

## Trinity Valley Community College

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Trinity Valley Community College  
107501

### INSTITUTIONAL EFFECTIVENESS: PERFORMANCE REPORTS

BIA  
(LEGAL)

As soon as practicable after the end of each academic year, the College District shall prepare an annual performance report for that academic year. The report shall be prepared in a form that would enable any interested person, including a prospective student, to understand the information in the report and to compare the information to similar information for other Junior College Districts. The College District shall make the report available to any person on request.

The report must include the following information for the College District for the academic year covered by the report:

1. The rate at which students completed courses attempted;
2. The number and types of degrees and certificates awarded;
3. The percentage of graduates who passed licensing exams related to the degree or certificate awarded, to the extent the information can be determined;
4. The number of students or graduates who transfer to or are admitted to a public university;
5. The passing rates for students required to be tested under Education Code 51.306;
6. The percentage of students enrolled who are academically disadvantaged;
7. The percentage of students enrolled who are economically disadvantaged;
8. The racial and ethnic composition of the College District's student body; and
9. The percentage of student contact hours taught by full-time faculty.

The Legislative Budget Board shall develop recommended standards for reports under this section, in consultation with Junior College Districts, the Texas Higher Education Coordinating Board, the governor's Office of Budget and Planning, and the state auditor.

*Education Code 130.0035*

## STUDENT ENROLLMENT STATUS REPORT

In the form and manner and at the times required by the Coordinating Board, the College District shall report to the Coordinating Board on the enrollment status of students of the College District. The report must include information on:

1. Students seeking a degree;
2. Students seeking a certificate;
3. Students enrolled in workforce continuing education courses;
4. Students enrolled in college credit courses who are not seeking a degree or certificate;
5. Students enrolled in courses for credit to transfer to another institution;
6. Students enrolled in developmental education courses by course level; and
7. Enrollment in other categories as specified by the Coordinating Board.

The Junior College District shall report as required by Education Code Section 130.0036 beginning with the 1999 fall semester.

### *Education Code 130.0036*

## CUSTOMER SERVICE

Not later than June 1 of each even-numbered year, the College District shall report on the information gathered below to the Legislative Budget Board and the governor's Office of Budget and Planning.

The College District shall create an inventory of external customers for each budget strategy listed in the General Appropriations Act for the College District.

The College District shall gather information from customers using survey or focus groups or other appropriate methods approved by the governor's Office of Budget and Planning and the Legislative Budget Board regarding the quality of service delivered by the College District. The information requested shall be as specified by the governor's Office of Budget and Planning and the Legislative Budget Board and may include evaluations of the College District's:

1. Facilities, including the customer's ability to access the College District, the office location, signs, and cleanliness;
2. Staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability;
3. Communication, including toll-free telephone access, the average time a customer spends on hold, call transfers, access to a live person, letters, and electronic mail;
4. Internet site, including the ease of use of the site, information on the location of the site and the College District, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain;
5. Complaint-handling process, including whether it is easy to file a complaint and whether responses are timely;
6. Ability to timely serve its customers, including the amount of time a customer waits for service in person, by phone, by letter, or at a Web site; and
7. Brochures or other printed information, including the accuracy of that information.

### *Gov't Code 2114.002*

The College District shall appoint a customer relations representative. The representative shall:

1. Coordinate the College District's customer service performance measurement under Government Code Chapter 2114;
2. Gather information and evaluations from the public about the College District's customer service;
3. Respond to customer concerns; and
4. Establish the College District's Compact With Texans.

The College District shall create a "Compact With Texans." The compact must be approved by the governor's Office of Budget and Planning and the Legislative Budget Board. The Compact With Texans shall set customer service standards and describe customer service principles for the College District and address:

1. The College District's procedures for responding to public contacts and complaints;
2. Applicable licensing and certification procedures; and
3. Customer waiting time for access and service delivery and responses to complaints.

The College District that maintains a Web site shall publish its Compact With Texans on that Web site.

*Gov't Code 2114.006*

**AFFORDABILITY AND  
ACCESS**

Not later than November 1 of each year, the chief executive officer of each junior college shall provide to the governing board of the College District a report for the preceding fall, spring, and summer semesters that examines the affordability and access of the institution.

The report must include:

1. Statistical information on the percentage of gross family income required for a student who is a resident of this state to pay tuition and required fees;
2. The criteria used to admit students;
3. An analysis of the criteria used to admit students and to award financial assistance to students, considering the mission of the College District and the purposes of higher education in this state;
4. An analysis of the manner in which the above factors relate to:
  - a. The regions of this state in which students reside;
  - b. The race or ethnicity of students;
  - c. The gender of students; and
  - d. The level of education achieved by the parents of students; and
5. Comparisons of the College District with peer institutions in this state and in other states with respect to affordability and access.

For purposes of the report, a student who applies for admission to or enrolls in the College District and applies for financial aid

from the College District may be required to provide documentation necessary for the College District to complete the report.

The Junior College District's report must be in the form prescribed by the Texas Higher Education Coordinating Board in consultation with the Junior College District.

*Education Code 51.4031*

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