

## Actual Outcomes & Implications

### Counseling

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

#### Intended Outcome:

01 Student Success

#### Performance Indicator:

01A Student Utilization of Counseling Services

#### Performance Standard:

20% increase in counseling based on prior year based on counselor case loads

#### Actual Outcome:

This Performance Standard was met.

#### Implication for Next Year:

This PI addressed general counseling services and did not differentiate personal or other specialized counseling contacts. This has been modified in the current IE plan to focus on particular areas.

---

#### Performance Indicator:

01B ADA Awareness.

#### Performance Standard:

10% increased participation in the ADA Awareness Days.

#### Actual Outcome:

This Performance Standard was met. There was at least a 15% increase in the participation in ADA Awareness Day activities.

#### Implication for Next Year:

Continued inclusion in the current year IE plan.

---

## Actual Outcomes & Implications

---

**Performance Indicator:**

01C Retention of Students on Academic Probation/Suspension.

**Performance Standard:**

Percentage of counseled students retained will increase over prior academic year.

**Actual Outcome:**

This Performance Standard is being benchmarked. Appropriate reporting measures have been integrated to assist in the evaluation of this Performance Indicator.

**Implication for Next Year:**

Inclusion in current IE plan.

---

**Performance Indicator:**

01D Career Counseling and Transfer Information

**Performance Standard:**

10% increase in the utilization of district-wide career and transfer services over 2000-01.

**Actual Outcome:**

This Performance Standard was met. There was a 26% increase in utilization of district-wide career and transfer services.

**Implication for Next Year:**

Continued awareness activities and a 10% increase for current year.

---

**Performance Indicator:**

01E ADA Registration

**Performance Standard:**

All students with disabilities will register with ADA counselors. No exceptions will be identified. Number will be benchmarked.

**Actual Outcome:**

This Performance Standard was met. All students with disabilities that chose to self-identify were registered and provided with services. Benchmark has been recorded for the 2001-2002 FY.

**Implication for Next Year:**

Continued registration of all self-identifying students with disabilities and no exceptions to provide reasonable accommodations will be recorded. More adaptive equipment will be purchased and this has been incorporated into the current IE plan.

---

## Actual Outcomes & Implications

### Intended Outcome:

02 Access and Equity

#### Performance Indicator:

02A Equity of Access to Counseling Services

**Performance Standard:**

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

**Actual Outcome:**

This Performance Standard was met. The current IE plan has been amended to address several more specific counseling services.

**Implication for Next Year:**

Continued and improved awareness activities are planned for all campuses and centers. Specific types of counseling services have been benchmarked this FY and will be utilized in the 2001-2002 IE Plan Report and in the implementation of Performance Standards in the current IE plan.

---

#### Performance Indicator:

02B Equity of Access to professional counselors

**Performance Standard:**

Ratio of counselors to students attending only that particular campus will be comparable at all campuses.

**Actual Outcome:**

This Performance Standard was re-evaluated. There is a wide variance in the counselor to student ratio. This is accounted for because of areas of specialization such as ADA, technology and nursing allied health students and also as a result of geographic location or density of general population.

**Implication for Next Year:**

This Performance Standard will be incorporated in the current year staffing plan and budget as deemed appropriate.

---

## Actual Outcomes & Implications

---

**Performance Indicator:**

02C Access by STCC employees

**Performance Standard:**

Benchmark number of employees and the percent of all employees using counseling services.

**Actual Outcome:**

This Performance Indicator was re-evaluated. During the course of the year and has been omitted from the current IE plan.

**Implication for Next Year:**

This PI and PS will NOT be included in the current IE plan.

---

**Intended Outcome:**

03 Community Service

**Performance Indicator:**

03A Legal

**Performance Standard:**

No instances of failure to comply with laws and regulations regarding counseling services, relationships or privacy, ADA, etc.

**Actual Outcome:**

This Performance Indicator was met. There was no failure to comply with ADA, FERPA or any other legal code of ethics or standard of conduct.

**Implication for Next Year:**

Continued inclusion in current IE plan.

---

**Performance Indicator:**

03B Professional

**Performance Standard:**

No instances of failure to comply with professional standards, code of ethics, etc.

**Actual Outcome:**

This Performance Indicator was met. There was no failure to comply with ADA, ACA, FERPA, the LPC Board or any other professional code of ethics or standard of conduct.

**Implication for Next Year:**

Continued inclusion in current IE plan.

---

## Actual Outcomes & Implications

**Performance Indicator:**

03C ADA Compliance

**Performance Standard:**

Benchmark number of complaints to Ombudsperson regarding failures to accommodate disabilities.

**Actual Outcome:**

This Performance Indicator was met. The ADA office was fully in compliance with ADA regulations and one complaint through the office of the Ombudsperson.

**Implication for Next Year:**

Continued compliance with ADA and inclusion in the current IE plan.

---