

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:

1 Student Success

Performance Indicator:

1A Accurate Academic Advising

Performance Standard:

5% improvement in student satisfaction with academic advisement received, based on prior year from ACTSOS

Actual Outcome:

An improvement of 3% was realized.

Implication for Next Year:

5% improvement in the next IE plan. Continue to develop more effective questions to include in the supplemental question section of the ACTSOS.

Performance Indicator:

1B Use of Advising Services.

Performance Standard:

Percentage of students using academic advisement service in 2002-2003 will increase 5% over 2001-2002.

Actual Outcome:

Accomplished

Implication for Next Year:

Continued 5% growth.

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Performance Indicator:

1C Faculty Advisement

Performance Standard:

Develop and implement a "Lead Faculty Advisor" program.

Actual Outcome:

Still in process, there has been at least a 3% increase in faculty advising over the last year.

Implication for Next Year:

Working with program chairs, continue to develop and implement a "Lead Faculty Advisor" program.

Performance Indicator:

1D Course Completion Rate.

Performance Standard:

Each academic year will realize a 5% increase in course completion by STCC students who have been advised by professional academic advisors contrasted by student who have not been advised.

Actual Outcome:

XXXXXXXXXX

Implication for Next Year:

XXXXXXXXXXXXXXXXXX

Performance Indicator:

1E Graduation Rate

Performance Standard:

5% increase in the numbers of students graduating from their program of study.

Actual Outcome:

Achieved

Implication for Next Year:

5% increase in the numbers of students graduating college wide.

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Performance Indicator:

1F Transfer Success Rate

Performance Standard:

Achieve a level of course transferability that is comparable to other undergrads.

Actual Outcome:

Rewrite the performance standard to reflect activity that advisors contribute toward the success of our students in the transfer of their classes to other institutions.

Implication for Next Year:

Develop and implement an awareness campaign on the transferability of STCC courses.

Performance Indicator:

1G Retention

Performance Standard:

The retention rate will increase by 3% from prior fall term to equal a retention rate of 55%.

Actual Outcome:

Accomplished

Implication for Next Year:

The retention rate will increase by 3% from prior fall term.

Intended Outcome:

2 Access & Equity

Performance Indicator:

2A Academic Advisement Services Use

Performance Standard:

Percentage of students enrolled at each campus who utilize service will increase 5% over the prior year and all STCC locations will attain equitable rates.

Actual Outcome:

Accomplished

Implication for Next Year:

Continue as written.

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Performance Indicator:

2B Email, Web-based and Distance Learning Academic Advisement.

Performance Standard:

Email, Web and Distance Learning advising will be utilized by a percentage of students by the end of the current academic year. Establish benchmark.

Actual Outcome:

Has been developed and partially implemented.

Implication for Next Year:

Continue to expand and develop.

Performance Indicator:

2C Access to Professional Advisors

Performance Standard:

Maintain an Advisor/Student ratio that is comparable to other two year colleges in Texas.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue as written.

Performance Indicator:

2D Implementation of a Peer Advisor/Mentor program.

Performance Standard:

Students will be enrolled to participate in the Peer Advisor/Mentor program. An eight student case load for each student peer mentor/advisor.

Actual Outcome:

XXX

Implication for Next Year:

XXXXX

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Performance Indicator:

2E Access to Electronic Information.

Performance Standard:

15% of the student body will use Kiosks and Voice registration platforms.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue previous activities.

Performance Indicator:

2F Access to Services

Performance Standard:

100% of staff vacancies will be filled.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue as is.

Performance Indicator:

2G Strategic Enrollment Management.

Performance Standard:

Implement and effectively manage established Enrollment Management Plan for South Texas Community College. Student enrollment will meet or exceed the established growth targets for Fall, Summer and Spring.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue as written.

Intended Outcome:

3 Community Service

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Performance Indicator:

3A Community Involvement in services offered by the office of Academic Advisement.

Performance Standard:

A 5% increase in participation of STCC-offered services by residents in the two county area.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue to participate in activities.

Performance Indicator:

3B Community Awareness

Performance Standard:

All advisors will participate in community awareness events.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue.

Performance Indicator:

3D Improved customer service to students and community.

Performance Standard:

Satisfactory results on student and participant evaluations of customer services.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue as written.

Intended Outcome:

5 Compliance

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Performance Indicator:

5A Legal Regulatory (e.g. right to privacy, record retention and accuracy)

Performance Standard:

No instances of failure to comply.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue as written.

Performance Indicator:

5B Professional standards for student personnel and professionals in advising.

Performance Standard:

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

Actual Outcome:

Accomplished.

Implication for Next Year:

Continue as written.

Performance Indicator:

5C Performance assessment of advising staff.

Performance Standard:

The annual administrative performance assessment for all advising staff will be satisfactory or better.

Actual Outcome:

Accomplished.

Implication for Next Year:

Continued as written.
