

## Departmental Assessment Cover Sheet

**Division:** President's Office

**Department:** Institutional Research & Effectiveness

**Submitted by:** Jose Cruz, Jr.

### Plans

**Plan:** Institutional Research & Effectiveness

## List of Intended Outcomes

**Division:** President's Office

**Department:** Institutional Research & Effectiveness

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### STCC Mission Statement

South Texas Community college is a comprehensive public community college established to address the diverse educational and training needs of the people of Hidalgo and Starr counties by empowering a pluralistic society of learners with the knowledge and skills necessary to enhance the quality of their lives and to promote the development of their communities.

### Goal Statement(s) governing the purpose of this department/program:

Develop a Prepared Workforce

Provide Quality Academic Education

Encourage Life-Long Learning

Facilitate Students Development

### Intended Outcome 1 (Expected Results)

STCC administrators, faculty and staff receiving decision-support information from the Office of Institutional Research and Effectiveness will make well-informed decisions for the College.

### Intended Outcome 2 (Expected Results)

STCC employees requesting statistical and analytical information from the Office of Institutional Research and Effectiveness will meet reporting obligations on a timely basis with the most accurate and current information.

### Intended Outcome 3 (Expected Results)

STCC employees will be knowledgeable and involved in the College's pursuit of Institutional Effectiveness.

### Intended Outcome 4 (Expected Results)

STCC departments and programs will be successful in their pursuit of client-centered outcomes.

### Intended Outcome 5 (Expected Results)

STCC employees will be knowledgeable and involved in the College's pursuit of accreditation and State-mandated standards.

## Summary of Assessment

**Division:** President's Office

**Department:** Institutional Research & Effectiveness

**Plan:** Institutional Research & Effectiveness

### Intended Outcome

STCC administrators, faculty and staff receiving decision-support information from the Office of Institutional Research and Effectiveness will make well-informed decisions for the College.

**Assessment 1** 85% of those responding to the Quality Assurance survey distributed by the Office of Institutional Research and Effectiveness staff during 1997 who indicate that the information received was used to make a decision will rate the "Overall Quality" of the information they received as either "Good" or "Excellent". However, if less than 85% rate any of the individual Quality Factors as "Good" or "Excellent", the standard for this assessment should be considered unmet.

**Actual Results:** 100% rated OVERALL QUALITY as either "good" or "excellent", but an examination revealed that only 67% rated the subcategory of TIMELINESS as either "good" or "excellent".

**Use of Results:**  Response Required  Response Volunteered  No Response Required

**Assessment 2** No more than 10% of those responding to the Quality Assurance survey distributed by the Office of Institutional Research and Effectiveness staff during 1997 will indicate that the information was not used.

**Actual Results:** 5.6% indicated that the information was not used. This standard was achieved. A response is volunteered.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

**Assessment 3** A Focus Group session of Administrators and Directors conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find no significant faults in the information services provided.

**Actual Results:** No significant faults were identified, but minor concerns were addressed in the session. An administrator expressed that the OIRE, to them, was a "data CPU" and while some disagreed, the message by some was that several administrators see the OIRE as a supplier of generic and basic data and not necessarily as a true "research" and "assessment" unit. A volunteered response is submitted to address these perceptions of purpose.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

**Assessment 4** A Focus Group session of faculty and staff conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find no significant faults in the information services provided.

**Actual Results:** No significant faults were identified, but minor concerns over data integrity were expressed, leaving some clients concerned about the accuracy of some data distributed by the OIRE.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

## Summary of Assessment

**Division:** President's Office

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### Intended Outcome

STCC employees requesting statistical and analytical information from the Office of Institutional Research and Effectiveness will meet reporting obligations on a timely basis with the most accurate and current information.

**Assessment 1** 85% of those responding to the Quality Assurance survey distributed by the Office of Institutional Research and Effectiveness staff during 1997 who indicate that the information received was used to meet a reporting obligation will rate the "Overall Quality" of the information they received as either "Good" or "Excellent". However, if less than 85% rate any of the individual Quality Factors as "Good" or "Excellent", the standard for this assessment should be considered unmet.

**Actual Results:** 93% rated OVERALL QUALITY as either "good" or "excellent". This standard was met.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

**Assessment 2** A Focus Group session of Administrators and Directors conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find no significant faults in the information services provided.

**Actual Results:** No significant faults were identified, but minor concerns were addressed in the session regarding the accuracy of OIRE data. There was also concern that not all administrators were taking advantage of OIRE research services. Administrator apathy and workload were blamed, and the group suggested that if the benefits of the services were more advertised, more would utilize the OIRE.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

**Assessment 3** A Focus Group session of faculty and staff conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find no significant faults in the information services provided.

**Actual Results:** No significant faults were identified, but clients asked that data become more easily and readily available.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

## Summary of Assessment

**Division:** President's Office

**Department:** Institutional Research & Effectiveness

**Plan:** Institutional Research & Effectiveness

**Intended Outcome**

STCC employees will be knowledgeable and involved in the College's pursuit of Institutional Effectiveness.

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**Assessment 1** 85% of STCC employees responding to a questionnaire distributed by the Office of Institutional Research and Effectiveness during the last 12 months will indicate that they find the Effectiveness Bulletin publication "somewhat" or "very" informative of effectiveness-related issues. However, if less than 40% indicate "very" informative, the standard should be considered unmet.

**Actual Results:** 97% reported the IE Bulletin to be "somewhat" or "very" informative of effectiveness-related issues. This standard was met.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 2** 65% of STCC employees responding to a Departmental Review questionnaire distributed by the Office of the Assistant for Accountability during the last 12 months will indicate that they "actively participate" in their department's or unit's Effectiveness planning and reporting activities.

**Actual Results:** The Accountability Review was not implemented for 1997-98. This standard could not be measured.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 3** 85% of STCC employees responding to a Departmental Review questionnaire distributed by the Office of the Assistant for Accountability during the last 12 months will indicate that they "are aware" of their department's or unit's Effectiveness planning and reporting activities.

**Actual Results:** The Accountability Review was not implemented for 1997-98. This standard could not be measured.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 4** 85% of the Departmental Reviews conducted by the Office of the Assistant for Accountability over the last 12 months will indicate 100% compliance with institutional mandates governing effectiveness.

**Actual Results:** The Accountability Review process was not implemented in 1997-98. This standard could not be measured.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

## Summary of Assessment

**Division:** President's Office

**Department:** Institutional Research & Effectiveness

**Plan:** Institutional Research & Effectiveness

**Intended Outcome**

STCC departments and programs will be successful in their pursuit of client-centered outcomes.

---

**Assessment 1** A Focus Group session of STCC faculty and staff conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find the Institutional Effectiveness process as adopted by STCC to be a valuable tool in aiding the departments and programs to pursue client-centered outcomes.

**Actual Results:** The focus group results were generally positive. Concerns expressed by faculty suggest that some consider IE to be intrusive upon classroom instruction. While not the commonly held belief, the results suggest that the training and awareness education of IE has not fully penetrated the faculty ranks. Various suggestions were made on how to make IE more applicable to instruction, and so the response to this standard is volunteered.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 2** A Focus Group session of faculty and staff conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find no significant faults in the Institutional Effectiveness process as adopted by STCC.

**Actual Results:** The focus group results were generally positive. No significant faults were identified in the IE process itself. One focus group member commented on the timing of the IE plan and report deadlines and how they clashed with finals and semester start-up activity.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 3** 85% of all departments and programs reviewed by the Office of the Assistant for Accountability during the last 12 months will have implemented all action plans documented in their latest IE&A Report.

**Actual Results:** The Accountability Review was not implemented for 1997-98. This standard could not be measured.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 4** 85% of all action plans developed as a departmental response to assessment findings, documented in the latest IE&A Report and reviewed by the Office of the Assistant for Accountability during the last 12 months will be deemed "satisfactory" by the Assistant for addressing the concern identified in the report.

**Actual Results:** The Accountability Review was not implemented in 1997-98. This standard could not be measured.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

## Summary of Assessment

**Division:** President's Office

**Department:** Institutional Research & Effectiveness

**Plan:** Institutional Research & Effectiveness

**Intended Outcome**

STCC employees will be knowledgeable and involved in the College's pursuit of accreditation and State-mandated standards.

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**Assessment 1** 85% of STCC employees responding to a questionnaire distributed by the Office of Institutional Research and Effectiveness during the last 12 months will indicate that they find the Effectiveness Bulletin publication "somewhat" or "very" informative of accreditation-related issues. However, if less than 40% indicated "very" informative, the standard should be considered unmet.

**Actual Results:** 97% rated the IE Bulletin as "somewhat" or "very" informative of accreditation related issues. 70% rated it "very" informative. This standard was met.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 2** 85% of STCC employees responding to a questionnaire distributed by the Office of Institutional Research and Effectiveness during the last 12 months will indicate that they find the Effectiveness Bulletin publication "somewhat" or "very" informative of THECB news items and mandate issues. However, if less than 40% indicated "very" informative, the standard should be considered unmet.

**Actual Results:** 94% rated the IE bulletin as "somewhat" or "very" informative of THECB news items and mandate issues. 70% rated it "very" informative. This standard was met.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

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**Assessment 3** 85% of the Departmental Reviews conducted by the Office of the Assistant for Accountability over the last 12 months will indicate 100% compliance with accreditation standards and state mandates governing institutional effectiveness.

**Actual Results:** The accountability review was not implemented for 1997-98. This standard could not be measured.

**Use of Results:**  Response Required  Response Volunteered  No Response Required

## Improvement Strategy

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**Division:** President's Office

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**Department:** Institutional Research & Effectiveness

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**Plan:** Institutional Research & Effectiveness

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**Intended Outcome:** STCC administrators, faculty and staff receiving decision-support information from the Office of Institutional Research and Effectiveness will make well-informed decisions for the College.

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**Assessment:** 85% of those responding to the Quality Assurance survey distributed by the Office of Institutional Research and Effectiveness staff during 1997 who indicate that the information received was used to make a decision will rate the "Overall Quality" of the information they received as either "Good" or "Excellent". However, if less than 85% rate any of the individual Quality Factors as "Good" or "Excellent", the standard for this assessment should be considered unmet.

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**Actual Result:** 100% rated OVERALL QUALITY as either "good" or "excellent", but an examination revealed that only 67% rated the subcategory of TIMELINESS as either "good" or "excellent".

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**Person Responsible:** Christopher Vinger

**Completion Date:** October 1998

- Action:**
1. Develop procedures for keeping clients informed of project receipt, completion status and problematic delays.
  2. Expand the OIRE's project tracking system to more closely monitor due date vs. actual delivery date and submit monthly reports to the Director for review and discussion.
  3. Increase face-to-face contact with clients to ensure their understanding of project issues and minimize miscommunication of project expectations and desired outcomes.
  4. Work with the Computer Center to acquire control over submitting SCT reports to batch and writing additional canned reports that clients can request directly or with minimum time delay.
  5. Modify the project tracking system to document/log any communication or interaction with clients PER project.
  6. Design a form letter that is sent to any client whose projects have been delayed or suspended for any reason.
  7. The Director will communicate to the Research staff that they are each to hold themselves responsible for the satisfaction levels of their clients, soliciting feedback from clients for each project and acting upon that feedback individually and sharing the feedback with the OIRE collectively.

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**Actual Result:** 100% rated OVERALL QUALITY as either "good" or "excellent", but an examination revealed that only 67% rated the subcategory of TIMELINESS as either "good" or "excellent".

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**Resources:**

1. 20 hours of programming and testing time to modify the Project Tracking software developed inhouse.
2. 08 hours to produce form letters, log sheets and detailed procedures for the OIRE Procedures Manual.
3. 120 hours to coordinate "canned" report generation, "fill in the gaps" with in-house canned report generators and develop an on-line report requisitions menu on IA/SIS.
4. Staff time spent monitoring usage of the on-line system and updating/maintaining/enhancing the system to meet client needs.

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**Intended Outcome:** STCC administrators, faculty and staff receiving decision-support information from the Office of Institutional Research and Effectiveness will make well-informed decisions for the College.

---

**Assessment:** No more than 10% of those responding to the Quality Assurance survey distributed by the Office of Institutional Research and Effectiveness staff during 1997 will indicate that the information was not used.

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**Actual Result:** 5.6% indicated that the information was not used. This standard was achieved. A response is volunteered.

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**Person Responsible:** Carl Spratt

**Completion Date:** September 1998

**Action:**

1. Revisit the quality assurance survey and determine how to gain more insight on WHY the data was not used.
2. Improve client interaction with staff to more quickly and easily inform the OIRE if data was unusable, for any reason, of if the product did not meet client needs.

**Resources:** None

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**Assessment:** A Focus Group session of Administrators and Directors conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find no significant faults in the information services provided.

---

**Actual Result:** No significant faults were identified, but minor concerns were addressed in the session. An administrator expressed that the OIRE, to them, was a "data CPU" and while some disagreed, the message by some was that several administrators see the OIRE as a supplier of generic and basic data and not necessarily as a true "research" and "assessment" unit. A volunteered response is submitted to address these perceptions of purpose.

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**Person Responsible:** Christopher Vinger

**Completion Date:** October 1998

**Action:**

1. Put procedures in place to ensure data integrity before use in research activity. Procedures will include exception reporting, testing of data and data examination before use. Research staff will be assigned responsibility for ensuring data integrity of the OIRE data warehouse.
2. Put procedures in place to report errors to the appropriate data owners/suppliers and either (a) request a corrected version of the data set, or (b) make and annotate corrections in the OIRE data warehouse.
3. Define a product positioning marketing strategy. The OIRE's marketing strategy will position itself as a true research unit rather than a data crunching unit. Currently, some staff view the OIRE as a basic data provider (headcount, count hours, etc.) but the OIRE is a research unit, and a strategy must be developed to align the OIRE's purpose with its usage by STCC staff and administration.

**Resources:** 1. 40 hours with public relations, cost plus.

## Improvement Strategy

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**Actual Result:** No significant faults were identified, but minor concerns over data integrity were expressed, leaving some clients concerned about the accuracy of some data distributed by the OIRE.

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**Person Responsible:** Jose Cruz

**Completion Date:** July 1998

**Action:**

1. Put procedures in place to ensure data integrity before use in research activity. Procedures will include exception reporting, testing of data and data examination before use. Research staff will be assigned responsibility for ensuring data integrity of OIRE data warehouse.
2. Put procedures in place to report errors to the appropriate data owners/suppliers and either (a) request a corrected version of the data set, or (b) make and annotate corrections in the OIRE data warehouse.
3. Inform the STCC community to these procedures and efforts by the OIRE to ensure the most accurate data possible is being provided for decision-making and reporting purposes.

**Resources:**

1. Additional staff time will be spent ensuring data integrity, taking from current activities to some extent and expanding the timeline of projects requiring newly acquired data sets from SIS or other sources.
2. Training for staff to become more independent and self-supporting in their data-testing activities and not place the full burden of data testing on the IR Technician.

## Improvement Strategy

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**Intended Outcome:** STCC employees requesting statistical and analytical information from the Office of Institutional Research and Effectiveness will meet reporting obligations on a timely basis with the most accurate and current information.

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**Assessment:** A Focus Group session of Administrators and Directors conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find no significant faults in the information services provided.

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**Actual Result:** No significant faults were identified, but minor concerns were addressed in the session regarding the accuracy of OIRE data. There was also concern that not all administrators were taking advantage of OIRE research services. Administrator apathy and workload were blamed, and the group suggested that if the benefits of the services were more advertised, more would utilize the OIRE.

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**Person Responsible:** Christopher Vinger

**Completion Date:** October 1998

**Action:**

1. Put procedures in place to ensure data integrity before use in research activity. Procedures will include exception reporting, testing of data, and data examination before each use. Research staff will be assigned responsibility for ensuring data integrity of the OIRE data warehouse.
2. Put procedures in place to report errors to the appropriate data owner/suppliers and either (a) request a corrected version of the data set, or (b) make and annotate corrections in the OIRE data warehouse.
3. Define a product positioning marketing strategy. The OIRE's marketing strategy will position itself as a true research unit rather than a data crunching unit. Currently, some staff view the OIRE as a basic data provider (headcount, contact hours, etc.) but the OIRE is a research/effectiveness unit, and a strategy must market OIRE's true purpose and service to the STCC population.

**Resources:** 40 hours with public relations, cost plus  
Unlimited hours testing the integrity of supplied data

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**Actual Result:** No significant faults were identified, but clients asked that data become more easily and readily available.

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**Person Responsible:** Jose Cruz

**Completion Date:** September 1998

- Action:**
1. The Web site will be reviewed and improved to provide quicker and easier access to information.
  2. Selected OIRE project output will be placed on the Web for easy access.
  3. Components of the 1997 Fact Book will be placed on the web, and plans are underway to make the 1998 Fact Book available in December, with password protection.
  4. State and National data will become directly available from the OIRE web site.
  5. The OIRE will use e-mail to distribute STCC information and statistics immediately upon release and notify STCC faculty and staff when the CB or other agencies make data available on their web sites.
  6. The OIRE bulletin board will be relocated to the Annex once the OIRE moves into the facility, and a portion of it will be dedicated to displaying current statistics about the College, updated frequently. During enrollment drives and registration, applicant and enrollee data will be updated daily.
  7. Plans will be developed to make a report generation interface available on the Web to directly access SIS reports from the SIS system. Faculty and staff should then be able to directly query the SIS system for reports using an easy to use and understand menu system of canned report generators.

**Resources:** \$3000 will be set aside to pay faculty for research assignments and offset the workload created by assigning staff to these various activities and responsibilities.  
Costs associated with a menu-driven interface have yet to be determined.

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## Improvement Strategy

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**Intended Outcome:** STCC employees will be knowledgeable and involved in the College's pursuit of Institutional Effectiveness.

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**Assessment:** 65% of STCC employees responding to a Departmental Review questionnaire distributed by the Office of the Assistant for Accountability during the last 12 months will indicate that they "actively participate" in their department's or unit's Effectiveness planning and reporting activities.

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**Actual Result:** The Accountability Review was not implemented for 1997-98. This standard could not be measured.

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**Person Responsible:** Jose Cruz

**Completion Date:** June 1998

**Action:** 1. Aid the Assistant for Accountability in the final stages of development of accountability review and ensure implementation by 1998-99. The Director of the OIRE will head the review process as chairman of the IE Team's subcommittee on Accountability Review and have immediate oversight of the process.

2. Ensure that the questionnaires and instruments used in the Accountability Review process address the questions being asked by the OIRE IE Plan.

**Resources:** Currently the entire OIRE staff is dedicated to IR-related activities. Their workload cannot be adjusted. A full-time professional staff person is needed to assist the Director in IE-related activities. This staff position will be added to the 1999-2000 staffing plan for the unit.

## Improvement Strategy

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**Completion Date:** June 1998

- Action:**
1. Aid the Assistant for Accountability in the final stages of development of accountability review and ensure implementation by 1998-99. The Director of the OIRE will head the review process as chairman of the IE Team's subcommittee on Accountability Review and have immediate oversight of the process.
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**Resources:** Currently the entire OIRE staff is dedicated to IR-related activities. Their workload cannot be adjusted. A full-time professional staff person is needed to assist the Director in IE-related activities. This staff position will be added to the 1999-2000 staffing plan.

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2. Ensure that the questionnaires and instruments used in the Accountability Review process address the questions being asked by the OIRE IE Plan.

**Resources:** Currently the entire OIRE staff is dedicated to IR-related activities. Their workload cannot be adjusted. A full-time professional staff person is needed to assist the Director in IE-related activities. This staff position will be requested in the 1999-2000 staffing plan.

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**Intended Outcome:** STCC departments and programs will be successful in their pursuit of client-centered outcomes.

---

**Assessment:** A Focus Group session of STCC faculty and staff conducted by a third-party on behalf of the Office of Institutional Research and Effectiveness during 1997 will find the Institutional Effectiveness process as adopted by STCC to be a valuable tool in aiding the departments and programs to pursue client-centered outcomes.

---

**Actual Result:** The focus group results were generally positive. Concerns expressed by faculty suggest that some consider IE to be intrusive upon classroom instruction. While not the commonly held belief, the results suggest that the training and awareness education of IE has not fully penetrated the faculty ranks. Various suggestions were made on how to make IE more applicable to instruction, and so the response to this standard is volunteered.

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**Person Responsible:** Jose Cruz

**Completion Date:** September 1998

**Action:**

1. IE Training will take on a more "applied" approach, conducting SERIES workshops, where the end product is tangible and useful to faculty for assessment and evaluation. IE Training on how to specifically measure quality of instruction will result in assessment measures and IE outcomes generated DURING training, allowing participants to walk away "with something they can use".
2. Provide faculty with more creative ways to assess quality of instruction and find ways to model IE assessments around activities "already in place" in classroom assessment. Find ways to measure effectiveness that are simple, easy and collectible semesterly.
3. Develop an "exit" interview for graduating students. The survey will become part of the Graduate Application, requiring students to measure instructional quality, update contact information, remind students of placement services and ascertain if the student has already found employment.
4. Develop an action plan with the Vice-President of Instruction (or designated representative) that expands the role of IE Training to include methodologies for "effective" teaching that integrated continuous assessment activities.
5. Conduct more focus groups with faculty to ascertain clearer direction on how IE Training should focus for improving instructional quality and ease of assessment in the classroom.

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**Actual Result:** The focus group results were generally positive. Concerns expressed by faculty suggest that some consider IE to be intrusive upon classroom instruction. While not the commonly held belief, the results suggest that the training and awareness education of IE has not fully penetrated the faculty ranks. Various suggestions were made on how to make IE more applicable to instruction, and so the response to this standard is volunteered.

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**Resources:** A full-time professional staff person is needed to aid the Director in the ever increasing amount of IE-related activities. This staff position will be requested in the 1999-2000 staffing plan unless sooner arrangements become available.

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---

**Actual Result:** The focus group results were generally positive. No significant faults were identified in the IE process itself. One focus group member commented on the timing of the IE plan and report deadlines and how they clashed with finals and semester start-up activity.

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**Person Responsible:** Jose Cruz

**Completion Date:** September 1998

- Action:**
1. The IE Team will revisit the IE calendar and determine if more appropriate deadlines can be set for IE plans and reports without hindering or diminishing the quality and "full-year" perspective of the IE cycle.
  2. IE Training will be expanded to educate faculty and staff on how to conduct assessment "year round" rather than wait until April to begin/fulfill assessment requirements for IE.
  3. IE Team members will be instructed to encourage departments to begin assessment activities early in the year.
  4. Have the IE Team develop an annual calendar each Spring, clearly establishing deadlines before the academic year begins in the fall.

**Resources:** A full-time professional staff person is needed to assist the Director in the ever increasing amount of IE-related activities. This staff position will be requested in the 1999-2000 staffing plan unless sooner arrangements can be made.

## Improvement Strategy

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**Division:** President's Office

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**Department:** Institutional Research & Effectiveness

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**Plan:** Institutional Research & Effectiveness

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**Intended Outcome:** STCC departments and programs will be successful in their pursuit of client-centered outcomes.

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**Assessment:** 85% of all departments and programs reviewed by the Office of the Assistant for Accountability during the last 12 months will have implemented all action plans documented in their latest IE&A Report.

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**Actual Result:** The Accountability Review was not implemented for 1997-98. This standard could not be measured.

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**Person Responsible:** Jose Cruz

**Completion Date:** June 1998

**Action:** 1. Aid the Assistant for Accountability in the final stages of development of accountability review and ensure implementation by 1998-99. The Director of OIRE will head the review process as chairman of the IE Team's subcommittee on Accountability Review and have immediate oversight of the process.

**Resources:** None.

## Improvement Strategy

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**Division:** President's Office

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**Department:** Institutional Research & Effectiveness

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**Plan:** Institutional Research & Effectiveness

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**Intended Outcome:** STCC departments and programs will be successful in their pursuit of client-centered outcomes.

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**Assessment:** 85% of all action plans developed as a departmental response to assessment findings, documented in the latest IE&A Report and reviewed by the Office of the Assistant for Accountability during the last 12 months will be deemed "satisfactory" by the Assistant for addressing the concern identified in the report.

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**Actual Result:** The Accountability Review was not implemented in 1997-98. This standard could not be measured.

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**Person Responsible:** Jose Cruz

**Completion Date:** June 1998

**Action:** 1. Aid the Assistant for Accountability in the final stages of development of accountability review and ensure implementation by 1998-99. The Director of OIRE will head the review process as chairman of the IE Team's subcommittee on Accountability Review and have immediate oversight of the process.

**Resources:** None.

## Improvement Strategy

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**Division:** President's Office

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**Department:** Institutional Research & Effectiveness

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**Plan:** Institutional Research & Effectiveness

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**Intended Outcome:** STCC employees will be knowledgeable and involved in the College's pursuit of accreditation and State-mandated standards.

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**Assessment:** 85% of the Departmental Reviews conducted by the Office of the Assistant for Accountability over the last 12 months will indicate 100% compliance with accreditation standards and state mandates governing institutional effectiveness.

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**Actual Result:** The accountability review was not implemented for 1997-98. This standard could not be measured.

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**Person Responsible:** Jose Cruz

**Completion Date:** June 1998

**Action:** 1. Aid the Assistant for Accountability in the final stages of development of accountability review and ensure implementation by 1998-99. The Director of the OIRE will head the review process as chairman of the IE Team's subcommittee on Accountability Review and have immediate oversight of the process.

**Resources:** Currently, the entire OIRE staff is dedicated to IR-related activities. Their workload cannot be adjusted. A full-time professional staff person is required to aide the Director in IE related activities. Such an individual will be requested in the 99-00 staffing plan unless other arrangements can be made during the 98-99 academic year.