

1998-99 Institutional Effectiveness Plan

Department: Student Information Center

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Unit Mission Statement

The Student Information Center (SIC) will provide a "One-Stop Shop" for accurate information and/or assistance that current students, prospective students, administration, faculty, staff, and the general public request regarding South Community College.

List of Clients:

Current Students

Prospective Students

Administration

Faculty

Staff

General Public

Intended Outcomes

Department: Student Information Center

Intended Outcome: 1

STCC students, employees and the general public will be aware of the locations, hours of operation and the services provided by the Student Information Center.

Intended Outcome: 2

STCC students, employees and the general public will have access to current and accurate information in order to make informed decisions.

Intended Outcome: 3

STCC students, employees and the general public will receive prompt and courteous assistance at each of the Student Information Centers.

Performance Indicators

Department: Student Information Center

Intended Outcome 1 : STCC students, employees and the general public will be aware of the locations, hours of operation and the services provided by the Student Information Center.

Performance Indicator A :	STCC Student Awareness
Performance Standard:	70% of respondents will indicate that they are aware of the locations, hours of operation, and services provided.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality Assurance Survey
Supporting Units:	Office of Institutional Research and Effectiveness Student Information Center

Performance Indicator B :	STCC Employee Awareness
Performance Standard:	90% of respondents will indicate that they are aware of the locations, hours of operation and services provided.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality Assurance survey
Supporting Units:	Office of Institutional Reasearch and Effectiveness Student Information Center

Performance Indicators

Department: Student Information Center

Intended Outcome 1 : STCC students, employees and the general public will be aware of the locations, hours of operation and the services provided by the Student Information Center.

Performance Indicator C :	Public Awareness
Performance Standard:	No less than 15% of respondents will indicate that they are aware of the locations, hours of operation and services provided.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality Assurance Survey
Supporting Units:	Office of Institutional Research and Effectiveness

Performance Indicators

Department: Student Information Center

Intended Outcome 2 : STCC students, employees and the general public will have access to current and accurate information in order to make informed decisions.

Performance Indicator A :	Accessibility of Information
Performance Standard:	90% of respondents will indicate that they were either satisfied or very satisfied with the accessibility of the information.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality survey
Supporting Units:	The Office of Institutional Research and Effectiveness

Performance Indicator B :	Usefulness of Information
Performance Standard:	90% of respondents will indicate that they were either satisfied or very satisfied with the usefulness of the information.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality Assurance survey
Supporting Units:	The Office of Institutional Research and Effectiveness

Performance Indicators

Department: Student Information Center

Intended Outcome 2 : STCC students, employees and the general public will have access to current and accurate information in order to make informed decisions.

Performance Indicator C :	Accuracy of Information
Performance Standard:	90% of respondents will indicate that they were either satisfied or very satisfied with the accuracy of the information.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality Assurance survey
Supporting Units:	The Office of Institutional Research and Effectiveness

Performance Indicators

Department: Student Information Center

Intended Outcome 3 : STCC students, employees and the general public will receive prompt and courteous assistance at each of the Student Information Centers.

Performance Indicator A :	STCC Student Satisfaction
Performance Standard:	95% of the respondents will indicate they were either satisfied or very satisfied with the "Overall Quality" of the service.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality Assurance survey
Supporting Units:	The Office of Institutional Research and Effectiveness

Performance Indicator B :	STCC Employee Satisfaction
Performance Standard:	95% of the respondents will indicate they were either satisfied or very satisfied with the "Overall Quality" of the service.
Data Sources: (most recent available unless otherwise noted)	Student Information Center Quality Assurance survey
Supporting Units:	The Office of Institutional Research and Effectiveness

Performance Indicators

Department: Student Information Center

Intended Outcome 3 : STCC students, employees and the general public will receive prompt and courteous assistance at each of the Student Information Centers.

Performance Indicator C :	General Public Satisfaction
Performance Standard:	No more than 10% of respondents will indicate they were unsatisfied or very unsatisfied with the "Overall Quality" of the service
Data Sources: (most recent available unless otherwise noted)	The Student Information Center Quality Assurance survey
Supporting Units:	The Office of Institutional Research and Effectiveness