    a. Percent of students using Student Planning

    Establish baseline and target

    b. Total sch at graduation

Most Recent (2013)	Target	2017	2019
82		76	66

2. At-risk
   a. Percent of at-risk students who remain enrolled and avoid probation/suspension

   Establish baseline and target

3. Enrollment management
   a. Percent of graduated students from SWTJC service area high schools matriculating

Most Recent (2012-13)	Target	2017	2019
24%		28%	32%

4. Registration
   a. Number of students on "drop" list at census in fall term

   Establish baseline and target

   b. Number of students on "wait" list at census in fall term

   Establish baseline and target

   c. Percent of financial aid file completions to files received in fall term

   Establish baseline and target

S2-2 Increase the quality and support of students off campus (not attending on Del Rio, Eagle Pass, and Uvalde campuses) in order to achieve parity with students on-campus (attending on Del Rio, Eagle Pass, and Uvalde campuses) instruction and services.

1. Use metrics of S2-1 with disaggregated data to compare on- and off-campus cohorts to minimize the differences.

S2-3 Make more effective use of the technology resources.

1. A Technology Resources Optimization Plan developed using a Business Process Review that includes priorities, a timeline, and an evaluation process

Target: Completed Plan by January 31, 2015

Implemented Plan by August 1, 2015

S2-4 Upgrade IT infrastructure to support the increased utilization of the ERP system, distance education modalities, and inter/intra-campus communication.

1. An IT Infrastructure Development Plan that includes priorities, a timeline, industry standard metrics (see Spanos "100 IT Performance Metrics"), and an evaluation process

Target: Completed Plan by January 1, 2015

Implemented Plan by August 1, 2015

S2-5 Address facility needs on Del Rio, Eagle Pass, and Uvalde campuses.

1. A Long Term Facilities Plan that includes priorities, timeline, metrics, and evaluation process and addresses preventive (planned) and deferred maintenance
Target: Completed Plan by December 31, 2014
Implemented Plan by June 1, 2015

S2-6 Create a comprehensive and integrated system of human resource management.

1. A Human Resource Development Plan that (1) provides for employee evaluation based on a comprehensive, position-based organizational chart and (2) tracks employee professional development directed at improving the college's operational effectiveness and efficiency

Target: Completed Plan by January 31, 2015

Implemented Plan by July 31, 2015

S2-7 Develop and implement a plan that expands current library services to meet the information needs of students, staff and community.

1. User traffic by services rendered

Establish baselines and targets