

South Texas College  
Office of the Vice President for Information and Technology Services

The Office of the Vice President for Information and Technology Services is comprised of the following college-district units:

- Office of Institutional Research and Effectiveness
- Division of Technology Resources
  - Information Systems
  - Technology Support Services
  - LAN/WAN/Telecom
  - Systems and Operations
- Division of Instructional Resources
  - Instructional Technologies
  - Library Services
- Office of Project Administration
  - Project Management
  - Information Security
  - Client Services Help Desk

Each unit of the Office of the Vice President develops and executes a bi-annual Institutional Effectiveness (IE) Plan for the purpose of ensuring an effective and successful support service to the college. Unit IE Plans are developed through an alignment of institutional goals, unit objectives and current IE data.

The Vice President for Information and Technology Services reviews all IE plans and supplies all the necessary feedback and direction for ensuring alignment with institutional and division objectives.

Per the calendar established by the Office of Institutional Research and Effectiveness, IE plans are evaluated at mid-year and at the end of the year to determine whether plan objectives were achieved and to provide guidance in the development of subsequent plans of action.

Departmental budget and staffing are directed jointly by the results of IE plans and client demand as measured by performance indicator data reported monthly to the Vice President, the President and the College Board of Directors in what is termed a “Monthly Report”. These performance indicators include such data as:

- Work Orders processed (project administration)
- Patron Gate Counts (instructional resources)
- System Uptime Percentages (technology resources)
- Access to Information Warehouse for the month (OIRE)

The most recent round of IE reports continued to show an ever increasing demand for IT and information services, and ITS staffing and budget requests reflect a response to those demands. IE reports, such as those presented as examples of IE achievement in the table below, indicate the division's success in identifying needs, planning strategies, and allocating the necessary resources to continue to expand services and increase standards of performance for and from all units.

The Office of the Vice President will continue to actively review IE reports and monthly performance indicator data to ensure continued, pro-active response to client needs for IT, instructional and information services.

### Continuous Quality Improvement Sample Table

Dept.	Intended Outcome	2002-2003 Performance Indicator	2002-2003 Performance Standard	Improvement Activity	Data Source	Performance Achieved (Actual Outcome)	Implications for 2003-2005
Office of the Vice President for Information and Technology Services	Student Success	Student Retention	Fall to Fall retention of 55% and increase by 2% each year for five years	Review annual fall-to-fall retention report, identify current retention initiatives and plan for the support of those activities.	Factbook, Retention / Student Success Plans	Changes were made to the administrative system to support enforcement of new initiatives in Developmental Studies, academic advising and electronic Financial Aid award letter approval, among other system changes.	Continue supporting all retention initiatives in the area of IT, technical and library service support.
Technology Resources	Student Success	Student Retention	Fall to Fall retention of 55% and increase by 2% each year for five years	Review planned retention initiatives and develop a budget and staffing plan to support its implementation	Factbook, Retention / Student Success Plans	A \$4.3 Million budget approved to replace an aging administrative computing system	Successfully support the 24-month ERP implementation plan
Client Services	Access & Equity	Single Point of Contact	Total % of work orders and service requests handled by Help Desk personnel will increase over 2001-2002.	Revise process for call resolution and train personnel on basic service and repair to resolve some calls by phone.	Track-It! Software, Telephone log, Technology Support department	2001-2002 total percentage of calls handled at single point of contact was 10%. 2003 average increased to 25%. Standard strongly met.	Continue initiatives for improving response & resolution time.
Library Services	Student Success	Library Utilization	The % increase in circulation and user headcounts will equal or exceed the percent increase in total student headcount per semester over 2001-2002	Theme displays at each library, establish a Community User's card, publicize new acquisitions, monthly articles in Faculty/Staff weekly newsletter.	Factbook, Internal Office Reports	Student population increased by 10% from Fall 2001 to Fall 2002. Patron gated-entry count increased 16.5% and material circulation increased 21% during the same period.	Continue with measure.
Media Services	Community Service	Satisfactory Rendering of Service	A minimum of ten classrooms will be fitted with a complete multi-media presentation system per year	Budget for the renovations.	ITS & College Budget	Standard was met for 2003.	Continue standard for subsequent years.

Media Services	Access & Equity	Access to media services equipment at all campuses	95% of all requests for equipment at all campuses will be filled	Actively track and manage unfilled requests.	ITS & College Budget, Schedule and Staffing Plan	Standard was met for 2003.	Continue acquiring necessary equipment to keep up with rising demand.
Institutional Research & Effectiveness	Access & Equity	Equitable access to results of institutional research	All standardized reports will be accessible and available in a timely manner to all appropriate offices and departments	Actively participate and assist in the development of IE plans in other academic and administrative units, guiding data needs and reporting timelines.	Campus Quality Survey	CQ Survey showed an increase in the satisfaction rate with available research and data support from the OIRE to college personnel. Only one report was delayed a month in delivery, due to late submission of data.	Continue existing initiatives to meet standard.