

Intended Outcomes

Department: Student Information Center

Intended Outcome: 1

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

Intended Outcome: 2

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

Intended Outcome: 3

The Student Information Center will implement a system, using the IA, by which to track prospective students.

Intended Outcome: 4

Intended Outcome: 5

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: **Student Information Center**

Outcome: 1 STCC students, employees and the general public will have access to current and accurate information in order to make informed decisions.

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| 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. |
| Fall Activity Plan | Update SIC calendar based on Master Calendar, make accessible any new or updated publications . Begin Quality Assurance Survey - Students. |
| Spring Activity Plan | Begin Quality Assurance Survey - STCC employees and general public. |
| Summer Activity Plan | Collect and review data from survey in preparation for next IE Plan. |
| Data Sources: (Most recent available unless otherwise noted) | The Student Information Center Quality Assurance Survey and Master Calenar. |
| Supporting Units: | The Public Relations Office and The Office of Institutional Research and Effectiveness. |

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| 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. |
| Fall Activity Plan | Update SIC calendar based on Master Calendar, make accessible any new or updated publications . Begin Quality Assurance Survey - Students. |
| Spring Activity Plan | Begin Quality Assurance Survey - STCC employees and general public. |
| Summer Activity Plan | Collect and review data from survey in preparation for next IE Plan. |
| Data Sources: (Most recent available unless otherwise noted) | The Student Information Center Quality Assurance Survey and Master Calenar. |
| Supporting Units: | The Public Relations Office and The Office of Institutional Research and Effectiveness. |

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| 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. |
| Fall Activity Plan | Update SIC calendar based on Master Calendar, make accessible any new or updated publications . Begin Quality Assurance Survey - Students. |
| Spring Activity Plan | Begin Quality Assurance Survey - STCC employees and general public. |
| Summer Activity Plan | Collect and review data from survey in preparation for next IE Plan. |
| Data Sources: (Most recent available unless otherwise noted) | The Student Information Center Quality Assurance Survey and Master Calenar. |
| Supporting Units: | The Public Relations Office and The Office of Institutional Research and Effectiveness. |

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| Performance Indicator: | D |
| Performance Standard | |
| Fall Activity Plan | |
| Spring Activity Plan | |
| Summer Activity Plan | |

Performance Indicators

Department: **Student Information Center**

Outcome: 1 STCC students, employees and the general public will have access to current and accurate information in order to make informed decisions.

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

Performance Indicators

Department: **Student Information Center**

Outcome: 2 STCC students, employees and the general public will receive prompt and courteous assistance at each Student Information Center location.

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| Performance Indicator: | A | STCC Student Satisfaction |
| Performance Standard | | 95% of respondents will indicate that they were either satisfied or very satisfied with the "Overall Quality" of the service. |
| Fall Activity Plan | | Begin Quality Assurance Survey - Students. |
| Spring Activity Plan | | |
| Summer Activity Plan | | Collect and review data from survey in preparation for next IE Plan. |
| Data Sources: (Most recent available unless otherwise noted) | | The Student Information Center Quality Assurance Survey and Master Calendar. |
| Supporting Units: | | The Public Relations Office and The Office of Institutional Research and Effectiveness. |

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| Performance Indicator: | B | STCC Employee Satisfaction |
| Performance Standard | | 95% of respondents will indicate that they were either satisfied or very satisfied with the "Overall Quality" of the service. |
| Fall Activity Plan | | |
| Spring Activity Plan | | Begin Quality Assurance Survey - Employees. |
| Summer Activity Plan | | Collect and review data from survey in preparation for next IE Plan. |
| Data Sources: (Most recent available unless otherwise noted) | | The Student Information Center Quality Assurance Survey and Master Calendar. |
| Supporting Units: | | The Public Relations Office and The Office of Institutional Research and Effectiveness. |

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| Performance Indicator: | C | General Public Satisfaction |
| Performance Standard | | No more than 10% of respondents will indicate that they were unsatisfied or very unsatisfied with the "Overall Quality" of the service. |
| Fall Activity Plan | | |
| Spring Activity Plan | | Begin Quality Assurance Survey - General Public. |
| Summer Activity Plan | | Collect and review data from survey in preparation for next IE Plan. |
| Data Sources: (Most recent available unless otherwise noted) | | The Student Information Center Quality Assurance Survey and Master Calendar. |
| Supporting Units: | | The Public Relations Office and The Office of Institutional Research and Effectiveness. |

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| Performance Indicator: | D | |
| Performance Standard | | |
| Fall Activity Plan | | |
| Spring Activity Plan | | |
| Summer Activity Plan | | |
| Data Sources: (Most recent available unless otherwise noted) | | |
| Supporting Units: | | |

Performance Indicators

Department: Student Information Center

Outcome: 3 The Student Information Center will implement a system, using the IA, by which to track prospective students.

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| Performance Indicator: | A | IA |
| Performance Standard | | 90% of all prospective students receiving information from the SIC will be entered into the IA system. |
| Fall Activity Plan | | Tailor IA screen 2E5 for SIC use. |
| Spring Activity Plan | | |
| Summer Activity Plan | | |
| Data Sources: (Most recent available unless otherwise noted) | | IA System |
| Supporting Units: | | Office of Admissions and Records and Computer Center. |

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| Performance Indicator: | B | IA |
| Performance Standard | | 100% of prospective students entered into the IA system will receive some form of correspondence. |
| Fall Activity Plan | | Run a list of all prospective students for Spring, mail postcard or call. |
| Spring Activity Plan | | Run a list of prospective students for Summer sessions and Fall, mail postcard or call. |
| Summer Activity Plan | | Run a list of prospective students for Fall 2000, mail postcard or call. |
| Data Sources: (Most recent available unless otherwise noted) | | Focus Report |
| Supporting Units: | | Office of Admissions and Records, Computer Center, Public Relations Office. |

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| Performance Indicator: | C | |
| Performance Standard | | |
| Fall Activity Plan | | |
| Spring Activity Plan | | |
| Summer Activity Plan | | |
| Data Sources: (Most recent available unless otherwise noted) | | |
| Supporting Units: | | |

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| Performance Indicator: | D | |
| Performance Standard | | |
| Fall Activity Plan | | |
| Spring Activity Plan | | |
| Summer Activity Plan | | |
| Data Sources: (Most recent available unless otherwise noted) | | |
| Supporting Units: | | |