

1998-99 Institutional Effectiveness Plan

Department: Office of Admissions & Records

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Unit Mission Statement

The Office of Admissions & Records assists in fulfilling the mission of the College by providing quality service to:

- students from admission through graduation
 - ensure record integrity and assist student retention by educating, refining, and training the STCC community
 - all by utilizing technology in an innovative and proactive manner.
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List of Clients:

Students

Faculty

Administration

Community

Division Directors

Program Chairs

Other Institutions

High Schools

Staff

Other STCC Departments

THECB

SACS

State & Federal Auditors

Other External Agencies

Intended Outcomes

Department: Office of Admissions & Records

Intended Outcome: 1

Faculty, Staff, and Students will be satisfied with the quality and timeliness of Admission & Records services.

Intended Outcome: 2

The Office of Admissions & Records will utilize advanced technology in order to facilitate compliance.

Intended Outcome: 3

Faculty, Staff, and Students will make appropriate and effective decisions based on their knowledge of the Office of Admissions & Records Policies and Procedures.

Performance Indicators

Department: Office of Admissions & Records

Intended Outcome 1 : Faculty, Staff, and Students will be satisfied with the quality and timeliness of Admission & Records services.

Performance Indicator A :	Stakeholder Satisfaction
Performance Standard:	75% of Students will respond favorably to OAR services.
Data Sources: (most recent available unless otherwise noted)	Office of Admissions & Records Student Survey
Supporting Units:	OIRE

Performance Indicator B :	Stakeholder Satisfaction
Performance Standard:	75% of Faculty will respond favorably to OAR services.
Data Sources: (most recent available unless otherwise noted)	Office of Admissions & Records Faculty/Staff Quality Assurance Survey.
Supporting Units:	OIRE

Performance Indicators

Department: Office of Admissions & Records

Intended Outcome 2 : The Office of Admissions & Records will utilize advanced technology in order to facilitate compliance.

Performance Indicator A :	Technology
Performance Standard:	100% of all THECB CBM reports will be submitted, edited, and certified within the appropriate timelines.
Data Sources: (most recent available unless otherwise noted)	Late notices, FTP dates of submission, email certifications.
Supporting Units:	THECB

Performance Indicator B :	Technology
Performance Standard:	The Office of Admissions & Records will have a successful Accountability Review.
Data Sources: (most recent available unless otherwise noted)	Accountability Review Report
Supporting Units:	I.E. Team Assistant for Accountability Office Accountability Review Subcommittee

Performance Indicators

Department: Office of Admissions & Records

Intended Outcome 2 : The Office of Admissions & Records will utilize advanced technology in order to facilitate compliance.

Performance Indicator C :	Technology
Performance Standard:	The Office of Admissions & Records will be in compliance with all SACS requirements.
Data Sources: (most recent available unless otherwise noted)	Pre-SACS walkthrough SACS accreditation visit
Supporting Units:	OIRE Self-Study Office Assistant for Accountability Office

Performance Indicators

Department: Office of Admissions & Records

Intended Outcome 3 : Faculty, Staff, and Students will make appropriate and effective decisions based on their knowledge of the Office of Admissions & Records Policies and Procedures.

Performance Indicator A :	Stakeholder Satisfaction
Performance Standard:	There will be a 25% decrease in adds/drops after census date.
Data Sources: (most recent available unless otherwise noted)	Exception reports run by the Office of Admissions & Records IA Focus technician.
Supporting Units:	OIRE

Performance Indicator B :	Stakeholder Satisfaction
Performance Standard:	75% of respondents to the Office of Admissions & Records will respond that they know the OAR policies and procedures.
Data Sources: (most recent available unless otherwise noted)	Office of Admissions & Records Survey results.
Supporting Units:	OIRE