

## Actual Outcomes & Implications

### Advising

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.

#### Intended Outcome:

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

#### Performance Indicator:

01A Improve faculty advising procedures.

#### Performance Standard:

2001 ACT Student Opinion Survey will show a 5% improvement of student satisfaction with faculty advising.

#### Actual Outcome:

The 2000 Act Student Opinion Survey indicated that 68% of respondents were satisfied with academic advising. The 2001 ACT Student Opinion Survey indicated that 74% of respondents were satisfied with academic advising, an increase of 6%. This standard was met. Additionally, the mean satisfaction score increased from 3.79 in 2000 to 3.91 in 2001.

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#### Implication for Next Year:

A local item will be added to the ACT Student Opinion Survey to ask about students' satisfaction with faculty advising in order to establish a benchmark for this standard. See 1A and 1C in 2001-02 IE Plan.

#### Performance Indicator:

01B Reduce advisor to student ratio.

#### Performance Standard:

#### Actual Outcome:

--Five additional academic advisors were employed and the college's total enrollment did not increase commensurately. Therefore, the advisor:student ratio was reduced. This will serve as a benchmark for further improvement.-

#### Implication for Next Year:

Continued improvement in ratio. See 2E in 2001-02 IE Plan.

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### Performance Indicator:

01C

#### Performance Standard:

#### Actual Outcome:

There was no 1C entered in original 2000-01 IE Plan

#### Implication for Next Year:

### Intended Outcome:

02 Ensure confidentiality with students.

### Performance Indicator:

02A

#### Performance Standard:

2001 ACT Student Opinion Survey will show a 5% improvement of student satisfaction with faculty advising.

#### Actual Outcome:

Student satisfaction with academic advising increased by 6% between 2000 and 2001 administrations of the ACT Student Opinion Survey.

#### Implication for Next Year:

This performance standard no longer is relevant for the Intended Outcome #2. Re-write the Intended Outcome, Performance Indicator and Performance Standard to address the issue of student information confidentiality. See 3A and B in 2001-02 IE Plan.

### Intended Outcome:

03 Promote awareness of Advising Services.

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### Performance Indicator:

03A

#### Performance Standard:

Faculty survey.

#### Actual Outcome:

The Performance Indicator was not completed by this office for this Intended Outcome. The Performance Standard was not met, nor were the Activities completed.

#### Implication for Next Year:

Evaluate the Intended Outcome and re-write a fully developed PI and PS to promote awareness of Advising, based in the Intended Outcome of Student Success. See 1B in 2001-02 IE Plan.

Awareness of academic advising should involve printed media, workshops, class presentations, advising brochure, flyers and other creative opportunities to showcase the services that are available at all STCC locations.