



ALAMO COLLEGES DISTRICT
St. Philip's College

THREE BEST PRACTICES

DR. ADENA WILLIAMS LOSTON, PRESIDENT
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PRESIDENT

SPC AT A GLANCE

ST. PHILIP'S COLLEGE AT A GLANCE

Bishop James Steptoe Johnston, the son of a former slave owner, founded St. Philip's College in 1858. When he arrived in San Antonio, he found that African Americans in the city were deliberately excluded from education. Discrimination, both socially and in workshop, was a way of life, created by segregation. He established two schools: West Texas Military Academy (now TMI – The Episcopal School of Texas) and the Saturday Evening Sewing Class for Negro Girls that became St. Philip's College.† The bishop invited the Artemisia Bowden to serve as school principal. SPC was the first higher education institution for African Americans in San Antonio. Bowden saw years of tremendous growth and prosperity at the helm. She served as St. Philip's College's first president from 1902 to 1952. St. Philip's College is the only college in the U.S. with the distinct dual designation of Historically Black College and Hispanic Serving Institute.

†Source: St. Philip's College: A Point of Pride on San Antonio's Eastside



HISTORICALLY-SIGNIFICANT INSTITUTION

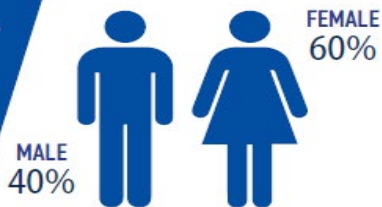
St. Philip's College is one of the oldest and most diverse community colleges in the United States. We are the only college in the nation with the distinct dual designation as a Historically Black College and Hispanic Serving Institute.



AVERAGE AGE*

Under 18	24%
18-21	32%
22-24	12%
25-29	14%
30-34	7%
35+	10%

STUDENT PROFILE*



DEGREE-SEEKING STUDENTS



DEGREES AND CERTIFICATES*

Associate of Arts	20%
Associate of Science	11%
Associate of Arts – Teaching	1%
Associate of Applied Science	23%
Certificate	45%



WE PROVIDE \$22 MILLION IN FINANCIAL ASSISTANCE EACH YEAR.



STUDENT RATIOS*

Student to Counselor	356:1
Student to Faculty	19:1
Average Class Size	17



NEW PROGRAMS

St. Philip's College offers these new programs in health science careers:
Vision Care
Certified Nursing Assistant
LVN to RN Mobility

INTERNATIONAL

St. Philip's College students come to San Antonio from around the globe.



SPC G.S.V.O.T.C.

SPC Good Samaritan Veterans Outreach & Transition Center (GSVOTC) provide no-cost personalized services and referrals to all military and their Family.



87% of SPC students take classes part-time

MORE THAN 12,000 STUDENTS ARE CURRENTLY ENROLLED AT ST. PHILIP'S COLLEGE.

1

Integrate the TAPE
assessment into the
performance
improvement system

2

Guide, Sustain and
Communicate Model

3

Consider work
systems/key processes
through the lens of the
customer (student)

TOP THREE BEST PRACTICES



INTEGRATE THE TAPE ASSESSMENT INTO THE PERFORMANCE IMPROVEMENT SYSTEM



PERFORMANCE REVIEW & IMPROVEMENT SYSTEM

Performance Review informs the capability of the organization. Data is reviewed at different intervals depending on the team, review is:

- Weekly
- Monthly
- Annually or bi-annually

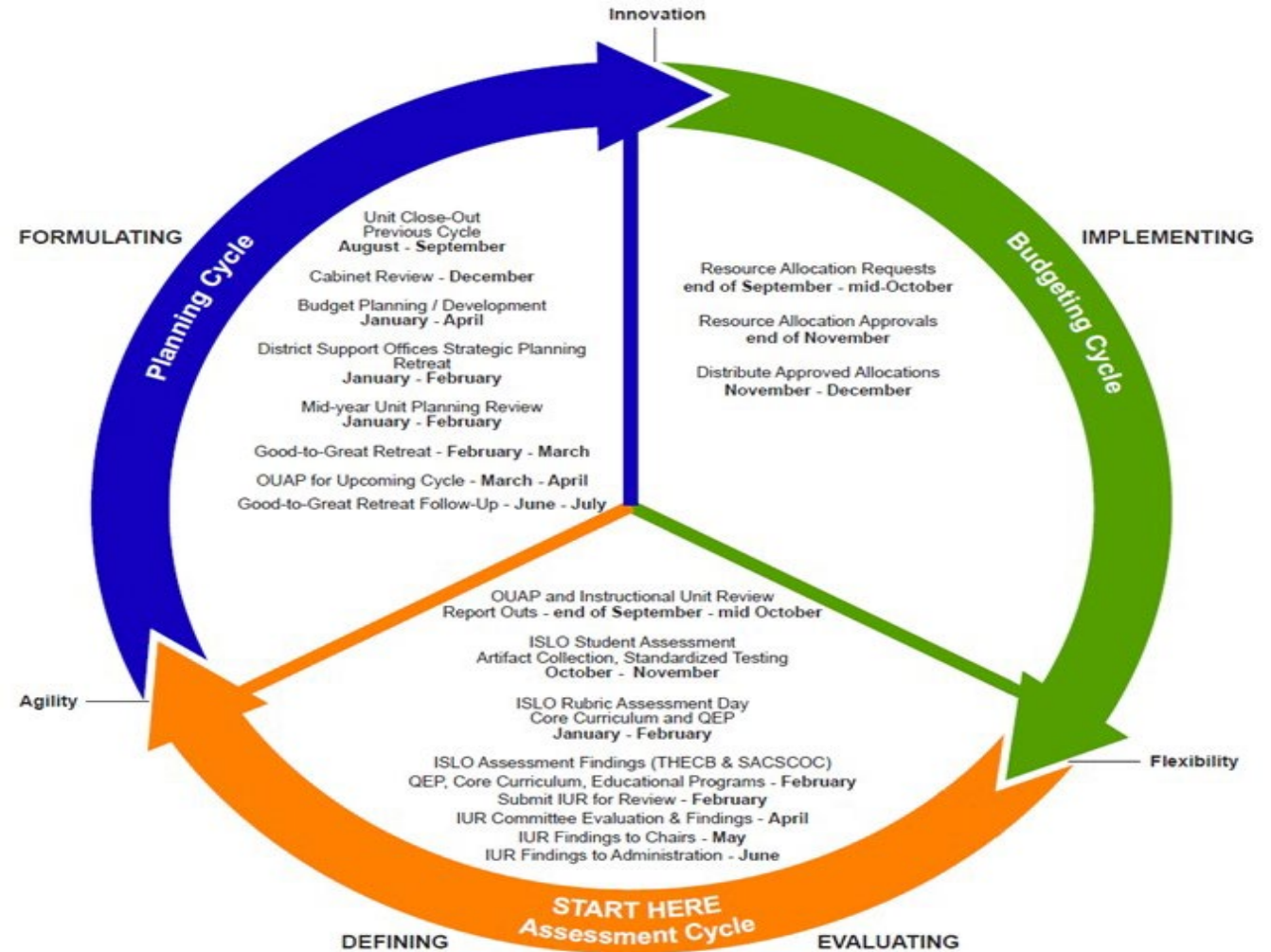
Performance review assists the organization with projections of future performance (KPIs, operations and processes) and determining the progress of performance improvement



PLANNING, BUDGET & ASSESSMENT CYCLE (PBA)

INTEGRATE TAPE ASSESSMENT

- FOCUS PDCA (as needed)
- Scheduled reviews throughout the year (PBA Cycle):
 - OUAP (annual and mid-year review), scorecard reviews, division and department action plans and KPI reviews, financial reviews
- Annual/Bi-annual assessments
 - Good to Great Strategic Planning (GTG), Staff Progress and Faculty 180 reviews and TAPE (bi-annual)
 - OFIs explored during GTG and Leadership retreats

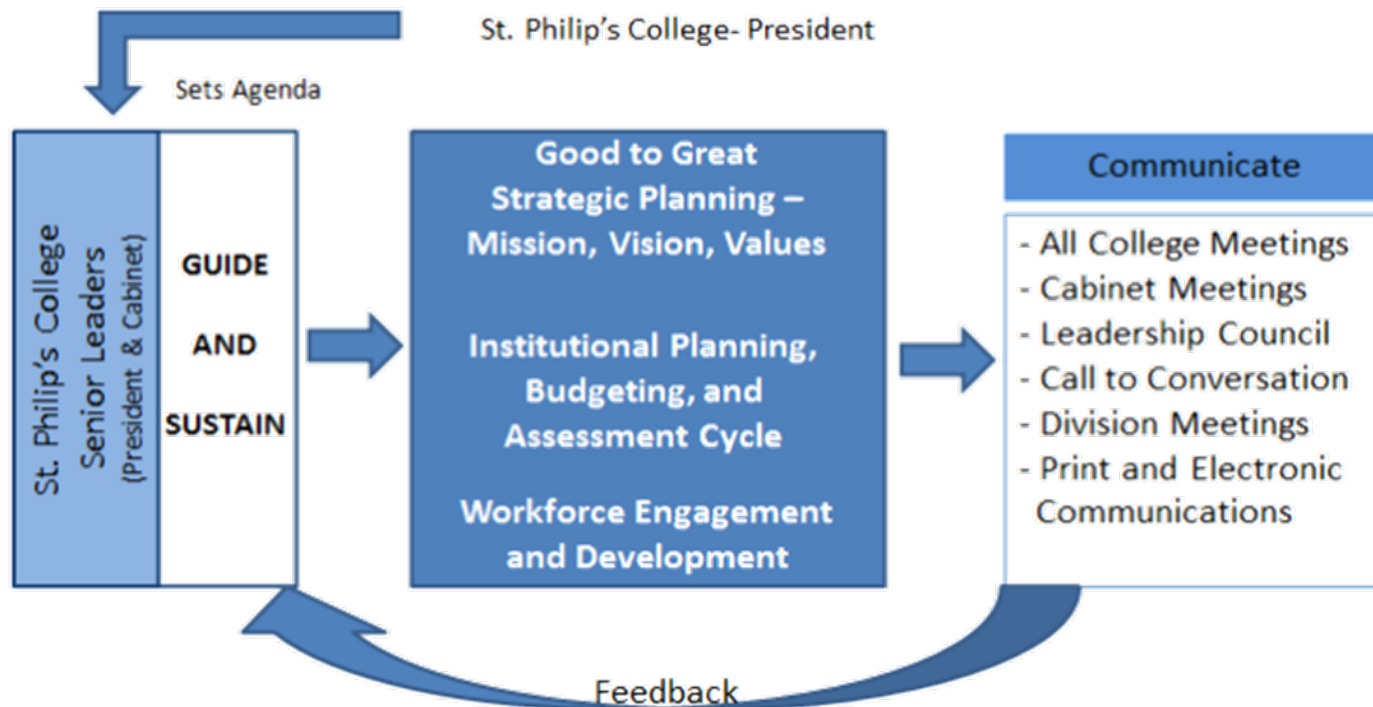




GUIDE, SUSTAIN AND COMMUNICATE MODEL



SPC Senior Leaders Guide, Sustain and Communicate



CREATE AN ENVIRONMENT FOR SUCCESS

- GSC model derived from Listen, Learn and Launch
- Senior Leaders
 - Set the agenda and path that guide and sustain SPC going forward;
 - Lead strategic planning, budgeting, and assessment at all levels;
 - Ensure workforce development and engagement are high priorities; and
 - Engage multiple communication methods

THINGS TO CONSIDER



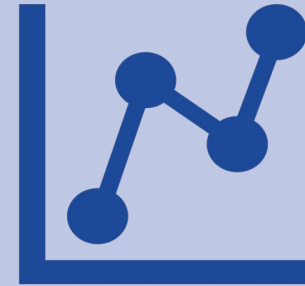
Communicate often and early with stakeholders.



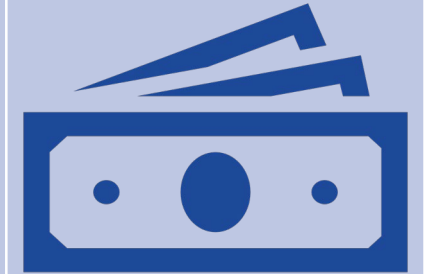
Be transparent to build credibility. Showcase competencies and values.



Understand what issues are important to stakeholders.



Showcase organizational metrics that measure action plan progress.



Communicate any financial initiatives that impact operations.



CONSIDER WORK SYSTEMS / KEY PROCESSES THROUGH
THE LENS OF THE CUSTOMER (STUDENT)





CONSIDER WORK SYSTEMS / KEY PROCESSES THROUGH THE LENS OF THE CUSTOMER

- Organize key work systems and process considering the customer journey map
 - Identify the goal for each stage in the map then ensure the inputs to meet the goal

Begin with the end in mind



THANK YOU!