

Performance Indicators

Department: Office of Institutional Research and Effectiveness

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Unit Mission Statement

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

List of Clients:

Faculty, administrators, staff, students, residents of Hidalgo and Starr Counties,
Board of Trustees, State and federal agencies, grantors, State and federal
Representatives and Senators, high schools and their students and staffs,
other 2- and 4-year institutions of higher education

Performance Indicators

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

Intended Outcome: 1

OIRE will develop the best available data to support decisions of the College community.

Intended Outcome: 2

OIRE will communicate effectively with its stakeholders.

Intended Outcome: 3

OIRE will be both responsive and proactive.

Intended Outcome: 4

OIRE will support planning and evaluation at STCC.

Intended Outcome: 5

OIRE will act in an ethical manner.

Intended Outcome: 6

OIRE will support accreditation.

Performance Indicators

Department: Office of Institutional Research and Effectiveness

Outcome: 1 OIRE will develop the best available data to support decisions of the College community.

Performance Indicator: A	Data will be as accurate as possible.
Performance Standard	No archived database will contain errors identifiable through descriptive generation or cross-checking against known databases.
Actual Outcome	Standard has been met.
Implications for Next Year's Plan	Improved documentation, communication issues, notification of changes from others to us, and archival maintenance. It is unclear whether documentation is sufficient for all users in OIRE. Maintaining the archives was somewhat challenging this year due to the major revisions in courses and organizational structure.

Performance Indicator: B	Data generated internally will be as complete as possible.
Performance Standard	Less than 5% of requests for information will be unfillable due to lack of data that it is within OIRE's control to obtain.
Actual Outcome	The standard has been met. No requests were unfilled due to a lack of data. Improved internal processes allowed us to complete and provide more information. (E.g. we were able to use spring surveys and other information to analyze the group of students who self-dropped in summer I.) There have been several occasions where we have been able to direct clients to existing reports and information rather than collecting new data for a slightly different purpose. The number and extent of these redirects is unclear, however, the staff believe these are the first signs that internal data resources and routine reports are accomplishing the goal of good data to support decision-making.
Implications for Next Year's Plan	Maintenance of data, maintenance of client evaluation and response process, proactive collection and reporting, keeping current information in standardized reports reflecting client needs. Perhaps a simple tracking process should be implemented to identify the number of client requests redirected to reports already available to them. It might also be appropriate to develop a client-training program aimed at helping them to understand and use the materials routinely produced from OIRE.

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Outcome: 1 OIRE will develop the best available data to support decisions of the College community.

Performance Indicator: C	Data will be manageable.
Performance Standard	Archived databases will be maintained in protected files on the OIRE server with read-only access to copied files available to OIRE staff.
Actual Outcome	The standard has been met.
Implications for Next Year's Plan	Initial plans are underway to redesign the data warehouse for internal uses, but more importantly for access by clients. The departure of a key staff person in the Office of Admissions disrupted the transfer of official reports to OIRE and spring reports are only just now being certified. In the interim, OIRE staff have been working on live data to meet the need for more recent data. Working with live data was routinized to handle several major reports this summer to be more responsive. The purpose of the archive requires that we store "official" or complete data there and we found that the up to the minute live requests were not well supported by the archive. Next year we will need to rethink and reshape the file structure and organization: OIRE users, access for college clients.

Performance Indicator: D	Data will be "thick" enough to allow exploration of complex relationships.
Performance Standard	In all appropriate instances, databases will be designed and maintained to be relational.
Actual Outcome	The standard has been met.
Implications for Next Year's Plan	The databases are quite "thick" in terms of history and number of variables. They have become so thick that we are trying to redesign the files to mimic the SIS system. The relationships will still center around student and course as major keys, however, there is a need to separate static and dynamic fields to maintain the files in a more user friendly size.

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Outcome: 1 Cont. Continued Outcome 1

Performance Indicator: E	Data will be secured.
Performance Standard	No data will be inappropriately accessed by users outside OIRE.
Actual Outcome	The standard has been met. No evidence of hacking or inappropriate data access was detected. Passwords were established on all systems and hard copy data were stored securely. Shredding of hard copy data continues as data files from surveys are archived.
Implications for Next Year's Plan	Updates will be needed as services are improved, especially with the addition of client-queriable online data.

Performance Indicator: F	Internally developed data will be as current as possible.
Performance Standard	All internally generated data will be usable within one month of its receipt in OIRE.
Actual Outcome	The standard has been met. Preliminary working files were available within one month for all major data collection efforts. The loss of trained work-study help over the summer resulted in one survey (the Graduate Exit) being held for scanning until it was needed with the Graduate Follow-Up Survey.
Implications for Next Year's Plan	Documentation of availability of internal and external reports needs to be done.

Performance Indicator: G	Externally-developed data will be as current as possible.
Performance Standard	Less than 10% of all reports generated from externally generated data will be identified as not being from the most current data.
Actual Outcome	The standard has been met.
Implications for Next Year's Plan	As noted above, some THECB reports have yet to be received for AY 99-00. Additional data resources from TEA, Census, LBB and other good data sources will continually be identified and downloaded.

Performance Indicator: H	Documentary research will be facilitated.
Performance Standard	An in-house collection of appropriate institutional documents will be developed and maintained.
Actual Outcome	The standard has been met. The inheritance of the SACS Self-Study Library greatly facilitated the accomplishment of this indicator.
Implications for Next Year's Plan	A thorough audit and identification of important institutional documents is probably incomplete and should be accomplished next year. The library represents the most comprehensive collection of institutional documents available to the College and planned collection, archiving and updating of institutional documentation should be a part of planned work in OIRE.

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Outcome: 2 OIRE will communicate effectively with its stakeholders.

Performance Indicator: A	Required reports to external agencies will be satisfactory.
Performance Standard	Less than 10% of reports submitted to external agencies will generate requests for follow-up to correct/amend reports.
Actual Outcome	Standard met. Only two follow-up questions (out of 11 reports) were required by external agencies. One from LBB was simply to confirm a categorization on the Human Resources schedule, which was already correct. The other was to confirm an increase in the number of graduates reported on the IPEDS Completions report. The report was correct, but the growth fell outside the variance levels set by NCES and therefore the confirmation was requested.
Implications for Next Year's Plan	Continued monitoring. Documentation of timelines for external agency reporting is needed.

Performance Indicator: B	Internal reports and documents will be readily interpretable by users.
Performance Standard	Less than 5% of recipients of internal reports and documents will request assistance in interpreting or using the material developed by OIRE.
Actual Outcome	Standard not met. Ad hoc and routine reports were satisfactory, but documentation for some IE projects seems inadequate.
Implications for Next Year's Plan	More interpretation and analytical materials reports. Improve IE reporting software and instructions, possibly move to online reporting. Training workshops needed.

Performance Indicator: C	Internal clients of OIRE will understand how to access the services of the Office.
Performance Standard	Less than 5% of requests for service will be made outside established channels.
Actual Outcome	Not fully met. Online request and formally documented requests were still less than 95% of all requests and anecdotal evidence suggests that portions of the College community are still unsure of what services OIRE can provide and how to access them.
Implications for Next Year's Plan	Improved utilization of online reporting. Completion and use of Client Handbook. Training workshops teaching how to access services, and how to use reports. Update Client brochure and IE Handbook. Improve consistency in documenting accepted projects and requiring clients to use correct procedures for requesting services.

Performance Indicator: D	Internal clients of OIRE will have reasonable expectations of the Office.
Performance Standard	Less than 5% of requests for service will be inappropriate or impossible to fulfill.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Continued client education processes to eliminate unreasonable requests that derive from an inherent misunderstanding by the client of what it is they are asking. Great progress has been made with specific clients in standardizing our contact and reporting responsibility to them. We have also seen the beginning stages of clients accepting finished, quality work that is most relevant to their questions rather than insisting on new work that is only slightly different. Continue to produce most needed information in standardized reports.

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Outcome: 2 Continued Outcome 2

Performance Indicator: E	Communication will be timely.
Performance Standard	Less than 5% of all products of OIRE will be later than agreed-upon timelines when clients do not make changes in original requests for service.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Routinization and automation. Rearrange annual schedule and communicate this to those whose clients we are.

Performance Indicator: F	Internal clients of OIRE will be informed about the results of IR and IE work by OIRE.
Performance Standard	No more than 10% of all documents distributed annually by OIRE will be the result of a second production run necessitated by omissions in original distribution lists.
Actual Outcome	Standard has been met.
Implications for Next Year's Plan	Continued monitoring of institutional changes and updating of distribution lists.

Performance Indicator: G	The external community of STCC will have awareness of College information resulting from the work of OIRE.
Performance Standard	At least half of the documents published as a result of the work of Public Relations and Marketing will contain information resulting from the work of OIRE.
Actual Outcome	The standard is met. PR and Marketing included news stories that were supported by OIRE information in almost every single publication during the academic year. From the Super Onda names STCC #1 to graduate outcome information.
Implications for Next Year's Plan	Continue providing news-worthy information to Public Relations for publication in news stories.

Performance Indicator: H	Research methodology and analyses will be appropriate and accurate.
Performance Standard	Less than 2% of reports will require substantive revision due to flawed methodologies or analysis.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Continued communication with clients to understand client information needs. Continued professional development of OIRE staff.

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Outcome: 3 OIRE will be both responsive and proactive.

Performance Indicator: A	Requests for services will be met.
Performance Standard	Less than 5% of requests for service will not be met if conditions 1 B,C, & D, above, are met.
Actual Outcome	Standard met
Implications for Next Year's Plan	This indicator is too similar to 1B, C, & D and will not be continued next year.

Performance Indicator: B	OIRE will produce routine and standard reports on a term- or annual basis that anticipate requests for information.
Performance Standard	The number of ad hoc requests for reports will decrease by 10% this year.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Work on consistency in documentation of projects. Continue to direct clients to routine reports for information and use in IE assessment reports.

Performance Indicator: C	OIRE will serve as the de facto Institutional Review Board for all research conducted at STCC.
Performance Standard	No instances of unapproved research at STCC will be identified.
Actual Outcome	Standard not met.
Implications for Next Year's Plan	Secure IRB approval from Office of the President. Enforce research procedures.

Performance Indicator: D	OIRE will serve in a consultative and/or facilitative role for individuals and groups planning to conduct research at STCC.
Performance Standard	The number of requests for consultation or facilitation of intra-institutional research will increase by 10% over that of the 1999-98 year.
Actual Outcome	Standard met, but can not be documented.
Implications for Next Year's Plan	Continue to serve as a facilitator of research at STCC.

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Outcome: 4 OIRE will support planning and evaluation at STCC.

Performance Indicator: A	The annual IE cycle will proceed as planned.
Performance Standard	100% of STCC departments and programs will complete all phases of the 1999-2000 IE cycle.
Actual Outcome	99% (96 of 97) 1999-2000 IE Plans were submitted. 99% (95 of 96) of the Reports for those IE Plans were submitted.
Implications for Next year's Plan	Continue working with units to reach 100% compliance. Educate clients on importance and value of IE for department/program improvement.

Performance Indicator: B	Long-term planning will proceed as planned.
Performance Standard	100% of STCC offices and departments will receive copies of their current 5-year plans to use in developing staffing and budget plans for 2000-2001.
Actual Outcome	Standard met.
Implications for Next year's Plan	

Performance Indicator: C	
Performance Standard	100% of STCC offices and departments will update their 5-year plans, adding a new 5th year.
Actual Outcome	Standard not met.
Implications for Next year's Plan	Revision of planning processes and development of planning support material for the consulting firm doing the College's 10-year Master Plan supplanted this process.

Performance Indicator: D	Process- and outcome evaluation will be initiated through OIRE in 1999-2000.
Performance Standard	A plan for managing this work will be developed and approved College-wide.
Actual Outcome	Standard met.
Implications for Next year's Plan	Continue fine-tuning outcome management process in cooperation with the IE Team.

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Outcome: 5 OIRE will act in an ethical manner.

Performance Indicator: A	OIRE abides by the statements of professional ethics of the Association for Institutional Research.
Performance Standard	No instances of violations of the AIR Code of Professional Ethics will be occur.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Continue monitoring this indicator.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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Outcome: 6 OIRE will support accreditation.

Performance Indicator: A	All SACS Self-Study Recommendations and Suggestions attributable to OIRE will be addressed.
Performance Standard	100% response rate.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Continue supporting SACS standards and requirements.

Performance Indicator: B	Comprehensive Plan completed
Performance Standard	Board acceptance of Draft Plan
Actual Outcome	Standard met.
Implications for Next Year's Plan	Provide updates and other planning information as needed by clients.

Performance Indicator: C	Data development and reporting needed to support work of other offices and depts.
Performance Standard	All requests for accreditation support met.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Continue to provide data and reporting in support of accreditation requirements.

Performance Indicator: D	Programmatic accreditation supported.
Performance Standard	All requests for accreditation support met.
Actual Outcome	Standard met.
Implications for Next Year's Plan	Continue to provide accurate information as needed for programmatic accreditation support.