

1998-99 Institutional Effectiveness Plan

Department: Client Services

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Unit Mission Statement

Client Services is committed to excellent customer service through enhanced technologies, improved communication and aggressive training programs.

List of Clients:

Students

Staff/Faculty

Other Departments

Administration

Community

Reporting Agencies

Board of Trustees

Intended Outcomes

Department: Client Services

Intended Outcome: 1

STCC will operate efficiently and effectively using the most current and effective information technology available.

Intended Outcome: 2

STCC will manage its information resources accountably and responsibly.

Intended Outcome: 3

The STCC community will quickly and easily access all available information, communication and technology resources.

Intended Outcome: 4

CS Clients will be satisfied with the quality of service provided by CS Staff.

Performance Indicators

Department: Child Care and Development

Intended Outcome 1 : Child Care and Development students desiring to attend other Institutions of Higher Education will have been successfully prepared to maintain their GPA's upon transferring.

Performance Indicator A :	CDEC students who transfer to other Institutions of Higher Education will do as well upon transfer as they did at STCC. Students will be broken down into graduates and non-graduates for comparison purposes.
Performance Standard:	No significant difference between STCC and native students GPA's
Data Sources: (most recent available unless otherwise noted)	STCC and UT-PA Student Information Systems (SIS)
Supporting Units:	OIRE

Performance Indicators

Department: Child Care and Development

Intended Outcome 2 : Child Care and Development (AAS) graduates will be employed in the field.

Performance Indicator A :	CDEC graduates will find jobs in the child care field.
Performance Standard:	Seventy percent of the responding graduates will report employment in the field.
Data Sources: (most recent available unless otherwise noted)	The Graduating Student Survey administered one year after program completion by the Office of Institutional Research. CDEC program generated surveys by Program Chair.
Supporting Units:	OIRE Child Care and Development Program Chair

Performance Indicators

Department: Child Care and Development

Intended Outcome 3 : The Administration will be satisfied with the results of the grade distributions of students going through the Child Care and Development Program

Performance Indicator A :	Administration will be satisfied with grade distribution of letter grades earned per course in the Child Care and Development Program
Performance Standard:	>65% passing, <20% non passing, <15% withdrawals
Data Sources: (most recent available unless otherwise noted)	Official grades as reported in the SIS system
Supporting Units:	OIRE

Performance Indicators

Department: Child Care and Development

Intended Outcome 4 : The Administration will be satisfied with the Fall to Fall retention rates of Child Care and Development Students.

Performance Indicator A :	There will be an increase in fall to fall retention for Child Care and Development program students as compared to prior years.
Performance Standard:	At least an 1% increase in retention from previous three (3)-year average.
Data Sources: (most recent available unless otherwise noted)	Official fall enrollment reports as submitted to THECB
Supporting Units:	OIRE

Performance Indicators

Department: Child Care and Development

Intended Outcome 5 : Graduates of the Child Care and Development Program will be competent in managing their own child care business.

Performance Indicator A :	Graduates who will be managing their own child care business will express satisfaction with the quality of Instruction offered by the CDEC Program.
Performance Standard:	Positive results from surveys conducted by the Office of Institutional Research.
Data Sources: (most recent available unless otherwise noted)	Child Care and Development program generated surveys by Program Chair STCC generated surveys on employer satisfaction.
Supporting Units:	OIRE Child Care and Development Program Chair

Performance Indicators

Department: Child Care and Development

Intended Outcome 6 : Employers of the Child Care and Development Program graduates will be satisfied with the experience and knowledge received by the employees.

Performance Indicator A :	Employers will be pleased with the experience and knowledge of the CDEC graduates.
Performance Standard:	Respodents to the Employer survey conducted each year by the OIRE will rate the Graduates they employ as above average.
Data Sources: (most recent available unless otherwise noted)	Employer Survey "Above Average" is higher then 3.0 on a 5.0 scale
Supporting Units:	OIRE

Performance Indicators

Department: Child Care and Development

Intended Outcome 7 : **Advisory Committees will be kept informed and stay abreast by their Program's Chair of any changes affecting their program.**

Performance Indicator A :	Through current communication sources specific Advisory Committee members will indicate that they have been kept informed of any changes that may affect their specific program.
Performance Standard:	Survey positive satisfaction levels of Board Members-Benchmark
Data Sources: (most recent available unless otherwise noted)	Individual Advisory Board Members of Specific Program Areas
Supporting Units:	Program Chairs will keep copies of Advisory Minutes. OIRE