

Linkages from Outcome to Activities

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 Outcomes | Performance Indicators | Performance Standard | Data Sources | Supporting Units | Term | Activities | Resources Needed |
|--------------------|-----------------------------------|--|----------------------------------|---|--------|--|---|
| 01 Student Success | 01A Satisfaction with Advisement. | 5% improvement in student satisfaction with advisement received based on prior year from ACTSOS (ACT Student Opinion Survey) | ACTSOS results published by OIRE | Division Directors, Program Chairs, Faculty, NACADA, National Academic Advising Association | Fall | Development and implementation of an effective and thorough training program for new advisors. | Professional Development, Onsite Workshops and Training Sessions, Adequate Financial support, OIRE, College Catalogues, Degree Plans, Articulation Guides, STCC Policy and Procedures Manual, Recommendations and Standards for Advising Programs |
| | | | | | Spring | Continued development and implementation of an effective and thorough training program for new advisors. | Professional Development, Onsite Workshops and Training Sessions, Adequate Financial support |

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|--------------------------|-------------------------------------|--|----------------------------|---|--------------------------------|---|---|
| 01 Student Success | 01B Awareness of Advising Services. | Percentage of students using service in 2002-2003 will improve over 2001-2002. | Departmental Records, OIRE | OIRE Admissions, Outreach, Student Information, Testing, Special Programs, Student Activities | Fall | Begin utilizing the appropriate instrument to measure student satisfaction with their awareness of advisement. An advising brochure will be developed and classroom and general presentations will be made. | Professional Development, Onsite Workshops and Training Sessions, OIRE, College Catalogues, Degree Plans, Articulation Guides, STCC Policy and Procedures Manual, Recommendations and Standards for Advising Programs, ACTSOS |
| | | | | | Spring | Continue utilizing the appropriate instrument to measure student satisfaction with advisement. An advising brochure will be developed and classroom and general presentations will be made. | Professional Development, Onsite Workshops and Training Sessions, |
| | 01C Faculty academic advising | Benchmark | ACTSOS 2002 | OIRE and Academic Departments | Fall | Develop item for ACTSOS local items supplement | None |
| Spring | | | | | Review Results | None | |
| Spring | | | | | Develop faculty training plans | None | |
| Spring | | | | | Conduct Faculty Training | Training facility and materials | |
| Summer | | | | | Conduct Faculty Training | Training facility and materials | |

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| 02 Access and Equity | 02A Awareness of Advising Services | Percentage of students enrolled at each campus who utilize service will increase over the prior year | Departmental records | Student Activities, Public Relations, Student Activities, Career Center, Testing Office, Faculty | Fall | Classroom presentations and informational tables and screenings at all campuses. | Adequate Financial support for flyers and other publications, person hours committed to outreach, recruitment and faculty member contacts for classroom times. |
| | | | | | Spring | One on one meetings with faculty in corresponding divisions, providing, "Up to the minute" advising information and support. Further use of classroom presentations and informational tables and screenings at all campuses. | Adequate Financial support for flyers and other publications, person hours committed to faculty meetings individually and in program and division meetings. |
| | | | | | Spring | Provision of academic information to Student Government and ALL other official "CLUBS" on the advisement process and pertinent changing information for general dissemination. | Access to Student Government officers, school clubs and Student Activities' Staff |
| | 02B Timeliness and completeness of advising sessions | 80% of advising sessions will be conducted within the pre-established time frame and include 100% of the pre-established components. | Activity Reports, Advisor Self-Review Instrument, Peer Evaluation and Staffing Meetings | Admissions, Counselors, Faculty, Testing, Program Chairs and Instructional Divisions | Fall | An advising interview structured outline will be developed and implemented at all advising sites | Current staffing of advisors and counselors |

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| 02 Access and Equity | 02C Utilization of Web Advising. | Web Advising will be utilized by a percentage of students by the end of the current academic year. Establish benchmark. | Departmental Records | Admissions, STCC Computer Center, Counselors, ITS Web technician, STCC Public Relations assistants | Fall | Develop Web based advising and create an exhaustive listing of web based advising resources. | Financial support for flyers and other publications, person hours committed to developing resources. Technical assistance in developing the actual Web based advising pages. |
| | | | | | Spring | Continued development of WWW based advising and create an exhaustive listing of web based advising resources. | Continued person hours committed to developing resources. Technical assistance in developing the actual Web based advising pages. |
| | | | | | Spring | Develop and present Web Advisement "How To" workshops at all New Student Orientations | Flyers and other publications, person hours committed to presenting workshops in a variety of venues. |
| | | | | | Summer | Research other college & web searches | None |
| | | | | | Summer | Create a pamphlet detailing web registration at STCC | None |

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| 02 Access and Equity | 02D Accuracy of Advising | Student complaints about receiving incorrect academic and transfer advice will decrease over the next year compared to 2000-01 complaints. | Sign-in Sheets, Activity Reports, Student satisfaction survey. | Counseling, Admissions, OIRE, Student Information, Testing Office, Ombudsperson | Fall | Specific training sessions for all advisors in each area of academic and transfer information, ongoing professional development for advisors and counselors. | Advising publications, person hours committed to training, finances committed to professional development. Ombudsperson Records |
| | 02E Access to Professional Advisors | One to Five Hundred ratio of advisors to students measured each term. | Admissions enrollment records, Advisors Sign-in Sheets | Admissions Office, Human Resources, Advising Office | Spring | Hire additional academic advisors, Implement a faculty advising model, Create case loads for individual advisors | Benefits and monetary incentives for Peer Advisors, Recruitment finances, Office area |
| | 02F Ratio of students to peer advisors/mentors | One peer mentor for every four hundred and fifty students | Instructional Divisions, Admission Records, OIRE | Valley Scholars, Admissions, Counseling, Student Activates, New Student Orientation | Spring | Advertise for peer mentors. Develop a program in conjunction with orientation volunteers | Office space, Financial incentives, scholarship monies, training budget |
| 03 Compliance | 03A Legal regulatory (e.g. right to privacy, record retention and accuracy) | No instances of failure to comply. | Departmental Records | Advisors, professional and academic | Fall | Provide adequate facilities appropriate to standard. | Private office space |
| | 03B Professional standards for student personnel and professionals in advising. | No instances of failure to comply with NASPA and/or ACPA standards. | Departmental Records, NASPA/ACPA standards | | Fall | Provide adequate facilities appropriate to standard. | Private office space |