

Institutional Effectiveness at STCC

Sample Mission Statements, Strategic Intent and Critical Success Factors

Example One: Office of Institutional Research and Effectiveness

STRATEGIC INTENT

Help the leadership make informed and effective decisions.

MISSION STATEMENT

The Office of Institutional Research and Effectiveness, a component of the Office of the President, will ensure the effective, compliant and publicly accountable operation of South Texas Community College. The Office will seek primarily to determine if STCC's programs, services, processes and products are fulfilling the institutional mission and meeting the established goals. The Office will further recommends ameliorative or corrective actions, where appropriate or necessary, based on those determinations.

CRITICAL SUCCESS FACTORS

<ul style="list-style-type: none">• Integrated Planning Systems	The OIRE must coordinate and communicate the vital linkages and interrelationships that exist between research, planning, budgeting and assessment, thereby promoting institutional effectiveness
<ul style="list-style-type: none">• Use of Assessment Results	The OIRE must plan, coordinate and support a systematic program of assessment and evaluation, report the findings of this system to all designated stakeholders, and ensure the incorporation of those findings into the institutional planning and continuous improvement processes
<ul style="list-style-type: none">• Data Integrity	The OIRE must accumulate, generate, maintain and disseminate the most accurate and current institutional information possible to support planning and assessment

<ul style="list-style-type: none"> • Communication and Dissemination 	To aid STCC in fulfilling its mission, the OIRE must identify and meet the information needs of its clientele
<ul style="list-style-type: none"> • Accreditation and Compliance 	The OIRE must support and assist in determining accreditation criteria compliance and the timely response to external reporting obligations
<ul style="list-style-type: none"> • Client Awareness and Training 	The OIRE must train institutional stakeholders in the proper methods of data collection and interpretation and in the appropriate usage of institutional information for purposes of quality management and continuous improvement
<ul style="list-style-type: none"> • Professional Training of Staff 	The OIRE encourage and support the professional development of office staff and empower them to provide the most effective client services possible
<ul style="list-style-type: none"> • Supporting Resources 	The OIRE must acquire and manage adequate and appropriate resources to fulfill the charges and responsibilities of the office

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Example Two: Institutional Effectiveness Team

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STRATEGIC INTENT

"Stay the course"

CRITICAL SUCCESS FACTORS

1.	Policies and Procedures	Policies and procedures for Institutional Effectiveness (IE) are critical to ensuring a systematic and uniformed implementation of IE district wide in compliance with institutional guidelines.
2.	Acceptance	A critical success factor for IE is its acceptance by faculty, staff and administrators. The Team must seek district wide acceptance of IE by all employees to ensure participation.

3.	Use of Results	The Team should ensure that IE is, in fact, EFFECTIVE. The use of assessment results to improved instruction and the attainment of outcomes is THE purpose of IE and must be realized.
4.	Goodness of Fit	The IE process must be successfully integrated with the institution's mission, strategic planning, departmental planning, and management services to ensure optimum effective and efficient management of the institution.
5.	District - Wide Focus	The evolution of STCC into STCCD has begun. The Team must ensure that the IE process evolves into a district wide effort.
6.	Training and Education	Successful implementation of IE requires that faculty, staff and even members of the Team fully understand how and why IE has been adopted into the College's quality improvement initiative.
7.	Compliance	The IE process adopted by the College must comply with SACS and THECB guidelines governing accreditation and public accountability.
8.	Institutional Research	The Team must ensure that timely and accurate distribution and receipt of assessment data for IE. A careful evaluation and assessment of the Office of Institutional Research and Effectiveness should lead to recommendations for process and outcome improvement within that administrative unit with regard to its charge as the central and primary provider of institutional data for purposes of IE.
9.	Public Trust	The Team must ensure that the philosophy of public accountability become an integral part of the IE process, ensuring that the internalized self-assessment that makes up IE is acceptable to the public in terms of performance and "return-on-investment".
10.	Membership	A thorough and complete understanding of institutional effectiveness and accountability by the members is critical to the success of the team. Team members must be committed to the IE process, not only in their commitment to time and effort, but in their study of the philosophy and nation-wide focus on IE and accountability.