate with Director of Personnel for proper evaluation procedures. Coordinate with each supervisor and employee for individual planning and evaluation requirements.
Department: Accounting  

Date: 1/28/94

Department Purpose Statement: The Accounting Department supports the College’s mission by accounting and safeguarding all funds received at the campus.

Institutional Goal:

Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) To receive, disburse, and account for all funds in an effective manner.

Assessment Criteria and Procedures:

1a. Maintain compliance with State, Federal and TSTC System regulations and requirements as indicated by internal and external audits conducted throughout the year.

1b. Maintain a customer satisfaction level of above average as indicated by an annual student and staff/faculty survey.

Contact Person:

1. Mary Lou Camarena  
   Rita Gonzales  
   Sherri Carroll

Coordination:

1. Coordinate with Institutional Researcher for survey data.

1. Accounts Receivable coordinates with Financial Aid and Sponsoring Agencies for billing purposes.

1. Accounting Department coordinates with TSTC Comptroller, Internal Auditor and State, Federal and special auditors to insure legal compliance.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Bookstore Date: 1/28/94

Department Purpose Statement: The Bookstore supports the College’s mission by providing books, materials and services to students as required by the Instructional programs.

Institutional Goal:

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) Books and materials will be procured and provided for students in an efficient and effective manner.

2. (IV) Greeting cards, wearing apparel and other soft goods will be stocked according to demand of students and staff.

3. Plan, prepare and complete relocation of the Bookstore to the new Student Activity Center in Fall quarter of 1994.

Assessment Criteria and Procedures:

1a. Maintain a profit margin of 5% or greater.

1b. Maintain an above average or higher rating on an annual student, staff and faculty customer satisfaction survey.

2a. Customer Survey

2b. Suggestion Box Action

3a. Completion of move within 30 days of begin date.

Contact Person:

1-3. Dolly McMeen, Bookstore Supervisor

Debbie Hill, Clerk
Coordination:

1. Coordinate with program instructors and Coordinator of Curriculum on a quarterly basis as to book and material requirements.

2. Coordinate with the student customer as to additional materials and services required.

1,2. Coordinate with the General Service Commission, State Comptroller and vendors on specific order procedures and requirements.

3. Coordinate with Campus Services and other divisions for the manpower required for the move to the new Student Activity Center.
Department: **Family Housing**  
**Date:** 1-28-94

**Department Purpose Statement:** The Family Housing Department supports the College’s mission by providing clean, safe and affordable Residential Family Housing for students and employees of TSTC Amarillo.

**Institutional Goal:**

**Iv.** To provide a range of student services and a hospitable residential campus environment to foster learning and student’s personal growth.

**Departmental Objective(s):**

1. (TV) Continue to upgrade housing units’ appearance and safety, and decrease maintenance costs.

2. (IV) Maximize auxiliary income from residential housing.

**Assessment Criteria and Procedures:**

1a. Paint exterior of 96 housing units, to be complete by August 31, 1994.  
1b. Replace central heat/air conditioner units on regular basis to reflect 15 year life expectancy.  
1c. Replace a minimum of 15 housing unit roofs each year  
2a. Maintain an occupancy rate of 90%.

**Contact Person:**

1, 2. John Long, Supervisor of Housing Facilities.  
Rita Harland, Clerk Typist II Housing Office.

**Coordination:**

1. To coordinate with plant facilities service personnel, to determine and prioritize housing units to be maintained and repaired.  
2. To coordinate with housing occupants, to assist in determining maintenance requirements and assess customer satisfaction.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Food Service Date: 1/28/94

Department Purpose Statement: The Food Service Department at TSTC Amarillo supports the College’s mission by providing a food service operation for students, staff and faculty.

Institutional Goal:

 Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

 1. (IV) Provide healthy, nutritious meals at a reasonable price in a pleasant, cheerful environment.

 2. (IV) Increase customer participation and maximize income.

Assessment Criteria and Procedures:

 1a. Maintain an above average customer satisfaction level on annual Student, Staff and Faculty surveys.

 1b. Pass periodic State Health Inspections with an average score of 89 or better and have no cases of food poisoning.

 1c. Establish a Student Food Advisory Committee to meet quarterly.

 2a. Maintain a 35% average of student customers per quarter.

 2b. Actively seek two group/committee functions to cater each month at the campus meeting room.

Contact Person:

 1,2. Scott Martin

Coordination:

 1. Will coordinate with students, staff and faculty on an ongoing basis regarding menu, facilities and operation. Will coordinate with State Health inspectors to stay aware of inspection criteria and safety standards.
Department: Internal Control Date: 1-28-94

Department Purpose Statement: The Internal Control Department supports the College’s mission by insuring that all cash and non-cash assets are accounted for and safeguarded from losses of all kinds and that information used for decision-making is reliable.

Institutional Goal:

iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) To maintain procedures insuring adequate control over cash and non-cash assets.

2. (IV) To improve credibility of the campus with State Auditor’s staff and other state agencies.

3. (IV) Review pertinent financial records to insure reliability.

Assessment Criteria and Procedures:

1a. Conduct two cash audits of all income-producing activities per year.

1b. Conduct surprise cash audits on a random basis.

1c. Conduct spot checks of non-cash assets, purchased or donated to confirm their locations and intended use.

2a. Review all audit findings, verify corrective action has been taken.

3a. Analyze the general and sub-ledgers on a monthly basis or as needed.

Contact Person:

1-3. Sara Graves Long
Coordination:

1. **Will** coordinate with campus divisions and departmental personnel selected for cash and non-cash asset audits.

3. Will coordinate with Budget ‘Control, Purchasing, Accounting, Inventory, and Comptroller on Financial source documents.
Department: Personnel  
Date: January 28, 1994

Department Purpose Statement: To support the Amarillo Campus by the development, implementation and coordination of practices and procedures encompassing all aspects of the campus Personnel function.

Institutional Goal(s):  
Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):  
1. (IV) To recruit and retain, through proper compensation, orientation and affirmative action, the most qualified faculty and staff available.

Assessment Criteria and Procedures:  
1a. Maintain a satisfaction level of above average on an annual student, staff and faculty survey.

1b. Requests for advance payroll checks for students will not exceed an average of one per pay period.

1c. Insure that 100% of the annual employee evaluations are distributed, completed and returned as prescribed in practice and procedures.

Contact Person:  
1. Doris Reynolds - Director of Personnel

Coordination:  
1. Will coordinate with all departments and divisions within the College to determine needs, skill levels and special requirements of positions. Will coordinate with Budget Control and Supervisor of Accounting-General Ledger for budgetary and position constraints. Will coordinate with System personnel for current System regulations concerning personnel or payroll functions. Will coordinate with employees on an on-going basis with regard to benefits, compensation and other personnel functions.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Property Accountability  Date: January 28, 1994

Department Purpose Statement: The Property Accountability Department supports the College’s mission by accepting delivery of all supplies, equipment, and materials received on campus.

Institutional Goal(s):

Iv. To provide a range of student services and a hospitable, residential campus environment to foster learning and student’s personal growth.

Departmental Objective(s):

1. (IV) Receive and control all supplies, equipment, and materials in an efficient manner.

2. (IV) Provide assistance to campus personnel in accounting for and managing their property.

Assessment Criteria and Procedures:

1a. Maintain compliance with State, Federal, and TSTC regulations and requirements as indicated by internal and external audits conducted throughout the year.

1b. Maintain an above average customer satisfaction rating on an annual staff and faculty survey.

2a. Conduct annual physical inventories and spot checks on capital equipment and controlled items.

Contact Person:

1,2 Thomas W. Weller
Betsy Lutz
Coordination:

1. Coordinate with Purchasing, Budget Control, and General Ledger Supervisor on classification, and delivery of goods and supplies.

2. Coordinate with all departments and section supervisors responsible for property accountability. Coordinate with External State Agencies, State Comptroller and TSTC Comptroller for specific legal compliance for property accountability.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Purchasing Date: 1/28/94

Department Purpose Statement: The Purchasing Department supports the College’s mission by acquiring the appropriate products and services, in the correct quantity, at the correct time and place, and at a reasonable price.

Institutional Goal:

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students' personal growth.

Departmental Objective(s):

1. (IV) To acquire those goods and services required for the operation of the campus in an efficient and effective manner.

Assessment Criteria and Procedures:

la. Maintain compliance with State, Federal and TSTC regulations and requirements as indicated by State, Federal, TSTC System and campus internal and external audits conducted throughout the year.

lb. Maintain an above average customer satisfaction level as indicated by annual Staff/Faculty survey.

Contact Person:

1. Butch Durham, Purchasing Agent

Coordination:

1. Coordinate with ordering personnel as to specifications and parameters of goods and services required.

1. Coordinate with Budget Control, Payables and General Ledger supervisor on local budget and legal guides.

1. Coordinate with General Service Commission, State Comptroller and vendors on specific order procedures and requirements.
Department: Safety and Risk Management  Date: January 24, 1994

Departmental Purpose Statement: The Safety and Risk Management Department at TSTC Amarillo supports the College’s mission by providing a safe working and learning environment for students, employees, and visitors of the campus.

Institutional Goal(s):

Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) To provide, to the fullest extent possible, a working and learning environment free of unsafe or hazardous conditions.

2. (IV) To identify actual and/or potential risk exposures concerning TSTC Amarillo and evaluate an appropriate risk management method to eliminate or minimize that risk.

Assessment Criteria and Procedures:

1a. Each year the number of accident reports filed with the Safety and Risk Management Department will decrease at least by ten percent from the total of the previous year.

1b. Eighty percent of the hazardous conditions noted on the TSTC Amarillo Facility Inspection Form of a campus building will be abated prior to the next quarterly inspection performed.

2a. The total expense incurred involving Texas Worker’s Compensation will decrease at least ten percent from the previous year.

2b. The general liability expenses of TSTC Amarillo will decrease at least ten percent from the previous year.
Department: **Safety and Risk Management**

**Contact Person:**

1. Earl Smalts, Occupational Safety Manager

**Coordination:**

1. Information concerning accidents and facility inspections is gathered by the Safety and Risk Management Department. Coordination with other departments is not necessary.

2. Detailed reports concerning Texas Workers’ Compensation and general liability expenditures are furnished by TSTC Systems in Waco to the Safety and Risk Management Department.
Departmental Purpose Statement: The campus services administration supports the College’s mission through coordination of campus services.

Institutional Goal(s):

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) Maintain a level of communication with each employee sufficient to facilitate attainment of each department’s goals.
2. (IV) Provide at least one division meeting or training session per quarter inclusive of appropriate personnel.
3. (IV) Maintain individual planning work sheets.

Assessment Criteria and Procedures:

1. Conduct a minimum of one individual performance appraisal with each employee per year.
2. 90% of employees will receive training in their field. Verified by departmental training records.
3. Planning work sheets will be audited by Manager of Campus Services

Contact Person:

1-3. Roy Savage Manager, Campus Services
     Brenda Cooper Senior Secretary (Alternate)
     Wayniece Marshall Data Entry Clerk (Alternate)

Coordination:

1. Will coordinate with supervisors and office staff.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Building Maintenance and Work Order Control Date: 1/24/94

Departmental Purpose Statement: Building Maintenance and Work Order Control supports the College’s mission by maintaining facilities and maintaining records.

Institutional Goal(s):

Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) To maintain facilities in a safe and usable condition.

2. (IV) Improve energy management.

3. (IV) Improve reporting to supervisors of work order status.

Assessment Criteria and Procedures:

1a. Quarterly building inspections by maintenance supervisor.

1b. Facility safety inspections performed by Safety and Risk Management Department, on a quarterly basis.

2a. Energy Management activities will result in savings for the college.

3a. Printout of work order status provided to supervisors and management on a weekly basis.

Contact Person:

1-3. Roy Savage, Manager of Campus Services
     Jimmy Green, Custodial Supervisor
     Waynicee Marshall, Data Entry Clerk
Coordination:

1-3. Will coordinate with maintenance supervisors, office personnel, and campus Occupational Safety Manager
Department: Custodial                  Date: 01/24/94

Departmental Purpose Statement: The Custodial department supports the College’s mission by maintaining a clean, sanitary, and healthy environment that is aesthetically pleasing and safe for the students, faculty and staff.

Institutional Goal(s):

   Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ Personal growth.

Departmental Objective(s):

   1. (IV) Provide quality custodial care.

   2. (IV) Upgrade Standard Operating Procedures manuals to include Material Safety Data Sheets and other hazardous material information.

Assessment Criteria and Procedures:

   la. Custodial training records will show all personnel have met minimum training requirements.

   lb. Survey to students, faculty, and staff annually. Will show 90% satisfactory.

   lc. Weekly inspections by supervisor will insure 95% satisfaction

   2a. 50% of standard operating procedures will be upgraded by the end of FY 95

   2b. Inspection of manual by assigned unit safety officer on a quarterly basis to insure current information is provided

Contact Person:

   1. Jimmy Green, Supervisor of Custodial
Coordination:

1. **Will** coordinate with other maintenance supervisors for survey material
2. **Will** coordinate with occupational safety management on inspection standards for manuals
Department: Department of Public Safety   Date: January 24, 1994

Departmental Purpose Statement: The Department of Public Safety supports the College’s mission by enforcing all federal, state, and local laws in an effort to protect lives and property.

Institutional Goal(s):

Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) Increase the clearance rate of criminal complaints reported to the department.

2. (IV) Promote crime awareness and crime prevention among students, staff, and faculty.

Assessment Criteria and Procedures:

la. Increase our annual percentage rate of clearances by 5%. Statistical data submitted on a semi-annual report identifying current trends in relationship to type, day, and time complaints are received.

lb. Continue evaluation and development of patrol techniques focusing on pro-active security methods to heighten everyone’s safety.

2a. Provide regularly scheduled seminars to our students and campus employees focusing on crime prevention programs that will support the institutional goal.

2b. Progress will be measured based on the increase or decrease of crimes reported annually, seminar attendance, and surveys.
Department: Department of Public Safety

Contact Person:

1, 2. David Snyder, Chief of Public Safety

Coordination:

2. Coordinate with all divisions on campus in a timely manner.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Roads and Grounds Date: 01/24/94

Departmental Purpose Statement: The Roads and Grounds department supports the College’s mission by maintaining the roads, grounds, fields, and industrial buildings on the college campus.

Institutional Goal(s):

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Departmental Objective(s):

1. (IV) To mow and maintain all grassy areas in and around the instructional buildings and support buildings.

2. (IV) To mow and maintain all open fields around the instructional buildings, as well as to maintain the trees and shrubs.

3. (IV) Maintain the road network on campus, as well as road control signs to ensure students have no problems finding their way around campus.

Assessment Criteria and Procedures:

1a. Review the total acres mowed and maintained at the end of the mowing season.

1b. Conduct a survey to determine quality of job.

2a. Use same calculation as mentioned to determine acreage mown.

2b. Check quality of trees and shrubs at end of season to determine if any lost.

3a. Check condition of road network, generate a quarterly report to the Manager of Campus Services recommending needed repair.
Contact Person:

1-3. Roy Savage, Manager of Campus Services
    Ed Davis, Supervisor of Roads and Grounds
    Wayniece Marshall, Data Entry Clerk

Coordination:

1. Coordinate with the Manager of Campus Services, so that roads and grounds items can be incorporated into the master plan.
Department: **Office of Manager of Development Division** Date: 2/1/94

**Departmental Purpose Statement:** The Office of the Manager of the Development Division supports the College’s mission by providing leadership and direction through supporting and developing programs and functions contributing to the full development of students that include internal and external marketing and public relations, recruiting, production services, development activities and alumni affairs.

**Institutional Goal(s):**

1. **IV.** To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

2. **V.** To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

3. **VI.** To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

**Departmental Objective(s):**

1. **(VI)** Evaluate the process for receiving equipment donations and develop procedures and practices on fund-raising activities.

2. **(IV-VI)** Develop a plan to create an alumni organization for the Amarillo campus.

3. **(IV-VI)** Develop a division evaluation process which measures each individual’s contributions towards the department’s goals and objectives resulting in the effective use of the department’s budget.
Assessment Criteria and Procedures:

1. Creation of a committee to review the existing procedures and practices, and to develop a manual on proper procedures and practices for soliciting funds and donations.

2a. With the Dean of Students’ assistance, present a plan to the Student Congress to adopt the creation of an alumni organization as one of their goals.

2b. Determine the costs, including labor, materials, postage, etc., involved in the creation and maintenance of an alumni database.

3. An evaluation process will be in place by August, 1994, with each department within the Development Division providing input on the performance measures that will be used.

Contact Person:

1. Bob Pearce, Manager of the Development Division

Coordination:

1. Manager of the Development Division will seek the creation of a committee composed of representatives from Financial Aid, Instruction, Business Office, Student Services, Student Congress, and Development Division.

2. Manager of Development will seek assistance from the Dean of Students and Dean of Instruction.

3. Manager of the Development Division will coordinate efforts with each person in the division and with the Director of Personnel,
Department: Campus Information  Department: Date: 2/28/94

Departmental Purpose Statement: The Campus Information Department supports the College’s mission and goals by developing, executing and coordinating programs, functions and activities that promote the College to its various publics.

Institutional Goal(s):

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

VII. To enhance technical education by providing articulation for high school, two-year and four-year college students.

Departmental Objectives:

1. (V-VII) To develop a comprehensive plan for future departmental efforts, based on the generation and analysis of meaningful statistical reports tracking past departmental contacts.

2. (V, VI) To create a new, effective promotional videotape for the College.

Assessment Criteria and Procedures:

1a. Generation of reports from Colleague and Departmental records tracking the following factors from Fall Quarter '92 to Summer Quarter '93 and Fall Quarter '93 to Summer Quarter '94:
   - Total number of prospects generated
   - Number of prospects that became applicants
   - Number of applicants that became students
   - Number of Oklahoma prospects
   - Number of New Mexico prospects
   - Total number of information packets mailed
   - Total number of individual tours/enrollment counselor visits
   - Total number of large group tours
   - Total number of civic presentations
   - Total number of walk-in consultations
   - Total number of phone call requests for information
   - Total number of conventions attended
   - Total number of educator awareness activities held

1b. Creation of data-base to record:
   - Total number of individual tours/enrollment counselor visits
   - Total number of large group tours
   - Total number of civic presentations

1c. Using data from reports generated and data-base created, set numerical goals for Departmental progress on selected activities during the 1994 - 1995 school year.

1d. Continue to generate Quarterly progress reports showing tracking data.

2. Work with Video Production Technician and other Development Division members to create new recruitment video tape for high school audience. To be completed by the end of August, 1994.

3a. Creation of a working committee of Campus Information, Faculty and Administration personnel to analyze the possibilities of holding two Presidential Open Houses during each secondary school year.

3b. When, or if, the committee determines such open houses would be effective, present a plan of action to the Administrative Council.
Assessment Criteria and Procedures (Continued):

3c. When, or if, the plan is approved, lay the groundwork, through on-campus organizing, planning, assigning of duties and off-campus connections and promotion to prepare for the open houses.

3d. Develop an evaluation instrument to be used in conjunction with the open house.

Contact Person:

1-3. Jerry A. Moore, Campus Information, Director
    Jill Gibson, Coordinator Publicity/Recruiting
    Marie Albino, Correspondence Tech. II

Coordination:

1a. In all planning efforts, the Department will work closely with Rob Pearce, Manager of the Development Division; Joann Stem, Coordinator of Publications; Chris Bombarger, Graphic Artist; Jon Ford, Director of Instructional Media; and Steve Sain, Video Production Technician.

1b. The Department will also seek assistance from Dr. Ron Abrams, Dean of Instruction, and other members of the Administrative Council in setting long-range goals.

2. The Department will coordinate efforts with all members of the Development Division, working most closely with Steve Sain, Video Production Technician.

3a. The Department will ask for the creation of a committee composed of representatives from the Instruction Division, the Development Division and the Management Council to explore the concept and feasibility of holding Presidential Open House events.

3b. The Department will seek assistance from Dr. Ron Abrams, Dean of Instruction; Rob Pearce, Manager of the Development Division; and Dr. Ron DeSpain, College President in planning the open house events.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Publications/Public Information Date: 2/20/94

Departmental Purpose Statement: The Publications sector of the Office of the Manager of the Development Division supports the College’s mission via internal and external marketing to recruit and retain students.

Institutional Goal(s):

V. To recruit both the nontraditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

Departmental Objective(s):

1. (V) Develop publicity focused toward recruitment of more accelerated students.

2. (V) Inform the media and hence the public, on a continual basis, of programs for special needs and nontraditional students.

3. (V) Produce publicity for cooperative ventures: e.g., Tech Prep and other articulation agreements, and consortia.

Assessment Criteria and Procedures:

1a. Develop 2 newspaper articles focusing on what our campus offers the accelerated student; staff will keep record of inquiries from this group for response statistics.

2a. Inform media (hence public) via 3 TV stations and Amarillo Globe News, on a continual basis (1 publicity release 6 times per year).

3a. Contribute 1 article to one consortium newsletter.

3b. Include articles in the summer and fall Technoscope newsletters about consortia (1 issue), tech-prep (1 issue), and articulation (1 issue).
Contact Person:

1-3. Joann Stem, Coordinator of Publications

Coordination:

1-3. Information will be gathered from faculty and staff, as required. Coordination with consortium representatives, media, printers, and photoprocessors.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993 - 1994

Department: Student Services Division Date: 3/21/94

Department Purpose Statement: The Student Services Division supports the College’s mission by providing a range of supportive services to a broad customer base to meet student social, physical, occupational, intellectual and emotional needs.

Institutional Goal(s):

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VII. To enhance technical education by providing articulation for high school, two-year and four-year college students,

Departmental Objectives:

1. (TV) To expand student activities that promote a hospitable residential campus environment to foster learning and students’ personal growth.

2. (IV) To expand automated services to result in faster processing of student information.

3. (IV, V) Improve communications that will foster effective working relationships with students, staff, and the public.

4. (V) To enroll, retain, and graduate under-represented populations (minorities and “special populations”) of students at least proportionate to their availability in the population of the campus’ recruiting region and to increase the graduation, placement, and retention rates of all students over the 1992 level by 5% within two years.

5. (IV) To expand services in Single Student Housing that promote a hospitable residential campus environment that fosters learning and students’ personal growth.
Departmental Objectives (continued):

6. **(VII)** To expand articulation awareness among entering students and to identify an office with primary responsibility for working with students with articulation credit.

Assessment Criteria and Procedures:

1a. A student fee advisory committee will be created by June 1, 1994 that directly involves or benefits students.

1b. 1995 budget funds will be allocated to student activities based on the advice of the student fee advisory committee.

1c. Students will be surveyed each year regarding their satisfaction with student activities.

2a. Upgrade computer equipment in the admissions, single student housing, financial aid, counseling, and gym areas by February 1994.

2b. Gather cost data and program information on an electronic data entry system (**EDE**) for the financial aid office.

2c. Gather cost data and program information on an electronic transcript service for the admission’s office.

2d. Organize a committee to review scholarship processes and availability.

3a. Annual student, faculty, and staff surveys will show improvement in satisfaction with each area of Student Services.

3b. Develop a communication model to be used within the student services department by June 1, 1994.

3c. Involve faculty and staff to revise all practices & procedures involving Student Services by September 1, 1994.
Assessment Criteria and Procedures (continued):


4b. Create an early intervention program to reduce the dropout rate by August 31, 1994.

4c. Maintain the retention and placement rates annually.

4d. Visit with key minority and special population leaders ‘to identify successful programs to foster retention and graduation rates by October 1, 1994.

5a. Create a computer and work lab by June 1, 1994 for students to work on class assignments and to develop key learning skills.

5b. Offer all students within Single Student Housing student life activities.

5c. Create a student recreational area for single student housing residents that fosters learning, increases student activities, and promotes campus life.

5d. Develop a survey and conduct meetings with students on an annual basis that seek suggestions on activities for single student housing residents by August 31, 1994.

6a. Develop a practice and procedure for entering high school Tech-Prep students.

6b. Identify responsible office for dealing with new students who have articulated credit.

Contact Person:

1. Eldon R. Davidson, Dean of Students
Coordination:

1. Gary Hendrix of the TSTC-System’s office will be coordinating the effort to develop a policy and procedure on the creation of a student fee advisory council. Dean of Student Services will develop a local procedure with the input of Director of Student Activities, who will be involved with the coordination of the student fee advisory council and budgeting efforts.

2. Director of Admissions, Director of Financial Aid, the instructional programs, and Supervisor of Single Student Housing will be involved in upgrading and implementing computer capabilities.

3. All personnel within the Student Services division will be involved in improving communication efforts and revising procedures. Dean of Student Services will be responsible for leading the effort to identify the communication model and upgrading all practices and procedures.

4. Dean of Student Services, Dean of Instruction, and the counseling department will be involved in the creation of the student advisement center. The counseling and financial aid departments will be coordinating the early intervention program. The counseling department will be involved with increasing student retention within the programs with the aid of crucial faculty and staff. The Dean of Student Services will coordinate key visits with key minority and special population community/regional leaders.

5. Supervisor of Single Student Housing, Dean of Student Services, and Director of Student Activities will coordinate the efforts of increasing student life activities within the single student housing area. Dean of Student Services will coordinate with key instructional programs on developing a learning lab for students.

6. Director of Admissions will be coordinating articulation efforts based on agreements made by the instructional division. Coordination will include the counseling and instructional administrative offices.
Department: Admissions Office Date: 1/27/94

Department Purpose Statement: The Admissions Office supports the College’s mission by providing a range of supportive services to a broad customer base thereby increasing student enrollment and student retention.

Institutional Goal(s):

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Departmental Objective(s):

1. (IV) Improve transcript services to result in faster processing of transcripts to two-year and four-year colleges by implementing electronic transmission of transcripts.

2. (IV) Develop and maintain good communications and effective working relationships with the prospective student, current students, faculty and staff by improving customer services.

3. (IV) and (V) Select admissions procedures that will be most convenient for the student and most effective for the College (including cost-effectiveness), describe them clearly in all admissions materials, implement them, and review them carefully for improvement.

4. (VII) Facilitate new articulating students from participating high schools into the college environment by developing effective practices and procedures that encourage students to select our college based on the advantages of the articulation agreements.
Assessment Criteria and Procedures:

1a. By establishing new procedures for transcripts, there will be an increase in the number of transcripts processed using credit cards.

1b. Electronic transfer and receipt of transcripts will increase the number of complete files and improve customer service.

2a. Utilize a customer service survey to identify areas that need improvement in customer service.

2b. Utilize a registration survey to identify areas that need improvement in customer service.

3a. Contact each applicant by telephone at least once prior to registration to identify needs in order to help make the transition to college life easier.

3b. Use an applicant survey after each enrollment period to identify the reasons an applicant did not complete registration.

3c. Review each quarter the mailings sent to all applicants to identify information that has changed or is not clear to the applicant so that information received by the applicant is clear, correct and concise.

4a. Attend seminars on Tech-Prep so that personnel are equipped to handle all associated problems of the program and be able to counteract problem areas before the first high school students participating in the Tech-Prep program enter the college environment.

4b. Write practices and procedures to cover admissions, transfer credit, and enrollment for students entering under the TechPrep program.

Contact Person:

1-4. Sharon Harrison
Kelly Myers (additional contact)
Helen Wright (additional contact)
Coordination:

1. Will coordinate with the Dean of Students to outline the cost factors required to implement an electronic transcript transmission capability.

2. Will coordinate with the Dean of Students to review the results of the prospective student survey to identify the major areas requiring improvement of services on a quarterly basis.

3. Will coordinate with the Registration Committee on a quarterly basis to review surveys to identify areas for improvement.

4. Will coordinate with the Management Council to have practices and procedures to cover admissions, transfer credit and enrollment for students entering under the Tech-Prep program approved.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Financial Aid Date: 2/25/94

Departmental Purpose Statement: The Financial Aid office at TSTC Amarillo supports the College’s mission by providing programs of financial assistance to assure that students will not be denied educational opportunity for financial reasons.

Institutional Goal(s):

IV. To provide a range of student services and a hospitable campus environment to foster learning and students’ personal growth.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

Departmental Objective(s):

1. (IV) Electronic processing of the Free Application for Federal Student Aid and student loan applications will be initiated to expedite determination of applicants’ eligibility and awarding of aid.

2. (IV, V) Consumer information about financial aid will be published in booklet format for distribution to prospective and current students, parents and the public.

3. (IV, V) Scholarship procedures will be refined and scholarship resources increased.
Assessment Criteria and Procedures:

1a. Evaluate available electronic data entry (EDE) programs in relation to TSTC needs, computer hardware requirements, and funding availability by April 15, 1994.

1b. Obtain and install computer equipment and EDE software in order to initiate electronic processing by June 1, 1994.


3a. Appoint a representative campus committee to develop a campus plan for obtaining additional scholarship resources and for awarding scholarship funds to qualified applicants and students by May 15, 1994.

3b. Award at least ten merit based institutional scholarships to new students enrolling for the 1994-1995 academic year.

Contact Person:

1. Herschel Allen, Director of Financial Aid
   Susan Holstun, Financial Aid Officer

Coordination:

1. Will require consultation/coordination with TSTC System and TSTC Amarillo computer services personnel for installation and interface between EDE and Colleague.

2. Will coordinate with the Coordinator of Publications and the Graphic Artist to design and publish the Student Guide for financial aid.

3a. Will coordinate with Development Division for acquisition of contributions for scholarships.

3b. Will coordinate with Campus Information and Recruitment to publicize scholarship availability and application procedures to prospective students.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993-1994

Department: Guidance (Counseling, Testing, Support Services)
Date: 1/26/94

Departmental Purpose Statement: The Guidance Department supports the College’s mission by assessing individual intellectual, emotional, occupational and social needs, and connecting students to a network of support services that foster individual growth and increase campus retention.

Institutional Goal(s):

Iv. To provide a range of student services and a hospitable residential environment to foster learning and students’ personal growth.

V. To recruit both non-traditional students and others with special backgrounds and needs who can benefit from the advanced technology program and the traditional high school graduate with interest in technical vocational education, including advanced technology programs.

Departmental Objective(s):

1. (IV) Students will become aware of testing, counseling, and all other services offered by the department.

2. (IV) Students will be assessed, counseled, and connected to a network of campus support services prior to enrollment.

3. (IV) Students will be referred to community, state, and federal programs that correspond to their individual needs.

4. (TV) Accommodations will be made available and barriers removed that would interfere with academic or occupational goals of special populations.

5. (V) The public will be informed about campus procedures and services that meet the needs of non-traditional and special populations groups.
Assessment Criteria and Procedures:

1a., 2a., 3a. An individual counselor conference will be scheduled with 95% of applicants prior to enrollment, to identify needs and connect to services.

1b. Departmental services will be explained to each applicant that is administered the placement test.

2b. 100% of the student body will have academic needs assessed, prior to initial enrollment, to ensure proper course placement.

3b. Specific data collection will record a higher number of referrals to outside agencies each year.

4a. Students with special needs will graduate at a rate consistent with the average campus percentage.

5a. The department will respond to 100% of public requests for information about services/procedures for non-traditional and special populations groups.

Contact Person:

1. Dawn K. Boyer - Director of Guidance

Coordination:

1-4. Will coordinate with all other divisions/departments/personnel, who work directly with students, in providing services.

1-4. Will frequently visit with instructors as to student attendance and progress, referral services, and assessment data.

4,5. Will coordinate recruitment of special populations and non-traditional students with Campus Information.
Departmental Purpose Statement: The Placement Office at TSTC Amarillo supports the College’s mission by providing a wide range of student support services which contributes to the students personal development with special emphasis on the development of employment skills. Placement also contributes to the economic development of Texas by assisting employers in filling their technical work force requirements.

Institutional Goal(s):

Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

Departmental Objectives:

1. (IV) Placement will accelerate its efforts to make students aware of services offered by Placement and encourage them to utilize such services.

2. (VI) Placement will accelerate its efforts to make employers aware of talent available from TSTC Amarillo.

3. (VI) Placement will improve its methods of disseminating feedback received from employers, graduates, and leavers to Campus Administration and Instructional departments in an effort to keep them appraised of the feelings of graduates and employers regarding the quality of instruction offered by the School.
Assessment Criteria and Procedures:

1a. There will be a 10% annual increase in the number of students utilizing the resources of the Placement Office for the next three years.

2a. There will be a 10% annual increase in the number of quality job listings for graduates developed by Placement for the next three years.

3a. When polled annually, 85% of Campus Administration and Instructional Departments will indicate that feedback from Placement is “satisfactory” or “very satisfactory” and that the data received is useful in helping them perform their respective job functions.

3b. Eighty-Five percent (85%) of annual Graduation Follow-Up questionnaires, TEX-SIS reports, and student climate studies will rate Placement as “satisfactory” or “very satisfactory.”

Contact Person:

1-3. Louis Griffith • Placement Officer
     Eldon Davidson • Dean of Student Services

Coordination:

1,3. The Dean of Instruction, Program Chairs, and Dean of Student Services will be contacted periodically to solicit their advice as to how Placement can improve its services.
Department: **Single Student Housing**  
Date: 2/1/94

**Departmental Purpose Statement:** Single Student Housing supports the college’s mission by creating an affordable, comfortable, secure environment, to learning, that enhances social and individual needs.

**Institutional Goal(s):**

1. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

**Departmental Objective(s):**

1. (IV) Single Student Housing will promote a quiet, relaxed atmosphere conducive to rest and study.

2. (IV) Students will feel safe within the residential environment.

3. (IV) Students will be offered a range of activities that foster a sense of involvement.

**Assessment Criteria Procedures:**

1a, 2a, 3a. Single Student Housing will conduct an exit interview/survey with each student leaving single student housing to ensure that 90% of students were satisfied with their living environment.

1b. Each student will sign a housing agreement signifying individual rights and responsibilities and ensuring personal **health** and safety.

2b. Resident Assistants will make hourly documented rounds of the Single Student Housing complex to secure the area.

3b. Resident **Assistants**, students, and appropriate staff will comprise a committee to plan, organize, and schedule monthly activities that involve at least 50% of the residents in Single Student Housing.
Contact Person:

1. Betsy Painter - Supervisor of Single Student Housing

Coordination:

2. Single Student Housing will inform TSTC Campus Police of impending danger to anyone in the complex.

3. Single Student Housing will coordinate with Student Services on activities and services.

2. Single Student Housing will inform Work Order Control of necessary maintenance.
INSTITUTIONAL EFFECTIVENESS  
DEPARTMENTAL ACTION PLAN  
1993-1994

Department: Student Activities  Date: 2/8/94

Departmental purpose statement: The Student Activities Department at TSTC Amarillo provides students a physical and emotional outlet from the pressures of their studies and attempts to provide activities traditional to other colleges.

Institutional goal:

Iv. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

Department Objectives:

1. (IV) The Student Activities Department will work toward increasing student participation in all activities offered.

2. (IV) Students will be more involved in the statewide intramural competition.

3. (IV) Students will be more involved in Student Government.

Assessment Criteria and Procedure:

1a. At least 50% of the students will be surveyed each quarter on their wants and needs and why they did or did not participate.

1b. Student Activity Director will compare activities and participation with all TSTC campuses and determine how to improve our success.

2a. Results from the state-wide intramural competition will be evaluated according to overall point totals.

2b. At least 25% of non-participating students will be contacted to determine why they were unable to compete.
Assessment Criteria and Procedures (Continued):

3a. The Student government advisor will communicate all future policy changes to Student Government so they can present their opinions for administrative review.

3b. Every active student club will have representatives at Student Government meetings.

Contact Person:

1-3. Kris Holman

Coordination:

1. The activities department will meet with the Director of Single Student Housing and receive input on student life.

2. The Student Activities Department will work with Student Services on improving student life.
Department: Guidance *(Women’s Resource Center)*  Date: 1/26/94

**Departmental Purpose Statement:** The Women’s Resource Center supports the College’s mission by assisting with supportive services which utilize both on-campus and outside resources and are complimentary to those of the Guidance Department.

**Institutional Goals:**

1. **(IV)** To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

2. **(IV)** To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

**Departmental Objective(s):**

1. **(IV)** The Women’s Resource Center will utilize linkages with state and community organizations in order to fully maximize outside resources available to students.

2. **(IV)** The Women’s Resource Center will provide supportive services such as day-care, transportation assistance, and access to its lending library to enhance the current, internal retention program so that every qualifying student is provided an opportunity to succeed.

3. **(V)** The Women’s Resource Center will coordinate with state agencies and community-based organizations to increase recruitment which targets women in general, single parents, and women seeking training in non-traditional fields.

**Assessment Criteria and Procedures:**

1a. The Project Advisory Committee will meet at least two times during each funded period for the purpose of coordinating 100% of local services and providing letters of support from 80% of committee members for grant applications submitted to the Coordinating Board.
Assessment Criteria and Procedures (Continued):

1b. A representative of the Women’s Resource Center will serve on the Interagency Planning Council and the advisory committee for Amarillo and Canyon’s Teen Parenting Program.

2a. One-hundred percent of the applications for supportive services will be reviewed and evaluated. Those students meeting the criteria established by the funding source will be interviewed and approved for services.

2b. One-hundred percent of the students applying for Assistance from the Women’s Resource Center will also be referred to outside resources for additional help.

2c. Eighty percent of the students surveyed will indicate their satisfaction with the services provided by the Women’s Resource Center.

3a. The Women’s Resource Center will contact all G.E.D. labs and teen parenting programs in the Panhandle area with the intention of giving presentations to their clients and students.

3b. Through the Texas Department of Human Resources, the Women’s Resource Center will provide brochures for weekly mailing to Food Stamp, A.F.D.C. and Medicaid recipients.

Contact Person:

Debby Carey, Coordinator
Women’s Support Services

Coordination:

1. The Women’s Resource Center will coordinate with Campus Information, Instructional and Student Services and the Library, in order to disseminate information concerning services available to new and prospective students.

2,3. The Women’s Resource Center will coordinate with state agencies and community based organizations serving persons identified as educationally and/or economically disadvantaged.
Department: Office of Dean of Instruction  Date: 2/1/94

Departmental Purpose Statement: The Office of Dean of Instruction supports the College’s mission and goals by providing leadership and direction the following areas: curriculum review, evaluation, and development through the Curriculum Coordinator; collegewide planning and assessment through Institutional Research and Planning; and procurement and management of outside resources through Grants and Contracts.

Institutional Goals:

I. To offer associate of applied science degrees and certificate program that prepare students for employment and/or further education.

II. To provide developmental courses to assist students in overcoming basic skills deficiencies.

III. To offer general education courses to broaden students’ awareness.

IV. To provide a range of student services and a hospitable residential campus environment to foster learning and students’ personal growth.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education, including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.
Department: Office of Dean of Instruction

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Departmental Objectives:

1. (I-III, VI, VII) Review and redefine parameters and curricular philosophy used to develop new curriculum and/or to review and revise existing curriculum.

2. (I-VII) Provide support to, the Institutional Effectiveness Monitoring Committee and the TSTC Amarillo Institutional Self-Study process for SACS reaccreditation.

3. (I-III) Develop a process for evaluation and revision of curriculum design criteria.

4. (I, IV-VII) Develop a practices and procedures manual for the procurement and management of contracts and grants.

Assessment Criteria and Procedures:

1a. Creation of Curriculum Committee to include faculty members to review and redefine parameters and curricular philosophy.

1b. Copies of Curriculum Committee report to be maintained in the office of the Dean of Instruction and in the Resource Room provided for the Self-Study.

2a. An assessment of the college climate will be performed to serve as a benchmark to measure the impact of the College’s Institutional Effectiveness Plan.

2b. Copies of the College’s Institutional Effectiveness Plan will be maintained in the Research Office files and in the Resource Room provided for the Self-Study.

2c. A Data Resource Dictionary will be maintained for the Institutional Effectiveness Monitoring Committee.

2d. Copies of the evaluation of the College’s Institutional Effectiveness Plan will be maintained in the Research Office files and in the Resource Room provided for the Self-Study.
Assessment Criteria and Procedures (continued):

2e. An annual time line for institutional effectiveness will be developed for implementation in Fall 1994.

3a. A model for evaluating and revising curriculum design criteria will be ready for pilot testing in May 1994.

4a. A practices and procedures manual for the procurement and management of contracts and grants will be ready for implementation in Fall 1994.

Contact Person:

1. Dr. Ron Abrams, Dean of Instruction
2. Teresa Isbell, Director of Institutional Research and Planning
3. Gertrude Thompson, Curriculum Coordinator

Coordination:

1a. Dean of Instruction will consult with the Faculty Senate President for nominations of possible Curriculum Committee members.

1b. Curriculum Committee will obtain input from all instructional programs regarding current curricula parameters and philosophy.

2. The Institutional Research and Planning Office will receive a copy of the reports produced by each department with the exception of the Coordinating Board mandated reports which will remain in Admissions and Records.

3. The Curriculum Coordinator will consult with each instructional department to identify curriculum design criteria for evaluation and revision.

4. Division and department directors who are currently managing a grant or contract will be interviewed to ascertain problems. Other colleges and universities with grant offices will be contacted to obtain copies of their policies and procedures.
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Department: AUTO BODY REPAIR (AUB) DATE: 2/10/94

Departmental Purpose Statement: The Auto Body Repair program at Texas State Technical College Amarillo supports the College’s mission by providing entry-level collision repair technicians for industry and providing update training for professional technicians.

Institutional Goal(s):

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

Departmental Objective(s):

1. (I) To upgrade the program’s curriculum to offer a certificate and associate of applied science degree to better prepare students for entry-level employment.

2. (V) Increase enrollment of the non-traditional and special needs students.

3. (VI) To provide update technical courses for the Collision Repair industry.
Assessment Criteria and Procedures:

1a. 50% of the requirements to upgrade the Auto Body Program to offer an associate of applied science degree will be completed by the end of the 1993-1994 school year.

2a. Attend local and regional high school career days.

2b. Work closely with TRC, JPTA, and high school counselors to increase enrollment by 10% annually.

3a. 10% of the Auto Body Program’s graduates will return for update training.

Contact Person:

1-3. Keith Schieffer, Program Chair
     Mickey Wells, (Additional contact)

Coordination:

1. Work closely with other Texas State Technical Colleges’ Auto Body Programs, the Coordinators of Curriculum, and the Program Advisory Committee.

2. Conduct regular meetings with high school counselors and the Campus Information office.

3. Work closely with I-CAR Committee, ASA, ASE, TCA agencies and the Placement Office.
Department: **Automated Office Technology**  Date: 1/21/94

**Departmental Purpose Statement:** Automated Office Technology at Texas State Technical College Amarillo supports the College’s mission by providing business with entry-level office support staff.

**Institutional Goals:**

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

**Departmental objectives:**

1. (I) To provide highly trained Automated Office Technology graduates.

2. (I) Employers of Automated Office Technology graduates will be satisfied with the graduates’ performance.

3. (VI) Develop a new community service project.

**Assessment Criteria and Procedures:**

1a. Achieve at least an 85 percent graduate placement rate based on Student Follow-up Survey.

1b. Ninety percent of the graduates will complete the Graduating Student Survey for improvement of follow-up statistics.

2a. Eighty percent of the employers will be satisfied with Automated Office Technology graduates’ performance based upon the Employer Follow-up Surveys.

2b. At least 85 percent of graduate employers will be contacted by phone or in person.
Assessment Criteria and Procedures (Continued):

3a. Create an Automated Office Technology Community Service Project Committee composed of Automated Office Technology faculty and students.

3b. At least one tutoring session per month will be conducted by the Automated Office Technology Student Club.

Contact Person:

1-3. Debbie Bailey, Program Chair
Rudy Bratcher (Additional Contact)

Coordination:

1,2. Placement Officer

3. Automated Office Technology Club, Automated Office Technology Faculty, Dean of Instruction
Department: Automotive Technology  Date: 2/1/94

Departmental Purpose Statement: The Automotive Technology program at TSTC Amarillo supports the College’s mission by providing trained technicians for the automotive industry.

Institutional Goal(s):

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

Departmental Objective(s):

1. (I) Graduates of the Automotive Technology Program will be successful in obtaining employment.

2. (I) Graduates of the Automotive Technology Program will be technically proficient in the field of automotive maintenance.

3. (I) Employers of the Automotive Technology Program graduates in the State of Texas will be satisfied with the education received by their employees.

4. (V) The instructors of the Automotive Technology Program will recruit non-traditional and traditional high school graduates with interest in automotive technology.

Assessment Criteria and Procedures:

1a. Seventy five percent of the graduates of the Automotive Technology Program will report employment in the field on the Graduating Student Survey administered at the time of program completion.

1b. Eighty five percent of the graduates of the Automotive Technology Program will report employment in the field on the First Year Employer & Graduate Analysis.
Assessment Criteria and Procedures (Continued):

2a. All graduates of the Automotive Technology Program will report making a grade of "C" or higher in all of their automotive classes.

2b. All graduates of the Automotive Technology Program will be able to complete a hands-on performance skills test with ninety percent accuracy in all automotive classes.

3a. Eighty percent of the automotive employer respondents to a Project Follow-up questionnaire will respond that they would be pleased to employ future graduates of the Automotive Technology Program.

4a. The Automotive Technology Program will actively contact prospective students by phone or letter weekly.

4b. The instructors in the Automotive Technology Program will attend all area high school career days to promote the program and the College.

Contact Person:

1-3. Robert Lafferty, Program Chair
Melinda Rhodes, Secretary (additional contact)

4. Brian Jacob, Instructor
Richard Caldwell, Instructor

Coordination:

1-3. Automotive Technology Program will coordinate with the Director of Placement to exchange information on program graduates and employers.

2. Information on the technical proficiency of the Automotive Technology Program is gathered in the program. No coordination with other departments is necessary.

4. The Automotive Technology Program will correspond with Campus Information weekly to promote high school tours and to exchange information on prospective students and refer appropriate applicants to the Women’s Resource Center.
Department: Aviation Maintenance Technology. (AER) Date: 1/6/94

Departmental Purpose Statement: The Aviation Maintenance Technology program, at Texas State Technical College Amarillo, supports the College’s mission by providing the training required to produce a maintenance technician able to achieve the Federal Aviation Administration Airframe and Powerplant license and serve industry.

Institutional Goal:

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

Departmental Objectives:

1. (I) To provide quality technical training appropriate to the Federal Aviation Administration required tasks and teaching levels.

Assessment Criteria and Procedures:

1a. Federal Aviation Administration required tasks and teaching levels will be met or exceeded in AER curriculum.

1b. Quality of instruction will meet FAA standards, as measured by graduate first time attempted test performance, as profiled in FAA 8080-8 quarterly report.

Contact Person:

1. Dennis Moseley, Program Chair
   Doyce Jones, Instructor
   Bill Chapman, Instructor

Coordination:

1a. Review, update, and monitor delivery of curriculum that enhances Departmental Objective.

1b. Monitor graduate FAA test performance, and verify acceptable performance.
Department: Chemical Technology (CHT) Date: 1/26/94

Departmental Purpose Statement: The Chemical Technology Program at Texas State Technical College Amarillo supports the College’s mission by providing trained Chemists for government and industry.

Institutional Goal(s):

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

Departmental Objectives:

1. (I) To provide technical courses and safety awareness to prepare students for employment in the chemical industry.

2. (V, VI) To provide a program to recruit students; traditional, non-traditional, and others with special backgrounds.
Assessment Criteria and Procedures:

1a. 80% of employers will be satisfied with graduates.

1b. 80% of program leavers will be satisfied with training received.

1c. Provide up-to-date, advanced equipment and lab facilities as funds allow.

1d. 75% of students will obtain jobs within 6 months of leaving school.

2a. Attend five local and regional high school career days during the school year.

2b. Work closely with JTPA, TRC and high school counselors, and other appropriate agencies quarterly.

Contact Person:

1-2. Diana Sherman, Program Chair
     Russell West, Instructor

Coordination:

1. Regular meetings to be established with the advisory committee to establish program needs and placement office.

2. Regular meetings with campus information and instructional media.
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Department: Commercial Art (CAA) Date: 1/15/94

Departmental Purpose Statement: To provide highly competent commercial artists for business and industry.

Institutional Goals

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

v. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Department Objectives

1. (I) To develop and revise the program’s AAS curriculum using the results of the January 22, 1994 DACUM and advisory committee verification.

2. (VI) To offer several courses from the curriculum as continuing education credit courses, publicizing and marketing them for day and evening courses.

3. (V, VII) To complete several more articulation agreements with area high schools, promoting the advantages to the affected students for recruiting purposes.
Assessment Criteria and Procedures

1a. Revised **AAS** curriculum for CAA will be submitted for Fall 1994 implementation.

2. At least five courses will be available for CEU credits.

3. At least five additional high schools will be articulated to the CAA curriculum by July, 1994.

Coordination:

1. Take the results of the DACUM to the CAA Advisory Committee for verification or other input, Revise the curriculum for approval, working with the Curriculum Coordinator, Implement for the Fall 1994 quarter. Promote the new curriculum for recruiting purposes through the Manager of Development.

2. Arrange for several courses to be offered for CEU credit with the Office of Instruction. Advertise and promote for recruiting purposes through the Manager of Development.

3. Coordinate common courses within the Information Division and cooperate with other programs and the Curriculum Coordinator to articulate all willing high schools in the Texas Panhandle with appropriate curriculum.

Contacts:

1-3. Steven Cost, Program Chair - ext. 425
     Pete Gonzalez, Instructor - ext. 405
Department: **Computer Science Technology (CST)** Date: 1/15/94

**Departmental Purpose Statement:** The Computer Science Technology program at Texas State Technical College Amarillo supports the College’s mission by providing trained computer programmers (Software Technicians) for industry.

**Institutional Goals:**

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

**Departmental Objectives:**

1. (I) To offer certificates, business option degrees and scientific option degrees that will prepare students for employment in related fields in industry.

2. (I, VI) To provide computer students to the computer industry for employment to increase statewide economic growth and development.

3. (VI) Offer computer support programs for local industry training.
Assessment Criteria and Procedures:

1a. Computer science students will leave the program with proficiency to program in their option (Business or Scientific).

1b. Computer science students will be satisfied with training received

2a. Provide students with state-of-the-art, advanced equipment and lab facilities.

2b. 85% of graduates will obtain jobs within 6 months.

2c. Computer industry employers will be satisfied with graduates.

3a. Number of contract training hours will increase by 10% annually.

3b. Number of continuing education students will increase by 10% each year.

3c. Provide continuing education students with state-of-the-art equipment and lab facilities.

Contact Person:

1-3. Dave Johnson, Program Chair

Coordination:

1. Regular meetings and communication with:
   Industry
   Schools
   Placement office
   Graduates

2. Placement Office

3. Economic Development and Industrial Training
Department: **Diesel Mechanics Technology (DSM)**  
Date: **1/24/93**

**Departmental Purpose Statement:** The Diesel Mechanics Technology Program at Texas State Technical College Amarillo supports the College’s mission by providing diesel technicians for industry.

**Institutional Goal(s):**

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VII. To enhance technical education by providing articulation for high school, **two-**year, and four-year college students.

**Departmental Objective(s):**

1. (I) To increase economic growth and development for the state of Texas by providing technical classes for students interested in the diesel industry which will allow them to enter the work force.

2. (VII) To enhance articulation agreements with other educational agencies which offer appropriate vocational/industrial classes by approving transfer credits whenever possible.

**Assessment Criteria and Procedures:**

1a. Maintain at least an 85% placement rate for graduates of the Program.

1b. Increase total enrollment in the 1993-94 school year by 5% above the enrollment experienced in the 1992-1993 school year.

2a. Increase the number of entering students having some transfer credit for the Diesel Program core courses or required related studies courses above the 1992-1993 school year by at least 2% each year.

2b. Review and renew as appropriate articulation agreements currently in existence with the Diesel Mechanics Technology Program.
Contact Person:

1. Bob Ellis, Program Chair
   Eugene Pearce, Master Instructor

Coordination:

1. Contact the Placement Office for placement rates.

2. Work in concert with the Director of Admissions and the Program Chair of Related Studies for transfer credit.

   Will work with the Coordinator of Curriculum to review and evaluate articulation agreements.
Departmental Purpose Statement: The Drafting and Design Technology program at Texas State Technical College Amarillo supports the College’s mission by providing trained drafting technicians for the industries involved with manufacturing, construction, and petroleum processing.

Institutional Goals:

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Departmental Objectives:

1. (I) Graduates of the Drafting and Design Technology (DDT) program will be successful in obtaining employment for which they were trained.

2. (I) Graduates of the DDT program will be technically proficient in the drafting field.

3. (I) Employers of the DDT program graduates will be satisfied with those graduates’ performance.

4. (V) The DDT program will actively recruit non-traditional students, special background students and high school graduates.

5. (VI) The DDT program will help provide industry with technical assistance, training, and re-training.
Departmental Objectives (continued):

6. (VII) The DDT program will articulate with high schools and post-secondary schools.

Assessment Criteria and Procedures:

1a. Eighty percent of the DDT program graduates will be actively employed in their field within one year after graduation.

2a. Ninety percent of the DDT program graduates will pass the American Design Drafting Association’s “Drafting-Technician Certification Test.”

3a. Eighty percent of the respondents to a questionnaire from the DDT program will indicate willingness to hire future graduates.

3b. Eighty percent will be satisfied with the graduates they have currently employed.

4a. The DDT program will maintain a twenty percent enrollment each year of non-traditional, special background or special needs students.

4b. These students are recruited primarily through Texas Rehabilitation commission, the Job Training Partnership Act, public schools and institutions of higher learning.

5a. The DDT program will offer two computer-aided drafting classes through the Economic Development and Industrial Training program in both the Spring ‘94 and Summer ‘94 terms for the purpose of training and retraining employees from business and industry.

5b. Ninety percent of the businesses involved will indicate satisfaction with the training.

6a. The DDT program will sign a minimum of four articulation agreements with high schools and two agreements with twoyear schools.
Contact Person:

1-6. Charles Christian, Program Chair

Tony Thomas, Instructor (additional contact)

Pat Patel, Senior Instructor (additional contact)

Coordination:

1,3. The DDT program maintains contact with the Director of Placement to coordinate information on graduates and employers.

2. The American Design Drafting Association registers the graduates for their certification test. They also score the tests. The testing session is monitored by the DDT program faculty.

4. The Coordinator of the Women’s Resource Center and the Manager of Development are the contacts for assistance with non-traditional, special background and special needs students.

5. Economic Development and Industrial Training will be contacted to offer training or retraining programs for business and industry.

6. The DDT program will coordinate with the Coordinator of Curriculum, reporting all Articulation Agreements and Tech-Prep Agreements signed.
INSTITUTIONAL EFFECTIVENESS
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Department: Economic Development and Industrial Training (EDIT)
Date: 3/10/94

Departmental Purpose Statement: The EDIT Division at TSTC Amarillo supports the College’s mission by providing technical training and retraining for industry.

Institutional Goal(s):

VI. To provide technical assistance, training and retraining for Texas businesses and industry; To promote regional and statewide economic development.

Departmental Objective(s):

1. (VI) To provide business, industry and the general public with technical courses through non-credit continuing education activities.

2. (VI) To provide and expand contracted customized training for businesses and industry.

3. (VI) To expand compensatory training and retraining to apprentices to meet the ever-changing demand of technologies.

Assessment Criteria and Procedures:

1a. Number of continuing education courses will increase by 10% annually.

1b. Number of continuing education students served annually will increase by 15%.

1c. Number of continuing education contact hours will increase by 15% annually.

2a. Expand total revenue from customized technical training to business and industry by 15% annually.

2b. Number of employees served will increase by 25% annually.

2c. Number of contact hours will increase by 25% annually.

3a. Preapprenticeship training activities will increase by 15% annually.
Assessment Criteria and Procedures (continued):

3b. Number of employees served will increase by 20% annually.

3c. Number of contact hours will increase by 20% annually.

Contact Person:

1-3. Joe Latham, Acting Associate Dean

Coordination:

1. Work with all technical programs on campus.

2. Attend regular meetings with job training associations; i.e. PRPC, AEDC, TDOC and industry training personnel.

Department: Electricity/Electronics Core (EEC) Date: 1/31/94

Departmental Purpose Statement: The Electricity/Electronics Core Program at Texas State Technical College Amarillo supports the College’s mission by providing basic electronics courses to all technologies in their efforts to support the industry of Texas.

Institutional Goals:

1. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

Departmental Objectives:

1. (I) To assist associate of applied science degree and certificate programs in preparing students for employment.

2. (VI) To provide technical courses in the areas of electronics and computer electronics for industry to promote regional and statewide economic development.

Assessment Criteria and Procedures:

1. Assist supported programs in achieving an 85 percent graduate placement rate for the 1993 - 1994 school year.

2a. Increase by five percent part-time students currently working in an electronics related field.

2b. Support EDIT by supplying electronics related courses for continuing education and in support of industry contracts for retraining.

Contact Person:

1-2. Don Ellison, Program Chair
Phil Pursley, Instructor
Coordination:

1. Check job placement percentage of supported programs with job placement office.

2. Work with EDIT in developing contracts with industry and supplying continuing education.
Department: Electronics Technology (ELT) Date: 1/31/94

Departmental Purpose Statement: The Electronics Technology Program at Texas State Technical College Amarillo supports the College’s mission by providing electronics technicians for Texas industry.

Institutional Goals:

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Departmental Objectives:

1. (I) To offer associate of applied science degrees in electronics and computer maintenance that prepare students for employment.

2. (VI) To provide technical courses in the areas of electronics and computer electronics for industry to promote regional and statewide economic development.

3. (VII) To promote existing articulation agreements for high school and two-year college students.
Assessment Criteria and Procedures:

1a. 85 percent of the graduates for the 1993 - 1994 school year will report employment in an electronics related field.

1b. 75 percent of the employers surveyed will be satisfied with the graduates of the program.

2. Increase part-time students currently working in an electronics related field by 5 percent.

3a. Increase the number of transfer students from area junior colleges by 5 percent.

3b. Maintain existing Tech-Prep articulation agreement and instructional schedule with Highland Park Independent School District.

Contact Person:

1-3. Don Ellison, Program Chair
     Ron Mashburn, Master Instructor
     John Lisman, Master Instructor

Coordination:

1. Check job placement percentage with job placement office.

2. Check attendance records for undeclared majors taking electronics related courses.

3. Work with Highland Park on existing instructional contract.
INSTITUTIONAL EFFECTIVENESS
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Department: Instrumentation Technology (INT) Date: January 1994

Departmental Purpose Statement: The Instrumentation Technology Program at Texas State Technical College Amarillo supports the College’s mission by providing an applied science degree and certificate programs in Instrumentation for industry.

Institutional Goals:

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

Departmental Objectives:

1. (I) To offer certificate and degree programs in Instrumentation that prepare students for employment.

2. (VI) To provide technical courses and limited consulting in the areas of Instrumentation and training to industry to increase statewide economic growth and development.

3. (I, VII) To promote existing articulation agreements for high school, two-year and four-year college students.

Assessment Criteria and Procedures:

1a. Incorporate results of current DACUM into existing course syllabi.

1b. Increase employer’s satisfaction with graduates to a minimum of 80 percent.

1c. Increase graduates’ satisfaction with instruction and training received to 80 percent.
Assessment Criteria and Procedures (continued):

2a. Increase part-time students currently working in the industry by 5 percent annually.

2b. Support the Panhandle Chapter of the Instrument Society of America in their monthly educational meetings and annual show and exhibit.

3a. Increase existing Tech-Prep student population by 10 percent annually.

3b. Increase the number of transfer students from area junior colleges by 5 percent.

3c. Maintain existing two-plus-two articulation with West Texas A&M University.

Contact Person:

1-3. Jack B. Stanley, Program Chair
     Larry D. Young, Instructor (additional contact)

Coordination:

1. Work with EDIT on developing contracts with industry.
   Check job placement percentage with Placement office.

3. Work with Advisory Committee on advanced and emerging changes in instrumentation technology.
Department: **Interior Design Technology (IDT)**  
*Date: 1/11/94*

**Departmental Purpose Statement:** The Interior Design Technology Program at TSTC Amarillo supports the College’s mission by providing skilled entry-level employees for the Interior Design Profession.

**Institutional Goal(s):**

I. To offer Associate of Applied Science Degrees and Certificate Programs that prepare students for employment and/or further education.

**Departmental Objective(s):**

1. (I) Graduates of the Interior Design Technology Program will be successful in obtaining employment.

2. (I) Graduates of the Interior Design Technology Program will be technically proficient to enter the field of Interior Design.

3. (I) Employers of the Interior Design Technology Program graduates in the State of Texas will be satisfied with the education received by their employees.

**Assessment Criteria and Procedures:**

1a. Fifty percent of the graduates of the Interior Design Technology Program will report employment in the field on the Graduating Student Survey administered at the time of program completion.

1b. Eighty percent of the graduates of the Interior Design Technology Program will report employment in the field on the Recent Alumni Survey distributed one year after graduation.

2a. At the close of their final term, ninety percent of the graduates will be able to complete a ten hour exam using guidelines set out by the National Council for Interior Design Qualification and the faculty of the Interior Design Program.

2b. After the required post-graduation employment period, eighty percent of the Interior Design Technology Program graduates will pass the NCIDO Exam which qualifies the student in the State of Texas to become a Registered Interior Designer.
Assessment Criteria and Procedures (continued):

3a. Ninety percent of the Interior Design respondents to an Employer Survey conducted every three years by the College will respond that they would be pleased to employ future graduates of the Interior Design Program.

3b. Fifty percent of the Interior Design employers registered with the College Placement Office will make at least one offer to a graduate of the Interior Design Technology each year.

Contact Person:

1-3. Norma Newkirk, Program Chair
Bill Banks, Senior Instructor
Karen Stone, Instructor

Coordination:

1,3. Interior Design Technology Program will contact the Director of Placement to receive information on program graduates and employers.

2. Information on the technical proficiency of the Interior Design Technology graduates is gathered in the program. No coordination with other departments is necessary.
Department: **Laser Electro-optics Technology (LET)**

Date: **3/15/94**

Departmental **Purpose** Statement: The Laser **Electro-optics** Technology program at Texas State Technical College Amarillo contributes to the College’s mission by providing graduates with an Associate of Applied Science degree in Laser **Electro-optics**.

**Institutional Goals:**

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

**Department Objectives:**

1. (I) Increase grading standards and upgrade course content.

2. (I) Laser **Electro-optics** Technology graduates will excel on the job.

**Assessment Criteria and Procedures:**

2a. Sixty percent of the Laser **Electro-optics** Technology graduates will report employment in the field within one year of graduation.

2b. At the end of their final quarter at Texas State Technical College Amarillo ninety percent of the graduating students will be able to operate, maintain, and/or repair solid-state, gaseous, and semi-conductor laser systems to program standards.

2c. Twenty percent of the laser employers registered with the College Director of Placement will make at least one offer to a graduate of Laser **Electro-optics** Technology each year.

**Contact Person:**

1. Mike Peterson (Interim Program Chair)

**Coordination:**

2. **Laser Electro-optics** Technology program will contact the Director of Placement to receive information on graduates, and coordinate with his department on future graduate employment needs.
Departmental purpose statement: The TSTC Library supports the College’s mission by providing library services which assist TSTC students in achieving their educational goals and support TSTC faculty/staff in job-related activities.

Institutional Goal(s):

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

II. To provide developmental courses to assist students in overcoming basic skills deficiencies.

III. To offer general education courses to broaden students’ awareness.

Departmental objective(s):

1. (I, II, III) To develop, organize, and manage accessible collections of materials in both traditional (books, magazines, audiovisual materials) and innovative (computer software, CD-ROM databases, on-line information) which service the needs of TSTC students, faculty, and staff.

2. (I, II, III) To provide supporting services for TSTC students, faculty, and staff which include aid in the location of information and use of materials and equipment; reference service in person, via telephone, or other devices; and instruction in information gathering skills.

Assessment Criteria and Procedures:

1a. Subject analysis of book collection, periodical holdings, and indexes (excluding mass market paperbacks) will indicate that at least 65% relate to instructional programs or job-related activities of TSTC personnel.

1b. Subject analysis of new book purchases, current periodical titles, and indexes will indicate that at least 80% relate to instructional programs or job-related activities of TSTC personnel.
Assessment Criteria and Procedures (continued):

1c. Analysis of library expenditures for new materials will indicate that at least 90% of expenditures were for items related to educational programs or job-related activities of TSTC personnel.

1d. Initial phase of Faculty Collection Evaluation Procedure will be completed with participation by 100% of programs and 80% of faculty.

1e. The Instructional Audiovisual Materials Collection will be inventoried and dated, obsolete items removed.

2a. All printed point-of-use guides and bibliographies produced by the library will be revised and reprinted.

2b. At least 85% of students will indicate a high degree of satisfaction with library services (various survey information to be used, including the Graduate Follow-up--Placement Office, Student Satisfaction Inventory--Counseling Office, Self-Study Student Survey).

2c. At least 85% of faculty/staff will indicate a high degree of satisfaction with library services (various survey information to be used, including Assessment of the College Climate survey, Self-Study Faculty/Staff/Administration Surveys).

Contact Person:

1, 2. Cynthia Sadler, Librarian

Coordination:

1. Instructional program personnel.

2. Placement Office, Counseling Office, Other Survey Sources.
Department: **Machining and Gunsmithing Technology (MGT)** Date: 1/15/94

**Departmental Purpose Statement:** The Machining and Gunsmithing Technology Program at Texas State Technical College Amarillo supports the College’s mission by providing trained machinists and gunsmiths for industry.

**Institutional Goals:**

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VII. To enhance technical education by providing articulation for high school, two-year, and four-year college students.

**Departmental objectives:**

1. (I) Validate and/or revise program curricula.

2. (VII) To enhance the program’s growth by providing articulation agreements with area high schools (Region XVI).

**Assessment Criteria and Procedures:**


2a. Contact all area high schools (Region XVI) that have metal trades classes.

2b. Update 10 percent of current articulation agreements with area high schools (Region XVI).

**Contact Person:**

1. Mark Woodard, Instructor

2. Bob Hubbard, Program Chair

**Coordination:**

1,2. Utilize services of and coordinate efforts with the Curriculum Coordinator.
Department: Mechanical Electrical Technology (MET) Date: ________

Departmental Purpose Statement: The Mechanical Electrical Technology program at TSTC Amarillo supports the College’s mission by providing trained mechanical electrical technicians for industry.

Institutional Goal(s):

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

Departmental Objective(s):

1. (I) Graduates of the Mechanical Electrical Technology Program will be technically proficient and successful in obtaining employment.

2. (I) Offer mechanical electrical courses which support other technologies.

3. (I) Evaluate and update curriculum which provides high quality training to the students.

Assessment Criteria and Procedures:

1a. 80% of employers will be satisfied with graduates.

1b. 80% of program leavers will be satisfied with training received.

1c. 85% of the graduates will obtain employment or additional education within 6 months of leaving school.

2a. Number of support students will increase by 5% annually.

2b. 80% of support students will complete their courses each quarter.

3a. Evaluate curriculum annually through the use of the DACUM process.

3b. Revise curriculum based on results of the DACUM review.

Contact Person:

1-3. Paul Ackerman, Program Chair
Tony Thorpe, Instructor (additional contact).

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Coordination:

1. Check with Placement Office for job percentage, employer and leaver satisfaction.

2. Regular meetings to be established with Computer Science to establish changes in their support program needs.

3. Coordinate with the Curriculum Coordinator all matters concerning curriculum evaluation and revision.
Department: **Metrology Technology (MTR)**  DATE: **1/21/94**

**Departmental Purpose Statement:** The Metrology Technology Program at Texas State Technical College Amarillo supports the College’s mission by providing trained Metrologists for Texas industry.

**Institutional Goals:**

V. To recruit both the non-traditional students and others with special backgrounds and needs who can benefit from an advanced technology program and the traditional high school graduate with interest in technical vocational education including advanced technology programs.

VI. To provide technical assistance, training and retraining for Texas business and industry.

**Departmental Objectives:**

1. **(V)** To recruit traditional students, non-traditional students, and students with special backgrounds and needs.

2. **(VI)** To provide current technical courses for the Metrology industry to increase statewide economic growth and development.

3. **(VI)** Establish broader communications with industry through active participation in professional organizations.

**Assessment Criteria and Procedures:**

la. Gain entrance to and speak at local and regional high schools quarterly.

lb. Attend local and regional high school career days.

lc. Work closely with TRC, **JTPA**, high school **counselors**, and other appropriate agencies through contact quarterly.

2a. Increase the number of contract hours by 10% annually.

2b. 80% of contract employers will be satisfied with instruction and content of classes.
3a. Attend at least one meeting of professional organization annually.

Department: **Metrology Technology (MTR)**

Assessment Criteria and Procedures (continued):

3b. Conduct at least one advisory committee meeting annually.

3c. Increase membership/attendance at the advisory committee meetings by 10%.

Contact Person:

1-3. Tom Kimbrell, Program Chair

Coordination:

1. Conduct regular meetings with state and federal agencies and high school counselors.

2. Work closely with EDIT to increase contract training enrollment. Check with placement and EDIT for results of placement and contractor satisfaction evaluation.

3. Notify support programs of advisory committee of meetings and the office of Dean of Instruction.
Department: Professional Truck Operations (PTO) Date: 1/20/94

Department Purpose Statement: The Professional Truck Operations program at Texas State Technical College Amarillo supports the College’s mission by providing trained truck operators for industry;

Institutional Goals:

1. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VI. To provide technical assistance, training and retraining for Texas business and industry; to promote regional and statewide economic development.

Departmental Objectives:

1. (I) To offer certificate program that prepares students for employment.

2. (VI) Provide technical courses, designed with the assistance of industry, to support economic growth for the State and establish common goals.

Assessment Criteria and Procedures:

1a. 80% of Professional Truck Operations students will exit the program with certification.

1b. 80% of program graduates will be satisfied with training received.

1c. Provide current training equipment and facilities to meet industry updates.

1d. 85% of graduates will be gainfully employed in the industry within six months from graduation.

1e. Obtain national certification standards and work to incorporate these standards into current curriculum.

2a. Through on-going meetings, surveys, and membership in industry groups, seek input from industry and the advisory committee on current curriculum and assistance on new technical courses needed by industry.
Contact Person(s):

1-2  Glen Phillips, Program Chair  
     Cary VanDell, Instructor

Coordination:

1. Solicit job placement information from the Placement Office.

2a. Solicit information from Admissions, Financial Aid, Business Office, Campus Information and Instruction to compile data for national certification.

2b. Contact curriculum coordinator for current revision.
Department: Related Studies (RLS) Date: 2/14/94

Departmental Purpose Statement: Related Studies, a support program at Texas State Technical College Amarillo, is committed to provide academic, research, and technical services as a foundation to prepare its students for professionally competitive careers.

Institutional Goal(s):

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

II. To provide developmental courses to assist students in overcoming basic skills deficiencies.

III. To offer general education courses to broaden students’ awareness.

Departmental Objective(s):

1. (I) Provide courses specific to program curriculum.

2. (II) Assist students in overcoming basic skills deficiencies in math, reading, writing, and English as a Second Language.

3. (III) Follow general education and applied curriculum guidelines as required by the Southern Association of Colleges and Schools and by the Texas Higher Education Coordinating Board.

Assessment Criteria and Procedures:

la. Ninety percent (90%) of Program Advisory Committees will validate current applied technology course offerings.

lb. All written requests for new courses or course revisions from programs and Program Advisory Committees concerning course offerings will be addressed annually.

2a. Student completion rates in each developmental course will be at least 50% annually.
Assessment Criteria and Procedures (continued):

2b. At least seven sections of remedial courses will be offered each quarter.

2c. Eighty percent (80%) of TASP-affected students who have completed their remedial courses will pass the TASP Test on the next attempt.

2d. At least two TASP Review sessions will be offered each year.

2e. All programs will be assigned a Related Studies Liaison to meet weekly and discuss attendance and performance of their students.

3a. All general education courses will be taught by qualified staff.

3b. All courses offered have been approved by the appropriate agency.

3c. All written requests for new courses or course revisions from programs and Program Advisory Committees concerning course offerings will be addressed annually.

3d. Quarterly Faculty Performance Appraisals will show at least two courses in the department are revised annually.

Contact Person:

1. Delvin Harms, Assistant Program Chair
   Betty Jo Yeoman, Senior Instructor

2. Darryl Maddox, Instructor
   Denise Kellogg, Instructor

3. Jim Morris, Instructor
   Carolyn Allen, Program Chair

Coordination:

1. Jim Morris and Carrol Yarbrough will coordinate with the Programs to have RLS liaisons added to all Advisory Committee mailing lists to facilitate RLS attendance at all Advisory Committee meetings and to obtain input on whether or not applied technology courses are appropriate.
Coordination (continued):

2. Will coordinate with Institutional Researcher and Scheduling Officer to obtain numbers of students assessed and numbers of sections offered, and will coordinate with the Institutional Researcher or the campus TASP Liaison to obtain TASP statistics.

3. Will coordinate with the Director of Personnel for faculty qualifications and the Curriculum Coordinator for course approval information.
INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993 - 1994

Department: Telecommunications Technology (TCC)  Date: 2/1/94

Departmental Purpose Statement: The Telecommunications Program at Texas State Technical College Amarillo supports the College’s purpose by providing Associate of Applied Science Degrees to students to prepare them for employment or advancement in Texas industry.

Institutional Goals:

I. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

VII. To enhance technical education by providing articulation for high school, two-year and four-year college students.

Departmental Objectives:

1. (I) To offer Associate of Applied Science Degrees in Telecommunications/Electronics that prepare students for employment.

2. (VII) As chairman of the Tech Prep Industrial Technology Committee, the Telecommunications Technology Program Chair will enhance technical education by providing articulation for high school, two-year, and four-year college students.

Assessment Criteria:

1a. To place 85 percent of graduates for the 1993-1994 school year in a field related to Telecommunications

1b. The program will receive a satisfactory rating from 70% of employers for all graduates from the program.

2. Expand the Tech Prep offerings at Texas State Technical College Amarillo by completing articulation agreements with area high schools through Tech Prep for Chemical Technology by September 1, 1994.
Contact:

1, 2. Jim Wilhite, Program Chair

Coordination:

1. Placement Office
2. Tech-Prep Consortium
Departmental Action Plan

INSTITUTIONAL EFFECTIVENESS
DEPARTMENTAL ACTION PLAN
1993 - 1994

Department: **Welding Technology (WLT)**

Date: 2/20/94

**Departmental Purpose Statement:** The Welding Technology program at TSTC Amarillo supports the College’s mission by providing trained welding technicians for industry.

**Institutional Goal(s):**

1. To offer associate of applied science degrees and certificate programs that prepare students for employment and/or further education.

**Departmental Objective(s):**

1. (VI) To provide technical courses for the welding industry to increase statewide economic growth and development. Establish better communications with industry.

2. (I) To offer certificate programs that prepare students for employment.

3. (I) To offer welding support programs for other technologies.

**Assessment Criteria and Procedures:**

1a. Number of contract training hours will increase by 10% annually.

1b. 80% of contract employers will be satisfied.

1c. Number of Continuing Education students will increase by 10%.

2a. 75% of the welding students will leave program with current qualification test.

2b. 80% of employers will be satisfied with graduates.

2c. 80% of program leavers will be satisfied with training received.

2d. Provide up-to-date, advanced equipment and lab facilities as funds allow.

2e. 75% of the students will obtain jobs within 6 months of leaving school.
3a. Number of support students will increase by 10% annually.

3b. 80% of support students will complete their courses each quarter.

Contact Person:

1-3. Dash Danner, Program Chair
     Bobbie Wilson, Instructor (additional contact)

Coordination:

1. Work with EDIT to get more contracts.

2. Check job placement percentage with Placement Office.

3. Regular meetings to be established with Mechanical Electrical, Diesel Mechanics, Auto Mechanics, and Auto Body to establish changes in their support program needs.
Department: ___________________________ Date: ____________

Departmental Objective:

State the number of the objective and the objective from the Departmental Action Plan. Use one Evaluation Form for each objective.

Assessment Criteria and Procedures:

List the Assessment Criteria and Procedures for the above objective from the Departmental Action Form.

Evaluation:

For each Assessment Criteria listed, list the actual evaluation results gathered.

Conclusion:

State whether or not each Assessment Criterion was achieved. Explain what the numbers “mean” and how they relate to the attainment of the objective. All members of the department should be involved in discussion of the assessment criteria.

Adjustments:

State what changes, if any, will be made. Possible options are: No changes with continuation of the objective, no changes with deletion of the objective, continuation of the objective with revision of the assessment criteria, or continuation of the objective and assessment criteria with revision of departmental actions. All members of the department should have input into possible adjustments.

Amended Objective:

State the objective for the 1994-1995 year. It may be the same as the previous year, revised, or deleted. All members of the department should be involved in the development of the amended objective.

Prepared By:
Institutional Effectiveness Division Action Plan  
Summary 1993-1994


Adjustments:


List the objectives chosen by the entire division for the 1994-1995 Division Action Plan.

Additional Priorities:

The President may assign additional priorities for the division to address for the coming year.

Signatures:

President ___________________________ Date ___________________________ Dean/Manager ___________________________
Institutional Effectiveness Departmental Action Plan
Summary 1993-1994


Adjustments:

List the objectives chosen by the entire department for the 1994-1995 Departmental Action Plan.

Additional Priorities:
The Dean or Manager of the division may assign additional priorities for the department to address for the coming year.

Signatures:

Dean/Manager Date Department Head