

## Linkages from Outcome to Activities

# Counseling

The Counseling Office of South Texas Community College is committed to improving the academic and personal success of students.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
01 Student Success	01A Student Utilization of Counseling Services	20% increase in counseling based on prior year based on counselor case loads	Counseling evaluation forms, focus groups, activity reports, case loads, intake interview forms	OIRE, Advising, Program Chairs and Faculty, ITS, Office of Public Relations	Fall	Class presentations, workshops, College wide screening days, counseling brochure and referral forms will be distributed.	Resources for presentations: videos, books, data projector, color printer and laminating machine
					Fall	Class presentations, workshops, College wide screening days, counseling brochure and referral forms will be distributed.	Resources for presentations: videos, books, data projector, color printer and laminating machine, \$7500
	01B ADA Awareness.	10% increased participation in the ADA Awareness Days.	Counseling evaluation forms, focus groups, Activity reports, Student records	OIRE, Student Support Programs, Facilities, ITS, Office of Public Relations	Fall	Plan and present 1 ADA Awareness Day in the Fall Semester. Professional Development day workshops, New and adjunct faculty orientation. Initiate a student needs assessment of interpreter services	Resources for presentations: videos, books, Data Projector, color printer and laminating machine. Other Community Agencies: TRC, Texas Commission for the Blind, Deaf & Hard of Hearing, and others.

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01 Student Success	01B ADA Awareness.	10% increased participation in the ADA Awareness Days.	Counseling evaluation forms, focus groups, Activity reports, Student records	OIRE, Student Support Programs, Facilities, ITS, Office of Public Relations	Spring	Plan and present 1 ADA Awareness Day in the Spring Semester. Professional Development day workshops, New and adjunct faculty orientation. Interpret the results of the student needs assessment of interpreter services	Resources for presentations: videos, books, Data Projector, color printer and laminating machine. Other Community Agencies: TRC, Texas Commission for the Blind, Deaf & Hard of Hearing, and others.
	01C Retention of Students on Academic Probation/Suspension.	Percentage of counseled students retained will increase over prior academic year.	Activity Reports, Sign-in Sheets, Academic probation and suspension lists.	Student Development Division, OIRE, Admissions, Outreach,	Fall	All students on academic probation or suspension will be contacted. Counselors will be given appropriate student case loads and files for each student maintained with each counselor	Probation and Suspension Contracts, Workshop Flyers, Probation and Suspension Lists
	01D Career Counseling and Transfer Information	10% increase in the utilization of district-wide career and transfer services over 2000-01.	Surveys, Sign-in Sheets, Number of Referrals, Web page, Probation Contracts, Activity Reports, All Counseling Office Documents	Student Development Division, Admissions, OIRE, Student Activities, Job Placement	Fall	Class presentations, Workshops, Conduct Transfer Track visits, Career Choices 2001, Develop career centers at off sites.	Assessments, Career Resources, Increase funds to purchase assessment and information materials, \$1000

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01 Student Success	01E ADA Registration	All students with disabilities will register with ADA counselors. No exceptions will be identified. Number will be benchmarked.	ADA Documentation with ADA Counselors	All instructional and student support units	Fall	Plan and present 1 ADA Awareness Day in the Spring Semester. Professional Development day workshops, New and adjunct faculty orientation. Interpret the results of the student needs assessment of interpreter services	Resources for presentations: videos, books, Data Projector, color printer and laminating machine. Other Community Agencies: TRC, Texas Commission for the Blind, Deaf & Hard of Hearing, and others.
					Fall	Encourage self-identification by students	None
					Spring	Encourage self-identification by students	None
					Summer	Document faculty referrals	None

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02 Access and Equity	02A Equity of Access to Counseling Services	Percentage of students enrolled at each campus who utilize counseling services will increase over the prior year	Counseling Evaluation forms, Focus Groups, Activity Reports, Sign-in Sheets, Campus Enrollment Records	OIRE, Student Development Division, Admissions, Site Coordinators	Fall	All counseling services in place at all sites by 10/01. Placement of an academic advisor at all sites. Further development of current counseling services. Career services expanded	Resources for presentations: videos, books, and duplication of all Counseling office documents, including flyers, handouts, manuals, program briefs and degree plans. Adequate staffing at all locations to enable the provision of these services. Adequate financial support for additional emphasis at the outlying campuses and centers
03 Community Service	03A Legal	No instances of failure to comply with laws and regulations regarding counseling services, relationships or privacy, ADA, etc.	Departmental Records		Fall	Conduct policy training workshops on laws and regulations pertaining to counseling services, etc.	None
	03B Professional	No instances of failure to comply with professional standards, code of ethics, etc.			Spring	Conduct policy training workshops on professional standards compliance, code of ethics, etc.	None
	03C ADA Compliance	Benchmark number of complaints to Ombudsperson regarding failures to accommodate disabilities.	Documented complaints (Ombudsperson, other Departmental Records)	Student Services	Fall	Conduct policy training workshops on laws and regulations pertaining to ADA.	None