

Actual Outcomes & Implications

Counseling

The Counseling Office of South Texas 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.

Was Standard Met? Yes

Actual Outcome:

Counseling services contacts as increased by 13% of the previous year.

Improvements:

Counselors will begin to teach the College Success Course during 40hr week to promote counseling services. Counseling department will collaborate with other departments and the instructional divisions to promote student services.

Performance Indicator:

1B ADA Awareness.

Performance Standard:

10% increased participation in the ADA Awareness Days.

Was Standard Met? Yes

Actual Outcome:

ADA Awareness Days had increased participation 15% within our student population.

Improvements:

Currently our Advising and Counseling Departments has relocated to a new building which provides students easier access to our activities and services.

Performance Indicator:

1C Academic Probation/Suspension Student Retention.

Performance Standard:

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

Was Standard Met? Yes

Actual Outcome:

A higher rate of students on Academic Probation are transitioning into Good Standings Status by 3% from the previous year

Improvements:

A Call Center has been established within the Division of Student Services and Development to contact student on academic probation. This will provide a proactive approach on contacting students and a higher rate of student participation within our program.

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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.

Was Standard Met? Yes

Actual Outcome:

Career Counseling had increased by 13% over the previous year.

Improvements:

Career Counseling was expanded to several academic courses such as the College Success Course and the General Psychology Course. This has expanded career services and career assessments usage by making these services required as part of the course requirements.

Performance Indicator:

1F Student Transfer Information

Performance Standard:

10% higher number of students that access transfer information through the activities of the Career/Transfer office and activities.

Was Standard Met? Yes

Actual Outcome:

Student transfer information has increased by 13% from the previous year.

Improvements:

The Career Center has doubled in size to increase the visibility and student usage of this program. This center is now located in building K which provides easy access to all students.

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

Was Standard Met? Yes

Actual Outcome:

All STC campuses provides consistent and quality services to all students. ADA services, student probation, academic and personal workshops are provided at all campuses.

Improvements:

Our department has provided ADA training to all counselors to improve student accommodations and counseling services. In addition, counselors are teaching college success courses to boost access of these services.

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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.

Was Standard Met? Yes

Actual Outcome:

Our department has increased purchases of adaptive equipment and training materials by 17%. This is necessary to keep pace with the demand of ADA services.

Improvements:

Created an inventory database to track the adaptive equipment in order to maintain inventory and to produce an accurate record of projected needs.

Performance Indicator:**2C Access to Services****Performance Standard:**

100% of staff vacancies will be filled

Was Standard Met? Yes

Actual Outcome:

All positions are currently filled

Improvements:

Will continue to create a positive working atmosphere by sponsoring employee activities such as employee appreciation receptions to boost morale.

Performance Indicator:**2D Access to Electronic Information****Performance Standard:**

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

Was Standard Met? Yes

Actual Outcome:

35% of the STC student population is currently using electronic information services. This would be an increase of more than 20% from the previous two year.

Improvements:

Our Division of Student Services and Development will continue to update STC information on the KIOSKS and Websites to improve student access and navigational information to our students.

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Performance Indicator:

2E Strategic Enrollment Management

Performance Standard:

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

Was Standard Met? Yes

Actual Outcome:

The Office of Counseling and Advising will continue to participate in the development and implementation of the Strategic Enrollment Management Plan for our institution. The student success initiatives which pertain to counseling will enhance the enrollment and retention rates at STC

Improvements:

Our active role in the "Achieving the Dream" student success initiative has provided the tools and data necessary to make decisions that will improve enrollment and retention rate at STC.

Intended Outcome:

3 Community Service

Performance Indicator:

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

Performance Standard:

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

Was Standard Met? Yes

Actual Outcome:

All Counseling Centers provide scheduled academic and personal workshops and mental health screenings for our students and the community in general.

Improvements:

Parent's Night at the Starr County Campus has been a huge success and will be expanded to all STC Campuses.

Performance Indicator:

3B Improved customer service provided to students.

Performance Standard:

Satisfactory results on student evaluations of customer service.

Was Standard Met? Yes

Actual Outcome:

All counselors are required to attend all 3 professional development days at STC. These training sessions improve professionalism and promotes a student center approach in helping students at STC

Improvements:

Our department has implemented a student satisfaction survey at all Counseling Centers to collect data on students perceptions of our services.

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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.

Was Standard Met? Yes

Actual Outcome:

We have no instances of failure to comply with laws and regulations regarding counseling services.

Improvements:

Will continue to monitor ethical standards within the counseling profession.

Performance Indicator:

5B Professional

Performance Standard:

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

Was Standard Met? Yes

Actual Outcome:

Our department has no instances of failure to comply with professional standards.

Improvements:

Will continue to monitor ethical standards within the counseling profession.

Performance Indicator:

5C Performance assessment of Professional and Support Staff

Performance Standard:

Annual administrative performance for all counseling professional and support staff will be satisfactory or better

Was Standard Met? Yes

Actual Outcome:

Performance assessments of professional and support staff within the Counseling Centers have been satisfactory or better.

Improvements:

Counseling Dept. will provide professional development training as well as timely feedback regarding counselors' performance to promote continuous improvement within their capacity as a counselor.

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Performance Indicator:

5D ADA Compliance

Performance Standard:

Documented complaints (Ombudsperson, other Departmental Records)

Was Standard Met? Yes

Actual Outcome:

ADA compliance issues with ADA students have been addressed and resolved within STC.

Improvements:

Will continue to retain a dedicated ADA counselor to keep ADA issues at the forefront of the Department.
