

**Department:**  
**Submitted by:**

Office of Institutional Research and Effectiveness  
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**98-99 IE Plan Responses to Performance Standards**

Outcome	Performance Indicator	Actual Results and Responses to Performance Standard
1	<p><b>A: Clients who request information for decision making purposes will be satisfied with the overall quality of the information received. 85% of those responding to Bi-Annual Quality Assurance Survey</b></p>	<p>Partially fulfilled: The Quality Assurance Survey was administered only once during 1998-99 and the number of responses received was far too few to make a reasonable attribution about results. Another way of gaining information about this Intended Outcome, in lieu of meaningful results from the QAS, might be to look at the responses to the Self-Study Survey item "How satisfied are you with the service and cooperation your program/department receives from the Office of Institutional Research and Effectiveness?" Of the 169 administrative, faculty and staff respondents to this item, 61% (103) gave positive responses and 12% (21) gave negative responses. The balance were neutral. It seems evident that the 85% criterion cannot be demonstrated to have been met in 1998-99. Additional work appears to be needed to improve feedback and that quality of information can be improved.</p>
<p><b>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.</b></p> <p><i>Note: In retrospect, the staff of OIRE see that they could have improved on the way they stated this Intended Outcome and/or the Performance Indicators associated with it. We now see that the relationships are not as clear as we had intended and that information other than that provided by OIRE informs decisions made at and about the College.</i></p>	<p><b>B: Clients will use the information that they request from the Office of Institutional Research and Effectiveness. No more than 10% of respondents to Bi-Annual Quality Assurance Survey will indicate not using.</b></p>	<p>Partially fulfilled: The Quality Assurance Survey was administered only once during 1998-99 and the number of responses received was far too few to make a reasonable attribution about results. However, no respondent indicated that s/he was <u>not</u> using information requested from OIRE. If we refer to the Self-Study Survey (see above) and the level of satisfaction respondents indicate with the service of OIRE, we might suppose how much of the information provided has been used if the overall level of satisfaction with services is only 61% among respondents. Additional work appears to be needed to improve feedback and that use of information can be improved, which probably implies improved information as well.</p>
	<p><b>C: Administrators and directors will find no significant faults in the information services provided, as measured by a third-party focus group.</b></p>	<p>There was no third-party focus group session conducted, with the exception of an online discussion that touched on the work of OIRE, as well as other aspects of the College. There were no significant issues emerging from that discussion as applies to this specific indicator. Of the limited number of client satisfaction responses returned during 1998-99, only 1 reported a significant concern and that concern was addressed. The self-study committee reviewing the work of OIRE indicated concerns about the timeliness of the unit's work via its recommendations and suggestions and those have been addressed. The most common concern addressed informally in conversations and meetings about the information services provided by OIRE is "bad data," referring to reports developed from the Student Information System that differ from work unit records. OIRE maintains its own separate archives drawn from the SIS and these are cleaned and exceptions eliminated to a greater degree than in SIS as a whole. OIRE has communicated the nature of errors found to both Information Services and data owners and gradual improvement in data in general seems to be occurring. However, there are some data in SIS that may be in error (due to data entry</p>
	<p><b>D: Faculty and staff will find so significant faults in the information services provided.</b></p>	<p>See immediately above.</p>
	<p><b>E: Clients will be satisfied with the reports and products they have requested (5% unsatisfied) and the OIRE staff will resolve any shortfall in meeting clients needs (0% unsatisfied).</b></p>	<p>1 shortfall report was returned noting a deficiency and that was completed to the client's satisfaction. However, the total number of reports returned was very small and we conclude that we need to rethink the ways in which we collect this feedback on our work.</p>

<p>2</p>	<p><b>A: clients who request information for reporting obligations will be satisfied with the over all quality of the information they receive. 85% of respondents rate quality as excellent or good w/ no individual factor below the 85% standard on Bi-Annual quality Assurance Survey.</b></p>	<p>Partially fulfilled. As noted in 1A and B, above, the Bi-Annual Quality Assurance Survey was not fully executed in 1998-99. If we use the Self-Study Survey responses as a substitute, it is clear that the standard of 85% was not met. OIRE will continue to work on improving methods of collecting this feedback from clients and of improving levels of satisfaction.</p>
<p><b>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. Note: as noted above, OIRE now sees that we could have phrased this Intended Outcome better. What we meant here was that we would provide accurate and current information in time for others to meet their reporting obligations on time. Whether they actually do, or not, is out of OIRE's control.</b></p>	<p><b>B: Administrators and directors will find no significant faults in the information services provided.</b></p>	<p>See 1C, above. That response applies here as well.</p>
	<p><b>C: Faculty and staff will find no significant faults in the information services provided.</b></p>	<p>See 1C, above. That response applies here as well.</p>
	<p><b>D: Clients will be satisfied with the reports and products they have requested (5% or less unsatisfied) and the OIRE staff will resolve any shortfall in meeting clients' needs (0% unsatisfied).</b></p>	<p>Please see 1E, above. That response applies here as well.</p>

3	<p><b>A: STCC employees will find the information publications (IE Update and IE Newsflash) to be informative on effectiveness-related issues. 85% of respondents indicate somewhat or very informative and at least 40% of respondents will indicate very informative on IEUpdate/IE Newsflash Client Survey.</b></p>	<p>The IE Update and Newsflash projects were not fully executed in 1998-99 due to shortages in staffing and the large amounts of requests for service from offices and department other than OIRE during those shortages. Because those projects were in abeyance for most of the year, the planned evaluations were not carried out.</p>
<p><b>STCC will be knowledgeable and involved in the College's pursuit of Institutional Effectiveness.</b></p>	<p><b>B: STCC employees will participate in their department or units' Effectiveness planning and reporting activities. 65% report active participation on Departmental Review questionnaire from Accountability Review.</b></p>	<p>In the units which underwent the Accountability Review process in 1998-99, 71% of the employees responded to the questionnaire. Among those, 29% said they had participated in IE planning and reporting. The criterion was not met and plans are underway to make IE planning and reporting much more widely participative during the 1999-2000 year.</p>
	<p><b>C: STCC employees will be aware of their department or unit's Effectiveness planning and reporting activities. 85% or respondents to Departmental Review questionnaire from Accountability Review.</b></p>	<p>In the units which underwent the Accountability Review process in 1998-99, 71% of the employees responded to the questionnaire. Among those, 49% said they were aware of IE planning and reporting activities in their work unit. The criterion was not met and plans are underway to increase knowledge of IE planning and reporting greatly during the 1999-2000 year.</p>
	<p><b>D: Departments will be in compliance with institutional mandates governing effectiveness. 85% of departments reviewed on Institutional Effectiveness and Accountability Reports will be in full compliance.</b></p>	<p>41 or 43 departments engaged in some form of IE planning and reporting during 1998-99. Of the 41, only 10 appear to be in complete compliance with expectations. This criterion has not been met and one of the foci of the 1999-2000 Plan will be to bring the institution and its subunits into 100% participation and compliance.</p>

<p>4</p>	<p><b>A: The institutional Effectiveness process will be a valuable tool in aiding departments and programs to pursue client-centered outcomes. The majority of participants in a Focus Group Session conducted by a third party office will express agreement.</b></p>	<p>As noted in 1A, B and C, above, a true focus group session addressing this was not done. However, as noted above, the results of the Self-Study Survey shed light on this Performance Indicator. While it seems likely that the majority respondents were positive about IE and R in general, we cannot say that with certainty from available data. Improvement is still needed in the general area of this PI.</p>
<p><b>STCC departments and programs will be successful in their pursuit of client-centered outcomes. Note: This is one of the Intended Outcomes that OIRE would have preferred to re-word after further thought. On reflection, we would have written something on the order of, "The IE process will lead to plans that focus on client-centered outcomes in all units." We will be careful to express our intentions better in our 1999-2000 IE Plan.</b></p>	<p><b>B: STCC faculty and staff will find no significant faults with the Institutional Effectiveness process adopted at the College.</b></p>	<p>Again, formal evaluation of the IE Process and satisfaction with it was not done during 1998-99. Informal feedback and anecdotal evidence suggests that faculty and staff have no great dissatisfaction with the general concept and plan adopted by the College. However, it also seemed that many individuals or work groups were either confused about the process or overwhelmed to some degree by what they understood it to be. Clarification of what IE is and is not, and what does and does not entail, may be in order during 1999-2000 as means of getting full institutional buy-in and reduction of criticism (both warranted and unwarranted.)</p>
	<p><b>C: Departments and programs that have completed an Accountability Review will implement the action plans they create to address concerns identified by the review. 85% of departments will have implemented their plans.</b></p>	<p>Departments and programs in the first cycle of Accountability Review have all developed and implemented action plans. This criterion was exceeded.</p>
	<p><b>D: Action plans will be created as a departmental response to assessment findings in the Accountability Review. 85% of all action plans will be deemed satisfactory for addressing the concerns identified.</b></p>	<p>Departments and programs that have been through the Accountability Review as of this writing have all developed satisfactory action plans. This criterion is exceeded.</p>

5	<p><b>A: STCC employees will find the OIRE information publications (IE Update and IE Newsflash) to be information of accreditation-related issues. 85% of respondents will indicate somewhat or very informative and at least 40% will indicate very informative on the IR Update/IE Newsflash Client Survey.</b></p>	<p>The IE Update and Newsflash projects were not fully executed in 1998-99 due to shortages in staffing and the large amounts of requests for service from offices and department other than OIRE during those shortages. Because those projects were in abeyance for most of the year, the planned evaluations were not carried out.</p>
<p><b>STCC employees will be knowledgeable and involved in the College's pursuit of accreditation and State-mandated standards.</b></p>	<p><b>B: STCC employees will find the OIRE information publications to be informative for the THECB news items and mandate issues. (same criterion and survey as above.)</b></p>	<p>The IE Update and Newsflash projects were not fully executed in 1998-99 due to shortages in staffing and the large amounts of requests for service from offices and department other than OIRE during those shortages. Because those projects were in abeyance for most of the year, the planned evaluations were not carried out.</p>
	<p><b>C: Departments will be in compliance with accreditation standards and state mandates governing institutional effectiveness. 85% of departments will be in full compliance.</b></p>	<p>As noted above in 3D, 41 or 43 departments engaged in some form of IE planning and reporting during 1998-99. Of the 41, only 10 appear to be in complete compliance with expectations. This criterion has not been met and one of the foci of the 1999-2000 Plan will be to bring the institution and its subunits into 100% participation and compliance.</p>
6	<p><b>A: OIRE staff will complete training and professional development activities related to their specific job responsibilities. All staff will complete at least four professional development activities.</b></p>	<p>Partially fulfilled: Each member of the OIRE staff participated in at least three daylong professional development activities: 2 College-wide professional development days and at least 1 ITS professional development day. In addition, one staff member attended 3 STCIR conferences and the TAIR conference. Two other staff members were scheduled to attend the annual AIR summer training program in Washington D.C. for new researchers; one of these was unable to attend due to family concerns, but the other went. AIR has agreed to carry the other person over to Summer 2000 and he will attend then. The Director attended a STCIR conference and the AIR conference after beginning in mid-year, and had a paper accepted for presentation at TAIR but had to cancel her attendance due to illness. One staff member attended no additional professional development activities outside those scheduled at STCC during 1998-99.</p>
<p><b>The Office of Institutional Research and Effectiveness will acquire necessary training and professional development to provide more effective and efficient services.</b></p>	<p><b>B</b></p>	
	<p><b>C</b></p>	
	<p><b>D</b></p>	