

Mid-Biennium Report

Counseling

Intended Outcome	Performance Indicator	Year 1 Performance Standard	Standard Met Y/N	Explain if No
1 Student Success	A Counseling Services Use	5% increase in the number of students using counseling services based on the previous year's contacts.	y	
	B ADA Awareness.	10% increased participation in the ADA Awareness Days.	y	
	C Academic Probation/Suspension Student Retention.	Percentage of counseled students retained will increase over previous academic year.	y	
	D Career Counseling Use.	10% increase in the utilization of district-wide career services over previous year.	y	
	F Student Transfer Information	10% higher number of students that access transfer information through the activities of the Career/Transfer office and activities.	y	
2 Access & Equity	A Equity of Access to Counseling Services	Percentage of students enrolled at each campus who utilize counseling services will increase over the prior year	y	
	B Provision of ADA Adaptive Equipment	15% Annual Increase in purchase of adaptive equipment, and other ADA materials for provision of reasonable accomodations.	y	
	C Access to Services	100% of staff vacancies will be filled	y	

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2	Access & Equity	D Access to Electronic Information	15% increase in student access to Kiosks and Voice registration.	y	
		E Strategic Enrollment Management	Implement and effectively manage established Enrollment Management Plan for South Texas Community College.	y	
		X			
3	Community Service	A Counseling services available to community on a regular schedule.	Monthly scheduled workshops and/or national public awareness events at STCC locations in both Starr and Hidalgo counties during evening or weekend hours.	y	
		B Improved customer service provided to students.	Satisfactory results on student evaluations of customer service.	n	Waiting on evaluations on student satisfaction from OIRE.
5	Compliance	A Legal	No instances of failure to comply with laws and regulations regarding counseling services, relationships or privacy, ADA, etc.	y	
		B Professional	No instances of failure to comply with professional standards, code of ethics, etc.	y	

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5 Compliance	C Performance assesment of Professional and Support Staff	Annual administrative performance for all counseling professional and support staff will be satisfactory or better.	y	
	D ADA Compliance	Documented complaints (Ombudsperson, other Departmental Records)	y	