

South Texas Community College
2001 - 2002 Institutional Effectiveness Rep

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 Student Success

Performance Indicator:

01A Satisfaction with Advisement.

Performance Standard:

5% improvement in student satisfaction with advisement received based on prior year from ACTSOS (ACT Student Opinion Survey)

Actual Outcome:

This Performance Standard was met.

Implication for Next Year:

This Performance Indicator and Standard will be included in the current year IE plan.

Performance Indicator:

01B Awareness of Advising Services.

Performance Standard:

Percentage of students using service in 2002-2003 will improve over 2001-2002.

Actual Outcome:

There was a at least a 15% increase in student utilization of Advising Services.

Implication for Next Year:

Performance Standard was re-evaluated and needs to be corrected to show appropriate year comparison. Performance Indicator will be changed to reflect "Use" of Advising Services and NOT "Awareness".

A 7% increase in student utilization of Advising Services is the Performance Standard included in the current year IE plan.

Actual Outcomes & Implications

Performance Indicator:

01C Faculty academic advising

Performance Standard:

Benchmark

Actual Outcome:

This Performance Standard was re-evaluated. The ACTSOS will not provide the data required for the "intended" Performance Indicator.

Implication for Next Year:

This Performance Indicator and Standard have been adapted and included in the current year IE plan.

Intended Outcome:

02 Access and Equity

Performance Indicator:

02A Awareness of Advising Services

Performance Standard:

Percentage of students enrolled at each campus who utilize service will increase over the prior year

Actual Outcome:

This Performance Standard was met. Student access of Advising Services increased by at least 15% over the previous year.

Implication for Next Year:

Performance Indicator will be changed to reflect "Use" of Advising Services and NOT "Awareness".
Project a 7% increase in student utilization of Advising Services.

Performance Indicator:

02B Timeliness and completeness of advising sessions

Performance Standard:

80% of advising sessions will be conducted within the pre-established time frame and include 100% of the pre-established components.

Actual Outcome:

A pre-established written procedure for the advisement session was not implemented.

Implication for Next Year:

Re-assessment of Performance Standard and amendment in current IE plan.

Actual Outcomes & Implications

Performance Indicator:

02C Utilization of Web Advising.

Performance Standard:

Web Advising will be utilized by a percentage of students by the end of the current academic year.
Establish benchmark.

Actual Outcome:

This Performance Standard was met. At least thirty students have utilized Web and E-mail advising services multiple times in the last four months of the academic year.

Implication for Next Year:

Continued implementation and development of Web and E-mail Advising.

Performance Indicator:

02D Accuracy of Advising

Performance Standard:

Student complaints about receiving incorrect academic and transfer advice will decrease over the next year compared to 2000-01 complaints.

Actual Outcome:

This Performance Standard was met. Fewer complaints about Academic Advising were processed by the office of the Ombudsperson than in the previous year.

Implication for Next Year:

Advising training and accuracy will continue to be developed and included in the current IE plan.

Performance Indicator:

02E Access to Professional Advisors

Performance Standard:

One to Five Hundred ratio of advisors to students measured each term.

Actual Outcome:

This Performance Standard was re-evaluated. Student to advisor ratio is at 1/1180

Implication for Next Year:

Adjust Performance Standard to an appropriate ratio that is comparable to other two-year colleges in Texas. Inclusion in current year IE plan.

Actual Outcomes & Implications

Performance Indicator:

02F Ratio of students to peer advisors/mentors

Performance Standard:

One peer mentor for every four hundred and fifty students

Actual Outcome:

This Performance Indicator and Standard were re-evaluated. The PI is currently in the development stage with implementation scheduled for fall of 2002.

Implication for Next Year:

This has been integrated into the current IE Plan.

Intended Outcome:

03 Compliance

Performance Indicator:

03A Legal regulatory (e.g. right to privacy, record retention and accuracy)

Performance Standard:

No instances of failure to comply.

Actual Outcome:

This Performance Indicator was met.

Implication for Next Year:

Continued compliance.

Performance Indicator:

03B Professional standards for student personnel and professionals in advising.

Performance Standard:

No instances of failure to comply with NASPA and/or ACPA standards.

Actual Outcome:

This Performance Indicator was met.

Implication for Next Year:

Continued compliance with all NASPA, NACADA, or ACPA standards.
