

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:

1 Student Success

Performance Indicator:

1A Counseling Services Use

Performance Standard:

5% increase in the number of students using counseling services based on the previous year's contacts.

Actual Outcome:

Achieved.

Implication for Next Year:

3% increase in the number of students using counseling services based on the previous year's contacts.

Performance Indicator:

1B ADA Awareness.

Performance Standard:

10% increased participation in the ADA Awareness Days.

Actual Outcome:

Achieved

Implication for Next Year:

10% increased participation in the ADA Awareness Days.

Performance Indicator:

1C Academic Probation/Suspension Student Retention.

Performance Standard:

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

Actual Outcome:

Achieved.

Implication for Next Year:

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

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Performance Indicator:

1D Career Counseling Use.

Performance Standard:

10% increase in the utilization of district-wide career services over previous year.

Actual Outcome:

Achieved.

Implication for Next Year:

7% increase in the utilization of district-wide career services over previous year.

Performance Indicator:

1E Academic Success in Developmental Classes and TASP completion.

Performance Standard:

10% increase of students passing in corresponding TASP section.

Actual Outcome:

Appropriate to Developmental Division IE Plan.

Implication for Next Year:

Remove from Counseling IE Plan for 2003-2005.

Performance Indicator:

1F Student Transfer Success Rate

Performance Standard:

Comparable to other under-graduates

Actual Outcome:

Transfer success achieved at a slightly high rate than other undergraduates transferring to UTPA.

Implication for Next Year:

Re-evaluate the Indicator and Standard

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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:

At the time of this report, 53% is the retention rate.

Implication for Next Year:

Re-evaluate Indicator and Standard with respect to Counseling participation in retention measures. Re-write standard to reflect counseling interventions that contribute to higher retention rates.

Intended Outcome:

2 Access & Equity

Performance Indicator:

2A 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:

Achieved.

Implication for Next Year:

Continued provision of counseling services at all STCC locations.

Performance Indicator:

2B Provision of ADA Adaptive Equipment

Performance Standard:

15% Annual Increase in purchase of adaptive equipment, and other ADA materials for provision of reasonable accommodations.

Actual Outcome:

Achieved.

Implication for Next Year:

Inclusion as written for the next IE plan.

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Performance Indicator:

2C Access to Services

Performance Standard:

100% of staff vacancies will be filled

Actual Outcome:

Achieved. Some development in staffing plan was implemented.

Implication for Next Year:

Inclusion as written for the next IE plan.

Performance Indicator:

2D Access to Electronic Information

Performance Standard:

15% increase in student access to Kiosks and Voice registration.

Actual Outcome:

Achieved.

Implication for Next Year:

Inclusion as written for the next IE plan. Add data to be provided by OIRE.

Performance Indicator:

2E Strategic Enrollment Management

Performance Standard:

Implement and effectively manage established Enrollment Management Plan for South Texas Community College.

Actual Outcome:

Achieved.

Implication for Next Year:

Inclusion as written for the next IE plan.

Intended Outcome:

3 Community Service

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Performance Indicator:

3A Counseling services available to community on a regular schedule.

Performance Standard:

Monthly scheduled workshops and/or national public awareness events at STCC locations in both Starr and Hidalgo counties during evening or weekend hours.

Actual Outcome:

Achieved.

Implication for Next Year:

Inclusion as written for the next IE plan.

Performance Indicator:

3B Improved customer service provided to students.

Performance Standard:

Satisfactory results on student evaluations of customer service.

Actual Outcome:

Achieved pending ACTSOS results.

Implication for Next Year:

Inclusion as written for the next IE plan.

Intended Outcome:

5 Compliance

Performance Indicator:

5A Legal

Performance Standard:

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

Actual Outcome:

Achieved.

Implication for Next Year:

Inclusion as written for the next IE plan.

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Performance Indicator:

5B Professional

Performance Standard:

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

Actual Outcome:

Achieved.

Implication for Next Year:

Inclusion as written for the next IE plan.

Performance Indicator:

5C Performance assessment of Professional and Support staff.

Performance Standard:

The annual administrative performance for all counseling professional and support staff will be satisfactory or better.

Actual Outcome:

Currently in Process

Implication for Next Year:

Inclusion as written for the next IE plan.

Performance Indicator:

5D ADA Compliance

Performance Standard:

Documented complaints (Ombudsperson, other Departmental Records)

Actual Outcome:

Achieved.

Implication for Next Year:

Inclusion as written for the next IE plan.
