

Intended Outcomes

Department: **Student Information Center**

Intended Outcome: 1

Student Information Center will provide "One Stop Shop" for accurate information at all STCC campuses and centers.

Intended Outcome: 2

Make registration and other Admissions functions available at SICs after hours

Intended Outcome: 3

Make telemarketing services available to the various departments of the College

Intended Outcome: 4

Improve communication between SICs regarding scheduled events or funtions at all locations

Performance Indicators

Department: Student Information Center

Outcome: 1 Student Information Center will provide "One Stop Shop" for accurate information at all STCC campuses and centers.

Performance Indicator:	A	Establish uniformity of available information at SICs district-wide
Performance Standard		All SICs will have uniformity with regard to available information
Fall Activity Plan		Develop a list of all information SIC's should have available
Resources Required to Support Fall Activities		Admissions, Testing, Advisement/Counseling, Financial Aid, and Public Relations Office
Spring Activity Plan		Revisit and adjust the list of all information that will be made available at SICs
Resources Required to Support Spring Activities		Admissions, Testing, Advisement/Counseling, Financial Aid, and Public Relations Office
Summer Activity Plan		Revisit and adjust the list of all information that will be made available at SICs
Resources Required to Support Summer Activities		Admissions, Testing, Advisement/Counseling, Financial Aid, and Public Relations Office
Data Sources: (Most recent available unless otherwise noted)		Monthly Activity Reports, Internal Quality Assurance Survey
Supporting Units:		OIRE, Public Relations

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		

Performance Indicators

Department: Student Information Center

Student Information Center will provide "One Stop Shop" for accurate information at all STCC campuses and centers.

Outcome: 1

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Student Information Center

Outcome: 2 Make registration and other Admissions functions available at SICs after hours

Performance Indicator:	A	Add admissions data entry, registration, & add/drop function to all SIC off-sites.
Performance Standard		All SIC staff will be trained to perform listed functions beginning Oct. 16, 2000
Fall Activity Plan		Offer a minimum of one IA training for SIC staff per semester
Resources Required to Support Fall Activities		Admissions
Spring Activity Plan		Offer a minimum of one IA training for SIC staff per semester
Resources Required to Support Spring Activities		Admissions
Summer Activity Plan		Revisit and adjust the list of all information that will be made available at SICs
Resources Required to Support Summer Activities		Admissions
Data Sources: (Most recent available unless otherwise noted)		Monthly Activity Reports, Internal Quality Assurance Survey
Supporting Units:		OIRE, Public Relations

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		

Performance Indicators

Department: Student Information Center

Outcome: 2 Make registration and other Admissions functions available at SICs after hours

Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: Student Information Center

Outcome: 3 Make telemarketing services available to the various departments of the College

Performance Indicator:	A	Organize in order to maximize the use of telemarketing services by requesting departments.
Performance Standard		10% increase in use of telemarketing services by departments outside of the Division of Student Services and Development.
Fall Activity Plan		Redesign form for requesting telemarketing services from the SIC.
Resources Required to Support Fall Activities		Admissions and Public Relations Office.
Spring Activity Plan		Create a calendar that would identify routine and ad hoc requests for services.
Resources Required to Support Spring Activities		Admissions FOCUS Specialist, Computer Center and Public Relations Office.
Summer Activity Plan		Develop and implement a general e-mail campaign showcasing the various services available at SICs
Resources Required to Support Summer Activities		Admissions, Public Relations Office, Casey Moffatt (Division-Webpage Designer).
Data Sources: (Most recent available unless otherwise noted)		Monthly Activity Reports, Internal Quality Assurance Survey
Supporting Units:		OIRE, Public Relations

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		

Performance Indicators

Department: Student Information Center

Outcome: 3 Make telemarketing services available to the various departments of the College

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Student Information Center

Outcome: 4 Improve communication between SICs regarding scheduled events or funtions at all locations

Performance Indicator:	A	Develop an easily updated online event calendar for the SICs
Performance Standard		85% of respondents to Quality Assurance Survey will indicate that they were satisfied with the availability of information.
Fall Activity Plan		Train staff on the use and udate of SIC online event calendar
Resources Required to Support Fall Activities		Public Relations Office and Casey Moffatt (Division Webpage Designer)
Spring Activity Plan		Implement SIC online event calendar
Resources Required to Support Spring Activities		Public Relations Office and Casey Moffatt (Division Webpage Designer)
Summer Activity Plan		Reivisit the calendar's design and make adjustments as necessary.
Resources Required to Support Summer Activities		Public Relations Office and Casey Moffatt (Division Webpage Designer)
Data Sources: (Most recent available unless otherwise noted)		Monthly Activity Reports, Internal Quality Assurance Survey
Supporting Units:		OIRE, Public Relations

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		

Performance Indicators

Department: Student Information Center

Outcome: 4 Improve communication between SICs regarding scheduled events or funtions at all locations

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		