

## 1998-99 Institutional Effectiveness Plan

**Department:** Office of Institutional Research & Effectiveness

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### Unit Mission Statement

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

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#### List of Clients:

Students

Faculty and Staff

Administrative and Executive Officers

Board of Trustees

Instructional Divisions

Instructional Support Units

Administrative Units

Business and Industry

The Community

Texas Higher Education Coordinating Board

Souther Association of Colleges and Schools

Department of Education

Other State and Federal Regulatory and Accrediting Bodies

## Intended Outcomes

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Department: Office of Institutional Research & Effectiveness

**Intended Outcome: 1**

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

**Intended Outcome: 2**

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

**Intended Outcome: 3**

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

**Intended Outcome: 4**

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

**Intended Outcome: 5**

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

**Intended Outcome: 6**

The Office of Institutional Research & Effectiveness will acquire necessary training and professional development to provide more effective and efficient services.

## Performance Indicators

**Department:** Office of Institutional Research & Effectiveness

**Intended Outcome 1 :** **STCC Administrators, faculty and staff receiving decision-support information from the Office of Institutional Research & Effectiveness will make well informed decisions for the College.**

<b>Performance Indicator A :</b>	Clients who request information for decision making purposes will be satisfied with the overall quality of the information received
<b>Performance Standard:</b>	85% of clients responding will rate overall quality excellent or good with no individual factor below the 85% standard.
<b>Data Sources: (most recent available unless otherwise noted)</b>	OIRE Bi-Annual Quality Assurance Survey
<b>Supporting Units:</b>	OIRE

<b>Performance Indicator B :</b>	Clients will use the information that they request from the Office of Institutional Research & Effectiveness.
<b>Performance Standard:</b>	No more than 10% of respondents will indicate that information was not used.
<b>Data Sources: (most recent available unless otherwise noted)</b>	OIRE Bi-Annual Quality Assurance Survey
<b>Supporting Units:</b>	OIRE

## Performance Indicators

Department: Office of Institutional Research & Effectiveness

**Intended Outcome 1 : STCC Administrators, faculty and staff receiving decision-support information from the Office of Institutional Research & Effectiveness will make well informed decisions for the College.**

<b>Performance Indicator C :</b>	Administrators and Directors will find no significant faults in the information services provided.
<b>Performance Standard:</b>	No significant faults will be found.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Focus Group Session conducted by third party office.
<b>Supporting Units:</b>	Office of the Assistant for Accountability SACS Accreditation Office Institutional Effectiveness Team

<b>Performance Indicator D :</b>	Faculty and Staff will find no significant faults in the information services provided.
<b>Performance Standard:</b>	No significant faults will be found.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Focus Group Session conducted by third party office.
<b>Supporting Units:</b>	Office of the Assistant for Accountability SACS Accreditation Office Institutional Effectiveness Team

## Performance Indicators

Department: Office of Institutional Research & Effectiveness

Intended Outcome 1 : STCC Administrators, faculty and staff receiving decision-support information from the Office of Institutional Research & Effectiveness will make well informed decisions for the College.

<b>Performance Indicator E :</b>	Clients will be satisfied with the reports and products they have requested and the OIRE staff will resolve any shortfall in meeting the clients' needs.
<b>Performance Standard:</b>	Less than 5% of clients will find a shortfall and 0% will be unresolved.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Shortfall Report distributed with reports.
<b>Supporting Units:</b>	OIRE

## Performance Indicators

**Department:** Office of Institutional Research & Effectiveness

**Intended Outcome 2 :** STCC employees requesting statistical and analytical information from the Office of Institutional Research & Effectiveness will meet reporting obligations on a timely basis with the most accurate and current information.

<b>Performance Indicator A :</b>	Clients who request information for reporting obligations will be satisfied with the overall quality of the information they received.
<b>Performance Standard:</b>	85% of clients responding will rate overall quality as excellent or good with no individual factor below the 85% standard.
<b>Data Sources: (most recent available unless otherwise noted)</b>	OIRE Bi-Annual Quality Assurance Survey
<b>Supporting Units:</b>	OIRE

<b>Performance Indicator B :</b>	Administrators and Directors will find no significant faults in the information services provided.
<b>Performance Standard:</b>	No significant faults will be found.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Focus Group Session conducted by third party office.
<b>Supporting Units:</b>	Office of the Assistant for Accountability SACS Accreditation Office Institutional Effectiveness Team

## Performance Indicators

Department: Office of Institutional Research & Effectiveness

**Intended Outcome 2 : STCC employees requesting statistical and analytical information from the Office of Institutional Research & Effectiveness will meet reporting obligations on a timely basis with the most accurate and current information.**

<b>Performance Indicator C :</b>	Faculty and Staff will find no significant faults in the information services provided.
<b>Performance Standard:</b>	No significant faults will be found.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Focus Group Session conducted by third party.
<b>Supporting Units:</b>	Office of the Assistant for Accountability SACS Accreditation Office Institutional Effectiveness Team

<b>Performance Indicator D :</b>	Clients will be satisfied with the reports and products they have requested and the OIRE staff will resolve any shortfall in meeting the clients' needs.
<b>Performance Standard:</b>	Less than 5% of clients will find a shortfall and 0% will be unresolved.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Shortfall Report distributed with reports.
<b>Supporting Units:</b>	OIRE

## Performance Indicators

Department: Office of Institutional Research & Effectiveness

**Intended Outcome 3 : STCC employees will be knowledgeable and involved in the College's pursuit of Institutional Effectiveness.**

<b>Performance Indicator A :</b>	STCC employees will find the information publications (IE Update and IE Newsflash) to be informative on effectiveness-related issues.
<b>Performance Standard:</b>	85% of respondents will indicate somewhat or very informative and at least 40% of the respondents will indicate very informative.
<b>Data Sources: (most recent available unless otherwise noted)</b>	IE Update/IE Newsflash Client Survey
<b>Supporting Units:</b>	OIRE

<b>Performance Indicator B :</b>	STCC employees will participate in their department or unit's Effectiveness planning and reporting activities.
<b>Performance Standard:</b>	65% of respondents will indicate that they actively participate in these activities.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Departmental Review questionnaire from the Accountability Review
<b>Supporting Units:</b>	Office of the Assistant for Accountability OIRE

## Performance Indicators

**Department:** Office of Institutional Research & Effectiveness

**Intended Outcome 3 :** STCC employees will be knowledgeable and involved in the College's pursuit of Institutional Effectiveness.

<b>Performance Indicator C :</b>	STCC employees will be aware of their department or unit's Effectiveness planning and reporting activities.
<b>Performance Standard:</b>	85% of respondents will indicate that they are aware of these activities.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Departmental Review questionnaire from the Accountability Review
<b>Supporting Units:</b>	Office of the Assistant for Accountability OIRE

<b>Performance Indicator D :</b>	Departments will be in compliance with institutional mandates governing effectiveness.
<b>Performance Standard:</b>	85% of departments reviewed will be in full compliance (100%).
<b>Data Sources: (most recent available unless otherwise noted)</b>	Institutional Effectiveness and Accountability Reports.
<b>Supporting Units:</b>	Office of the Assistant for Accountability OIRE

## Performance Indicators

**Department:** Office of Institutional Research & Effectiveness

**Intended Outcome 4 :** STCC departments and programs will be successful in their pursuit of client-centered outcomes.

<b>Performance Indicator A :</b>	The Institutional Effectiveness process will be a valuable tool in aiding departments and programs to pursue client-centered outcomes.
<b>Performance Standard:</b>	The majority of participants will express agreement with this indicator.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Focus Group Session conducted by third party office.
<b>Supporting Units:</b>	Office of the Assistant for Accountability SACS Accreditation Office Institutional Effectiveness Team

<b>Performance Indicator B :</b>	STCC faculty and staff will find no significant faults with the Institutional Effectiveness process adopted at the College.
<b>Performance Standard:</b>	No significant faults will be found.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Focus Group Session conducted by third party office.
<b>Supporting Units:</b>	Office of the Assistant for Accountability SACS Accreditation Office Institutional Effectiveness Team

## Performance Indicators

**Department:** Office of Institutional Research & Effectiveness

**Intended Outcome 4 :** STCC departments and programs will be successful in their pursuit of client-centered outcomes.

<b>Performance Indicator C :</b>	Departments and programs that have completed an Accountability Review will implement the action plans they create to address concerns identified by the review.
<b>Performance Standard:</b>	85% of all departments will have implemented their action plans.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Institutional Effectiveness and Accountability Reports
<b>Supporting Units:</b>	Office of the Assistant for Accountability Accountability Review Subcommittee, Inst. Effectiveness Team OIRE

<b>Performance Indicator D :</b>	Action plans will be created as a departmental response to assessment findings in the Accountability Review.
<b>Performance Standard:</b>	85% of all action plans will be deemed satisfactory for addressing the concern identified in the report.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Institutional Effectiveness and Accountability Reports
<b>Supporting Units:</b>	Office of the Assistant for Accountability Accountability Review Subcommittee, Inst. Effectiveness Team OIRE

## Performance Indicators

**Department:** Office of Institutional Research & Effectiveness

**Intended Outcome 5 :** **STCC employees will be knowledgeable and involved in the College's pursuit of accreditation and State-mandated standards.**

<b>Performance Indicator A :</b>	STCC employees will find the OIRE information publications (IE Update and IE Newsflash) to be informative of accreditation-related issues.
<b>Performance Standard:</b>	85% of respondents will indicate somewhat or very informative and at least 40% of the respondents will indicate very informative.
<b>Data Sources: (most recent available unless otherwise noted)</b>	IE Update/IE Newsflash Client Survey
<b>Supporting Units:</b>	OIRE

<b>Performance Indicator B :</b>	STCC employees will find the OIRE information publications (IE Update and IE Newsflash) to be informative of THECB news items and mandate issues.
<b>Performance Standard:</b>	85% of respondents will indicate somewhat or very informative and at least 40% of the respondents will indicate very informative.
<b>Data Sources: (most recent available unless otherwise noted)</b>	IE Update/IE Newsflash Client Survey
<b>Supporting Units:</b>	OIRE

## Performance Indicators

Department: Office of Institutional Research & Effectiveness

Intended Outcome 5 : STCC employees will be knowledgeable and involved in the College's pursuit of accreditation and State-mandated standards.

<b>Performance Indicator C :</b>	Departments will be in compliance with accreditation standards and state mandates governing institutional effectiveness.
<b>Performance Standard:</b>	85% of departments reviewed will be in full compliance (100%).
<b>Data Sources: (most recent available unless otherwise noted)</b>	Institutional Effectiveness and Accountability Reports
<b>Supporting Units:</b>	Office of the Assistant for Accountability OIRE

## Performance Indicators

Department: Office of Institutional Research & Effectiveness

Intended Outcome 6 : The Office of Institutional Research & Effectiveness will acquire necessary training and professional development to provide more effective and efficient services.

<b>Performance Indicator A :</b>	OIRE staff will complete training and professional development activities related to their specific job responsibilities.
<b>Performance Standard:</b>	All OIRE staff will complete at least four professional development activities.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Employee Performance Appraisal Professional Development Plans
<b>Supporting Units:</b>	OIRE