

Actual Outcomes & Implications

Office of Institutional Research and Effectiveness

The Office of Institutional Research and Effectiveness (OIRE) helps College administrators, faculty, and staff make informed decisions by examining and reporting the College's performance and effectiveness. OIRE is also responsible for coordinating and facilitating the planning, evaluation and effectiveness initiatives throughout the College.

Intended Outcome:

01 OIRE will develop the best available data to support decisions of the College community.

Performance Indicator:

01A Data will be as accurate as possible.

Performance Standard:

No archived database will contain errors identifiable through descriptives generation or cross-checking against known databases.

Actual Outcome:

All archived data has been cross-checked for accuracy and contains no identifiable errors.

Implication for Next Year:

Our internal processes for cleaning archived data are working well. This leaves two other areas to work on in developing uniformly clean data: (1) data entry errors in Office of Admissions and Records and (2) establishing new variables or variable combinations in SIS to meeting new reporting requirements and establishing internal data cleaning processes for them. We will add these under the Intended Outcomes Community Service and Research in the 2001-02 IE Plan for OIRE. See items 3 D, and 5 A, B in the 2001-2002 IE Plan.

Performance Indicator:

01B Data generated internally will be as complete as possible.

Performance Standard:

Less than 5% of requests for information will be unfillable due to lack of data that it is within OIRE's control to obtain.

Actual Outcome:

We have been able to fill 100% of internal requests for data and all mandatory reporting to external agencies.

Implication for Next Year:

This no longer seems to be a problem and will be spot-checked on the basis of the Quality Assurance Reports.

Actual Outcomes & Implications

Performance Indicator:

01C Data will be manageable.

Performance Standard:

Archived databases will be maintained in protected files on the OIRE server with read-only access to copied files available to OIRE staff.

Actual Outcome:

All archival databases are now cleaned and maintained in protected files on the OIRE server. With the exception of the Applications Specialist, only OIRE staff have access to these files and that on a read-only basis in order to preserve data integrity.

Implication for Next Year:

This standard has been met and the process will need only to be maintained in the future. It will not be reported as part of future IE Plans unless problems arise.

Performance Indicator:

01D Data will be "thick" enough to allow exploration of complex relationships.

Performance Standard:

In all appropriate instances, databases will be designed and maintained to be relational.

Actual Outcome:

All OIRE- generated databases are fully relational.

Implication for Next Year:

As OIRE becomes more involved in assisting other units conduct basic research projects, we also plan to request copies of their databases which will be designed to be relational to existing databases. This will improve the richness of data. See Performance Indicators 5A and 5B.

Performance Indicator:

01E Data will be secured.

Performance Standard:

No data will be inappropriately available to users outside OIRE.

Actual Outcome:

No instances of inappropriate access to data were identified this year.

Implication for Next Year:

Continue to upgrade security measures as technology evolves and resources are available. However, this is increasingly managed by Client Services and will not be maintained as part of the OIRE IE Plan unless new problems arise.

Actual Outcomes & Implications

Performance Indicator:

01F Internally-generated data will be as current as possible.

Performance Standard:

All internally generated data will be usable within one month of its receipt in OIRE.

Actual Outcome:

There were no instances of internally generated data taking more than one month after receipt to be fully cleaned, archived and usable.

Implication for Next Year:

As a result of routinization and standardization of processes in OIRE, lag time in data utilization has been minimized. Unless circumstances change, this will no longer be tracked in IE Plans, but rather through the Quality Assurance Reports that accompany each piece of work leaving this office.

Performance Indicator:

01G Externally-developed data will be as current as possible.

Performance Standard:

Less than 1% of all reports generated from externally generated data will be identified as not being from the most current data.

Actual Outcome:

No instances of outdated external sources have been identified.

Implication for Next Year:

Quality Assurance Reports will continue to be reviewed for currency of external data used. However, this no longer seems to be a major issue and will not be continued as a part of the IE Plan unless circumstances change.

Performance Indicator:

01H Documentary research will be facilitated.

Performance Standard:

An in-house collection of appropriate institutional documents will be developed and maintained.

Actual Outcome:

A list of Institutional Documents for preservation has been developed and the task assigned to the AA to secure updates and keep filed in the library. However, the absence of an AA for a period of several months has meant a lapse in this collection.

Implication for Next Year:

This will be maintained as a concern in the 2001-02 IE Plan under the Intended Outcome Research. See Performance Indicator 5C in 2001-02 IE Plan.

Actual Outcomes & Implications

Intended Outcome:

02 OIRE will communicate effectively with its stakeholders.

Performance Indicator:

02A Required reports to external agencies will be satisfactory.

Performance Standard:

Less than 10% of reports submitted to external agencies will generate requests for follow-up to correct/amend reports.

Actual Outcome:

No report to an external agency generated requests for follow-up to correct or amend reports.

Implication for Next Year:

Reporting will be continued under the Intended Outcome Compliance. See Performance Indicator 4A in 2001-02 IE Plan.

Performance Indicator:

02B Internal reports and documents will be readily interpretable by users.

Performance Standard:

Less than 5% of recipients of internal reports and documents will request assistance in interpreting or using the material developed by OIRE.

Actual Outcome:

Quality Assurance Reports show that less than 1% of recipients requested follow-up in interpretation or use of materials. However, virtually all materials were discussed by OIRE staff in PDC, ISSC or Administrative Staff meetings as well.

Implication for Next Year:

The joint read/discuss approach seems to be working well. Unless there is an increase in problems, as indicated by the Quality Assurance Reports, this will no longer be a part of the IE Plan.

Performance Indicator:

02C Internal clients of OIRE will understand how to access the services of the Office.

Performance Standard:

Less than 5% of requests for service will be made outside established channels.

Actual Outcome:

Almost all requests were made informally.

Implication for Next Year:

Informal requests may work best in this environment. However, we will continue to try to establish a more concrete way of making and accepting requests for services. See Performance Indicator 2P in 2001-02 IE Plan.

Actual Outcomes & Implications

Performance Indicator:

02D Internal clients of OIRE will have reasonable expectations of the Office.

Performance Standard:

Less than 5% of requests for service will be inappropriate or impossible to fulfill.

Actual Outcome:

Review of requested work and Quality Assurance Reports indicates less than 2% of requests for service could not be filled.

Implication for Next Year:

This particular area will be subsumed under Access and Equity and need not be individually tracked unless there is some change in our environment. See Performance Indicator 2P in 2001-02 IE Plan.

Performance Indicator:

02E Communication will be timely.

Performance Standard:

Less than 5% of all products of OIRE will be later than agreed-upon timelines when clients do not make changes in original requests for service.

Actual Outcome:

When there was no change in requests and OIRE was able to work with clients to establish a timeline for completion of product, less than 5% of products were late.

Implication for Next Year:

The challenge continues to be to get clients to plan needs far enough in advance to avoid last-minute requests for immediately-needed information which are difficult to fill on time. OIRE will include continuing to promote a culture of planning in its 2001-02 IE Plan. See Performance Indicators 2P, 2Q and 3G in 2001-02 IE Plan.

Performance Indicator:

02F Internal clients of OIRE will be informed about the results of IR and IE work by OIRE.

Performance Standard:

No more than 10% of all documents produced annually by OIRE will be the result of a second production run necessitated by omissions in distribution lists.

Actual Outcome:

Less than 1% of all documents produced required second printings to cover omitted recipients.

Implication for Next Year:

This problem seems to have been mastered and will be omitted from next year's IE Plan.

Actual Outcomes & Implications

Performance Indicator:

02G The external community of STCC will have awareness of College information resulting from the work of OIRE.

Performance Standard:

Information of general interest to the external community will be made available to the Office of Public Relations and Marketing.

Actual Outcome:

Reports were forwarded to PR. In addition, the materials available online increased dramatically.

Implication for Next Year:

The external community's interest in STCC will be addressed through the Intended Outcomes of Access and Equity and Community Service. See Performance Indicators 3D, E and F in 2001-02 IE Plan.

Performance Indicator:

02H Research methodology and analyses will be appropriate and accurate.

Performance Standard:

Less than 2% of reports will require substantive revision due to flawed methodologies or analysis.

Actual Outcome:

There were no instances of reports requiring revision due to flaws in methodology or analysis.

Implication for Next Year:

OIRE will continue to evaluate this Performance Indicator, but under a different Intended Outcome and with a different Performance Standard. See Performance Indicators 4A and 5A in 2001-02 IE Plan.

Intended Outcome:

03 OIRE will be both responsive and proactive.

Actual Outcomes & Implications

Performance Indicator:

03B OIRE will produce routine and standard reports on a term- or annual basis that anticipate requests for information.

Performance Standard:

The number of ad hoc requests for reports will decrease by 10% this year.

Actual Outcome:

The routine and standardized reports developed by OIRE has reduced the requests for ad hoc reports by nearly 20%. However, those that are still needed tend to be more complex and very specific in scope.

Implication for Next Year:

Continued work on routinization and standardization of reports will continue, with additional emphasis on development of queryable datasets available online. This should address the Intended Outcome as far as possible at this time. There will continue to be need for ad hoc reports that are so unique or one-time in nature that OIRE can deal with them individually more efficiently than building an automated response system. This will continue to be an area under development for the foreseeable future. See Performance Indicators 2P and Q, 3G and C, and 5A in 2001-02 IE Plan.

Performance Indicator:

03C OIRE will serve as the de facto Institutional Review Board for all research conducted at STCC.

Performance Standard:

No instances of unapproved research at STCC will be identified.

Actual Outcome:

At least 3 unapproved surveys were identified during the course of the year.

Implication for Next Year:

This area will continue to require work and monitoring. See Performance Indicator 3B in 2001-02 IE Plan.

Performance Indicator:

03D OIRE will serve in a consultative and/or facilitative role for individuals and groups planning to conduct research at STCC.

Performance Standard:

The number of requests for consultation or facilitation of intra-institutional research will increase by 10% over that of the 1999-98 year.

Actual Outcome:

The number of requests actually doubled over the 1999-2000 academic year.

Implication for Next Year:

We can expect continued growth in this area. The up side is fewer ad hoc requests; the down side is greater need to foresee need and provide assistance and review. We'll need to develop a system to accommodate this. See Performance Indicators 2P and 3B in 2001-02 IE Plan.

Actual Outcomes & Implications

Intended Outcome:

04 OIRE will support planning and evaluation at STCC.

Performance Indicator:

04A The annual IE cycle will proceed as planned.

Performance Standard:

100% of STCC departments and programs will complete all phases of the 1999-2000 IE cycle.

Actual Outcome:

100% Completed all phases of the 1999-2000 IE Cycle

Implication for Next Year:

Continue. Work to automate the process and improve the utilization of results. See Performance indicator 4F in 2001-02 IE Plan.

Performance Indicator:

04B Long-term planning will proceed as planned.

Performance Standard:

100% of STCC offices and departments will receive copies of their current 5-year plans to use in developing staffing and budget plans for 2000-2001.

Actual Outcome:

This was not done from OIRE this year because the President's Office led the process through development of the Campus Facilities Plan and associated planning. However, long-term planning did proceed as planned (via this process) and OIRE supported the work extensively.

Implication for Next Year:

Continue to monitor planning efforts and provide support as needed. See Performance Indicator 3G in 2001-02 IE Plan.

Performance Indicator:

04C

Performance Standard:

100% of STCC offices and departments will update their 5-year plans, adding a new 5th year.

Actual Outcome:

As noted in 4B, this occurred, although not as originally planned.

Implication for Next Year:

Continue to monitor and support. See Performance Indicator 3G in 2001-02 IE Plan.

Actual Outcomes & Implications

Performance Indicator:

04D Process- and outcome evaluation will be initiated through OIRE in 1999-2000.

Performance Standard:

A plan for managing this work will be developed and approved College-wide.

Actual Outcome:

The IE Team approved the elimination of the Accountability Review subcommittee. The IE plans and reports are now being reviewed by the IE Team, the IE Specialist, and the Director of OIRE. Each of these persons or parties is providing feedback to the IE Plan writer. A Calendar of the IE Cycle and Budget Development has been approved by the IE Team and has been implemented. The calendar includes writing and revision of the IE Plans, a Mid-Year IE Implementation Review, and an Annual Report including actual outcomes and implications for the next year.

Implication for Next Year:

Monitor the progress made by the implementation of this plan. Look for CQI that can be documented success from the IE Process. See Performance Indicators 4B and F in 2001-02 IE Plan.

Intended Outcome:

05 OIRE will act in an ethical manner.

Performance Indicator:

05A OIRE abides by the statements of professional ethics of the Association for Institutional Research.

Performance Standard:

No instances of violations of the AIR Code of Professional Ethics will be occur.

Actual Outcome:

No instances of violations occurred.

Implication for Next Year:

Continue to monitor. See Performance Indicator 4E in 2001-02 IE Plan.

Intended Outcome:

06 OIRE will support accreditation.

Actual Outcomes & Implications

Performance Indicator:

06A All SACS Self-Study Recommendations and Suggestions attributable to OIRE will be addressed.

Performance Standard:

100% response rate.

Actual Outcome:

Responses 2 and 3 directly involve OIRE via IE, and several others required input from OIRE. These have been responded to and, in the opinion of OIRE staff and the IE Team, are substantial improvements over previous years. 100% response rates for Plan development, Mid-Year IE Implementation Reviews, and Annual Reports of Outcomes and Implications have been achieved. However, there are still some work units whose responses are not fully adequate.

Implication for Next Year:

This will require ongoing work and training year-in and year-out. See Performance indicators 3G and 4F in 2001-02 IE Plan.

Performance Indicator:

06B Comprehensive Plan completed

Performance Standard:

Board acceptance of Draft Plan

Actual Outcome:

Plan was accepted and approved by the Board of Trustees.

Implication for Next Year:

Updates in planning as required. See Performance indicator 3G in 2001-02 IE Plan.

Performance Indicator:

06C Data development and reporting needed to support work of other offices and depts.

Performance Standard:

All requests for accreditation support met.

Actual Outcome:

All requests have been met and Quality Assurance Reports indicate that the information and data provided were satisfactory.

Implication for Next Year:

Continue to provide support for SACS or programmatic accreditations as needed. See Performance Indicators 4A, B and F in 2001-02 IE Plan.

Actual Outcomes & Implications

Performance Indicator:

06D Programmatic accreditation supported.

Performance Standard:

All requests for accreditation support met.

Actual Outcome:

All requests were met, as noted in 6C.

Implication for Next Year:

Continued support for programmatic accreditation as needed will be ongoing. See Performance Indicators 4B and F in 2001-02 IE Plan.