

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.

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.
Actual Outcome	Of those surveyed regarding accessibility of information, 32% indicated they were very satisfied, 65% indicated they were satisfied, and 3% indicated they were dissatisfied.
Implications for Next Year's Plan	125 people were surveyed. Future surveys will include a larger sample for a more accurate representation. This indicator will be reassessed and included in the 2000-2001 IE Plan.

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.
Actual Outcome	Of those surveyed regarding usefulness of information, 24% indicated they were very satisfied, 68% indicated they were satisfied, and 8% indicated they were dissatisfied.
Implications for Next Year's Plan	125 people were surveyed. Future surveys will include a larger sample for a more accurate representation. This indicator will be reassessed and included in the 2000-2001 IE Plan.

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.
Actual Outcome	Of those surveyed regarding accuracy of information, 27% indicated they were very satisfied, 63% indicated they were satisfied, and 10% indicated they were dissatisfied.
Implications for Next Year's Plan	125 people were surveyed. Future surveys will include a larger sample for a more accurate representation. This indicator will be reassessed and included in the 2000-2001 IE Plan.

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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.

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.
Actual Outcome	Of those students surveyed regarding prompt and courteous assistance, 26% indicated they were very satisfied, 60% indicated they were satisfied, and 14% indicated they were dissatisfied.
Implications for Next Year's Plan	125 people were surveyed. Future surveys will include a larger sample for a more accurate representation. This indicator will be reassessed and included in the 2000-2001 IE Plan.

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.
Actual Outcome	Of those employees surveyed regarding prompt and courteous assistance, 26% indicated they were very satisfied, 60% indicated they were satisfied, and 14% indicated they were dissatisfied.
Implications for Next Year's Plan	125 people were surveyed. Future surveys will include a larger sample for a more accurate representation. This indicator will be reassessed and included in the 2000-2001 IE Plan.

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.
Actual Outcome	Of those in the general public surveyed regarding prompt and courteous assistance, 26% indicated they were very satisfied, 60% indicated they were satisfied, and 14% indicated they were dissatisfied.
Implications for Next Year's Plan	125 people were surveyed. Future surveys will include a larger sample for a more accurate representation. This indicator will be reassessed and included in the 2000-2001 IE Plan.

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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.

Performance Indicator: A	IA
Performance Standard	90% of all prospective students receiving information from the SIC will be entered into the IA system.
Actual Outcome	100% of all prospective students receiving information from the SIC are entered into the IA system. In the last year, over 7,500 prospects were entered into the system.
Implications for Next Year's Plan	With quite a sizable database to work from, the SIC telemarketing team will work with Outreach to reach as many of these prospective students as possible. This indicator will be reassessed and included in the 2000-2001 IE Plan.

Performance Indicator: B	IA
Performance Standard	100% of prospective students entered into the IA system will receive some form of correspondence.
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	