

## Actual Outcomes & Implications

### Advising

The Advisement Center at South Texas 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

**Was Standard Met?** Yes

#### Actual Outcome:

The student satisfaction survey (ACTSOS) was conducted and an increase of 6% on student satisfaction was met.

#### Improvements:

We have expanded the student satisfaction survey to all STC campuses in the Advising Centers . This computer terminal using Survey Monkey will insure all students the opportunity to provide input on our academic advising services.

---

#### 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.

**Was Standard Met?** Yes

#### Actual Outcome:

Department Activity Reports reflect an increase of 11% of student advisement from the previous year.

#### Improvements:

All academic advisors will follow a case-management model which will require mandatory contacts with their assigned students.

---

## Actual Outcomes & Implications

---

**Performance Indicator:**

1C Faculty Advisement

**Performance Standard:**

Continue implementation of a "Lead Faculty Advisor" program.

**Was Standard Met?** Yes

**Actual Outcome:**

Our department has developed a faculty advising program which has certified over 100 faculty members.

**Improvements:**

The Comprehensive Advising Task Force has recommended that all faculty advisors complete the Faculty Advising Training Program. In addition, Division of NAH has made this training a requirement for their programs.

---

**Performance Indicator:**

1D Course Completion Rate.

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

All FTIC students under case management out performed students 7% in course Completion Rates.

**Improvements:**

The Office of Counseling and Advising will expand the case management model to advising all LASS students

---

**Performance Indicator:**

1E Graduation Rate

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Graduation Rate has increase by 19% from the previous year.

**Improvements:**

STC will continue to call "stop-outs" to complete their desired program.

---

## Actual Outcomes & Implications

### Performance Indicator:

1F Transfer Success Rate

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Transfer Track participation has increased by 5 % from the previous year.

**Improvements:**

The Office of Career Counseling will expand Transfer Track activities at all campuses and centers. Our lead career counselor will provide Transfer Track Training for our other counselors.

---

### Performance Indicator:

1G Retention

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

The retention rate outcome was 56% with our (less graduates and Dual) enrollment.

**Improvements:**

We are currently implementing Case Management with our FTIC population and will expand this to all students. In addition, we have eliminated late registration to increase student success.

### 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 STC locations will attain equitable rates.

**Was Standard Met?** Yes

**Actual Outcome:**

Academic Advising has increased by 10% from the previous year.

**Improvements:**

Our department has implemented a Case Management Approach to academic advising for the FTIC and Transfer student population.

## Actual Outcomes & Implications

---

**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 updated benchmark.

**Was Standard Met?** Yes

**Actual Outcome:**

Our department has expanded the Advising and Counseling Services to DL students by expanding media services for this population.

**Improvements:**

Our department has purchased software such as Horizon Wimba to expand the academic workshops to our students which are enrolled in distance learning.

---

**Performance Indicator:**

2C Access to Professional Advisors

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Our department created a faculty and staff training program based on the NACADA academic advising training materials

**Improvements:**

All of our academic advisors are currently certified through our program

---

**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.

**Was Standard Met?** No

**Actual Outcome:**

Peer Mentoring Program was established and served as a foundation to build the Program.

**Improvements:**

A decision was made to transfer the Peer Mentoring Program to our Department of Student Life to expand student participation.

---

## Actual Outcomes & Implications

### Performance Indicator:

2E Access to Electronic Information.

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Currently 35% of our student population will access electronic medias.

**Improvements:**

Our Division of Student Services has currently updated resources on our KIOSKS to provide easy access of institutional information.

---

### Performance Indicator:

2F Access to Services

**Performance Standard:**

100% of staff vacancies will be filled.

**Was Standard Met?** Yes

**Actual Outcome:**

Our department has expanded services by hiring part-time personal to increase student services during peak enrollment periods. Currently all positions in the Office of Counseling and Advising are filled.

**Improvements:**

Currently proposing new positions (Retention Specialist) to help FTIC students transition into their respective divisions.

---

### 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.

**Was Standard Met?** Yes

**Actual Outcome:**

Our Division of Student Services and Development has developed and maintain a Strategic Enrollment Management Plan.

**Improvements:**

Our department has lead the way to implement student success initiatives to help student success rates. This initiatives are currently intergrated in our Strategic Enrollment Management Plan.

---

### Intended Outcome:

3 Community Service

## Actual Outcomes & Implications

### Performance Indicator:

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

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

The Office of Counseling and Advising has provide an increase of 25% of ADA and general advising to local high schools in our servicing district.

**Improvements:**

The establishment of Welcome Center at all three campuses will improve academic advising services to the community.

---

### Performance Indicator:

3B Community Awareness

**Performance Standard:**

All advisors will participate in community awareness events.

**Was Standard Met?** Yes

**Actual Outcome:**

All Academic Advisor have been trained in community resources through a formalized training program.

**Improvements:**

VIDA Academic Advising Training Program will improve partnerships with local community agencies. This training takes a case management approach to advising our students.

---

### Performance Indicator:

3D Improved customer service to students and community.

**Performance Standard:**

Satisfactory results on student and participant evaluations of customer services.

**Was Standard Met?** Yes

**Actual Outcome:**

The Counseling and Advising Department has continue to make professional development a priority. Our staff are required to attend all three professional development days which focus on how to improve student services and customer services.

**Improvements:**

Our department has develop and implement a student satisfaction survey to provide student data on how they view our advising and counseling services. These survey terminals are at every advising center district-wide.

---

### Intended Outcome:

5 Compliance

## Actual Outcomes & Implications

---

**Performance Indicator:**

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

**Performance Standard:**

No instances of failure to comply.

**Was Standard Met?** Yes

**Actual Outcome:**

Currently our department will comply with all documentation regulations which our department is responsible in maintaining. During internal audits our department has no instances of failure to comply with standards.

**Improvements:**

Our new Advising Centers provides our department a higher level of security. These new buildings provide the needed space to insure proper record keeping.

---

**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.

**Was Standard Met?** Yes

**Actual Outcome:**

Academic Advisors have all completed the Academic Advising Training Program.

**Improvements:**

We will continue to expand this training program. This training will focus on improving student advising and expanding BANNER training which is our new student information system.

---

**Performance Indicator:**

5C Performance assessment of advising staff.

**Performance Standard:**

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

**Was Standard Met?** Yes

**Actual Outcome:**

Performance assessments will continue to be conducted with all advising staff members

**Improvements:**

Student Satisfactory Surveys data will be discussed during staff evaluations.

---