

ADMINISTRATIVE AND EDUCATIONAL SUPPORT AREAS: CORE INDICATORS OF EFFECTIVENESS

Re-Draft
7/18/03

Service Success	Service Volume	Satisfaction Level	Service Access	Financial Sustainability	Organizational Improvement	Accreditation Status
% of Service Requests Completed Within the Expected Time Frame.	Number of Service Requests Received.	Employees: <ul style="list-style-type: none"> • Outside of Area • Within Area 	Availability of Services Offered (Days & Times)	Compliance with Budget Projections	Participation in Attainment of Strategic Priorities	Institutional Effectiveness Plan in Place for Area
Average Response Time to Requests for Service		Students: <ul style="list-style-type: none"> • Entering • Enrolled • Exiting 			Utilization of IE Assessment of Results for Area Improvement	
					Participation in Professional Development Activities	
					Extent of Compliance with policies & processes	
					Extent of Compliance with Reporting	

Administrative and Educational Support Areas Defined as:

Administrative Support Areas to include Computing & Communications, Human Resources, Facilities Management, Fiscal Planning & Reporting, Purchasing/Accounting/Accounts Payable, Document Source, Switchboard/Mailroom, Bursar, Bookstore, Vending.

Educational Support Areas to include Admissions, Recruiting, Financial Aid, Records, Accessibility Center, Multicultural Affairs, Health Services, Transitions Program

ADMINISTRATIVE AND EDUCATIONAL SUPPORT AREAS: CORE INDICATORS OF EFFECTIVENESS

Re-Draft
7/18/03

					Requirements <ul style="list-style-type: none">• Internal• External	

Administrative and Educational Support Areas Defined as:

Administrative Support Areas to include Computing & Communications, Human Resources, Facilities Management, Fiscal Planning & Reporting, Purchasing/Accounting/Accounts Payable, Document Source, Switchboard/Mailroom, Bursar, Bookstore, Vending.

Educational Support Areas to include Admissions, Recruiting, Financial Aid, Records, Accessibility Center, Multicultural Affairs, Health Services, Transitions Program