

2000-2001 Institutional Effectiveness Plan

Department: Advising

Submitted by: Debby Yoder, Director of Counseling & Advising

Unit Mission Statement

The Advisement Center at South Texas Community College is committed to providing quality district-wide advising services to assist students in developing an educational plan consistent with their goals.

List of Clients:

- Students
 - Faculty
 - Staff
 - Community
 - Accrediting Boards
 - Employers
 - Four-year Institutions
 - Grantors
 - The Coordinating Board
 - Governmental Agencies
 - High Schools
 - Advisory Committees
 - Special Populations
 - Instructional Divisions
-
-

Intended Outcomes

Department: **Advising**

Intended Outcome: 1

Provide quality advisement in order that students may succeed in their educational goals.

Intended Outcome: 2

Ensure confidentiality with students.

Intended Outcome: 3

Promote awareness of Advising Services.

Performance Indicators

Department: **Advising**

Outcome: 1 Provide quality advisement in order that students may succeed in their educational goals.

Performance Indicator:	A	Improve faculty advising procedures.
Performance Standard		2001 ACT Student Opinion Survey will show a 5% improvement of student satisfaction with faculty advising.
Fall Activity Plan		Develop student list with declared majors and distribute them to Division Directors for them to assign to faculty advisors.
Resources Required to Support Fall Activities		New position: Training Specialist
Spring Activity Plan		Update student list as needed, follow up with Division Directors.
Resources Required to Support Spring Activities		Training Specialist
Summer Activity Plan		Update student list as needed. Follow up with Division Directors.
Resources Required to Support Summer Activities		Increase in office space.
Data Sources: (Most recent available unless otherwise noted)		Advisement Center Student Evaluation Forms.
Supporting Units:		Admissions, Division Directors, Program Chairs, Office of Instruction

Performance Indicator:	B	Reduce advisor to student ratio.
Performance Standard		
Fall Activity Plan		Provide faculty training on advisement during New Faculty Orientation, Professional Development Day, and during arena registration.
Resources Required to Support Fall Activities		Propose increase in salary for professional advisors to improve employee retention.
Spring Activity Plan		Hire four additional professional advisors.
Resources Required to Support Spring Activities		Increase salary for professional advisors to improve employee retention
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		ACT Student Opinion Survey
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		Distribute faculty advisement manuals.
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		

Performance Indicators

Department: Advising

Outcome: 1 Provide quality advisement in order that students may succeed in their educational goals.

Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: **Advising**

Outcome: 2 Ensure confidentiality with students.

Performance Indicator:	A
Performance Standard	2001 ACT Student Opinion Survey will show a 5% improvement of student satisfaction with faculty advising.
Fall Activity Plan	Assess the space and office needs.
Resources Required to Support Fall Activities	Facilities, master plan.
Spring Activity Plan	Request ten additional offices.
Resources Required to Support Spring Activities	Master plan, facilities.
Summer Activity Plan	Update student list as needed. Follow up with Division Directors.
Resources Required to Support Summer Activities	Facilities
Data Sources: (Most recent available unless otherwise noted)	OIRE
Supporting Units:	Master planning committee.

Performance Indicator:	B
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	C
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	

Performance Indicators

Department: Advising

Outcome: 2 Ensure confidentiality with students.

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	Student evaluation of advisement forms.
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Advising

Outcome: 3 Promote awareness of Advising Services.

Performance Indicator:	A
Performance Standard	Faculty survey.
Fall Activity Plan	Plan open-house for faculty to become familiar with the advisement center.
Resources Required to Support Fall Activities	STCC calendar, planning committee.
Spring Activity Plan	Hold an open-house for faculty.
Resources Required to Support Spring Activities	2000
Summer Activity Plan	Create a survey of faculty.
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	OIRE
Supporting Units:	OIRE, Instruction

Performance Indicator:	B
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	C
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	

Performance Indicators

Department: Advising

Outcome: 3 Promote awareness of Advising Services.

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

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	