

Actual Outcomes & Implications

Vice President for Information & Technology Services

The Office of the Vice-President for Information & Technology Services (ITS) will provide effective and current information resources and services to facilitate the operation and help fulfill the purpose of South Texas College.

Intended Outcome:

1 Student Success

Performance Indicator:

1A Utilization of Library and Learning Resources

Performance Standard:

Utilization rates, benchmarks and/or performance indicators formally adopted by the Instructional Resources division (and as indicated in their IE Plan and PDC-approved performance indicators) will be met.

Was Standard Met? Yes

Actual Outcome:

The Library achieved most of its goals for the 03-05 IE window. Utilization rates increased and expanded service was documented with the most obvious growth in the area of staffing, print volumes and facilities (square footage).

Improvements:

The library has achieved its goals and has set even higher standards for the years to come. The library will pursue more aggressive standards, such as the implementation of student satisfaction surveys, greater involvement of faculty in the selection and evaluation of collections, expanded computer resources, supplemental assistance to the Student Services division in the area of Financial Aid assistance in open labs and the issuance of student IDs to evening and weekend students. The Library is now challenged with addressing the issue of greater faculty and student involvement and input for improving its services.

Performance Indicator:

1B Satisfaction with Instructional Resources

Performance Standard:

Average response of students who indicate they have used the resources available through the Instructional Resources division at any campus/site will be in the Satisfied to Very Satisfied range

Was Standard Met? Yes

Actual Outcome:

79% of the over 700 students completing the 2005 Student Satisfaction Survey indicated being satisfied or highly satisfied with library services. Of the students completing this section of the survey, roughly 10% indicated never having used the library.

Improvements:

These figures are impressive. The number of respondents, however, suggest a greater sweep of student opinion is necessary. The Library will engage in student surveying to gain greater insight into student satisfaction. The IS&P division student liaisons will also collect qualitative data and conduct focus groups to learn more of student opinion regarding library services and how services may be improved.

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Performance Indicator:

1C Utilization of Technology Resources

Performance Standard:

Utilization rates, benchmarks and/or performance indicators formally adopted by the Technology Resources division and the Instructional Resource division (and as

Was Standard Met? Yes

Actual Outcome:

Instructional Technologies achieved nearly all of its targets. Many initiatives were completed.

Improvements:

The unit will pursue new initiatives as outlined in the 2005-2007 IE plan and continue pursuing improved and expanded services.

Performance Indicator:

1D Student Retention

Performance Standard:

Fall to fall retention of 55% plus an additional 2% per year for the next 5 years, Institutional Performance Standard as expressed in the President's IE Plan

Was Standard Met? Yes

Actual Outcome:

A 56% retention rate was achieved by 2004

Improvements:

A 2% increase in subsequent years will be sought by this unit through expanded service and support of student learning and the pursuit of outcomes.

Performance Indicator:

1G Successful Use of OIRE Information and Reporting

Performance Standard:

Evidence that information and/or guidance provided by OIRE was used in administrative decision-making.

Was Standard Met? Yes

Actual Outcome:

The Office of Institutional Research and Effectiveness reports an ever increasing demand for their services and a steady flow of visitors to their data-packed web site. Focus Groups from 2004 and 2005 positively impacted the design of case management and advisement model development which data suggests positively impacted student retention and success.

Improvements:

Additional Focus Groups will be scheduled as Task Force recommendations are approved. OIRE will continue to expand and improve upon its services to administrators and decision-makers.

Intended Outcome:

2 Access & Equity

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Performance Indicator:

2A Availability/Adequacy of Instructional Resources

Performance Standard:

Project objectives and goals formally adopted by the Instructional Resources division (and as indicated in their IE Plan and PDC-approved performance indicators) will be met.

Was Standard Met? Yes

Actual Outcome:

Library and Instructional Technology access and availability goals were met. Statistics show ever-increasing number of patrons and clients in both departments and facilities growth has addressed the need for greater access to facilities and resources over the last two years.

Improvements:

The departments will continue to expand its services, hours of operation and resource expansion initiatives through 2005-2007, including the addition of PCs in libraries and Open Labs for students and more classroom upgrades.

Performance Indicator:

2B Availability/Adequacy of Technology Resources

Performance Standard:

Project objectives and goals formally adopted by the Technology and Instructional Resources divisions (and as indicated in their IE Plans and PDC-approved performance indicators) will be met.

Was Standard Met? Yes

Actual Outcome:

Technology Resources has expanded network flow, output and Internet access from 10mbps to 40mbps and has greatly enhanced both back-up and security measures. Service levels continue to rise as greater network service becomes available.

Improvements:

The department is now focused on its Banner and Wireless initiatives to further enhance its service to the college community. These new initiatives will be closely monitored in the 2005-2007 IE plan.

Performance Indicator:

2C Equitable access to opportunities for input within the campus community

Performance Standard:

Quarterly Roundtables held at each campus/site

Was Standard Met? Yes

Actual Outcome:

This activity was specifically aimed at the college's early efforts to select a new Administrative Computing System, to upgrade classroom technologies and to solicit feedback on student success initiatives. These sessions took place far more frequently than quarterly

Improvements:

Continued expansion of faculty/staff and student input into projects and initiatives. Student Liaisons will be hired to further gather student input into the operations of IS&P units. Focus Groups will be expanded during the 2005-2007 IE plan reporting period.

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3 Community Service

Performance Indicator:

3A Services to ITS Community

Performance Standard:

ITS staff will feel (a) there is adequate to superior levels of intra- and inter-departmental communications in ITS, (b) valued and supported by their peers and supervisors in ITS, (c) they receive adequate training to perform their job functions, (d) they receive the proper guidance and leadership from their supervisors, and (e) they have adequate resources to perform their job functions.

Was Standard Met? No

Actual Outcome:

This survey was not conducted

Improvements:

The OIRE will be instructed to develop and implement such a survey tool in 2006.

Performance Indicator:

3B Superior Service When It Matters Most

Performance Standard:

1) No errors, delays, or problems attributable to ITS during key events or dates at the College during 2002-2003. 2) All ITS clients report satisfied or better with ITS performance during 2002-2003.

Was Standard Met? Yes

Actual Outcome:

No major network or technological disruptions were reported during peak registration and advisement periods.

Improvements:

Zero tolerance will continue to be the expectation of IS&P administrators during these key periods, events and dates.

Intended Outcome:

4 Fiscal Responsibility

Performance Indicator:

4A Effective ITS Project administration/ management

Performance Standard:

Annual objectives and goals formally adopted by the Project Administration Office will be met.

Was Standard Met? No

Actual Outcome:

The Project Admin office was temporarily closed when its director was called to active duty in Afghanistan. PA staffing were reassigned to other areas.

Improvements:

This unit goal will be revisited when the PA administrator returns from active duty.

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Intended Outcome:

5 Compliance

Performance Indicator:

5A Quality and Compliance Audits

Performance Standard:

At least two IT or managerial audits will be conducted in the areas of quality, compliance and fiscal responsibility.

Was Standard Met? Yes

Actual Outcome:

A Security audit and Library Services consultant visit were conducted during this period. Both visits led to commendations and recommendations for continuous improvement. Those recommendations were vigorously pursued.

Improvements:

Audits and visits from outside consultants will continue to occur in the new planning period.
