

**South Texas College  
2005-2007 Mid-Biennium Report  
Counseling and Advising**

**Guiding Principle**      **1. South Texas College will be a premier learning-centered higher education institution where student and community success are paramount.**

*Strategic Outcome*      *1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making*

Performance Indicator 1.1.1:      Counseling and Advising will use the necessary assessment measures to evaluate new student success initiatives such as the New Student Advising Plan and the On-line Workshops.

Action Plan:	This fall semester, the office of Counseling and Advising will have a student evaluation survey terminal installed at each center.	Completed: y
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Performance Indicator 1.1.2:      The Counseling and Advising Department will continue to provide input and participate on college-wide committees on issues of student assessment and placement of their college courses.

Action Plan:	Counseling & Advising department members will service on key college-wide committees such as the Administrative Staff Meeting, PDC, COC, Instructional division and departmental meetings to ensure representation of the office of Counseling and Advising.	Completed: y
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Performance Indicator 1.1.4:      The Counseling and Advising Office will provide the CreditSmart Program for ANY student which financial Aid has identified as a student at risk for student loan default.

Action Plan:	The Counseling & Advising department will take the lead to coordinate and disseminate the CreditSmart Program on STC's campuses.	Completed: y
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Action Plan:	Face-to-face workshops and on-line support services in the SS computer labs will be updated and maintained during the academic year.	Completed: y
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Performance Indicator 1.1.5:      The Advising Department will continue to conduct priority registration for College Success Students and FTIC students during their first semester.

Action Plan:	Priority registration for College Success Students will be coordinated through the Counseling Center with support of the Division of Developmental Studies.	Completed: y
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Action Plan:	FTIC students and College Success Students will be notified through a postcard and e-mail to report to the Advising Center for priority registration.	Completed: y
Performance Indicator 1.1.7:	The Counseling and Advising Department will contribute TO THE SUCCESSFUL IMPLEMENTATION OF THE BANNER SYSTEM by serving on implementation committees and provide vital input on the student advising and counseling screens.	
Action Plan:	Departmental representatives will be active members on the design, implementation, and training of other key staff on the Banner system.	Completed: y
Action Plan:	This fall semester, meetings will be held to transition C&A staff members to this program.	Completed: y

*Strategic Outcome*

*1.2 Promote college-readiness for all students*

Performance Indicator 1.2.1:	Counseling and Advising Department will participate at all ONE-STOP-SHOP activities which will improve college expectations and transition.	
Action Plan:	C&A personnel will provide academic advising and counseling information to local high schools during the fall and spring semesters at these ONE-STOP-SHOP functions.	Completed: y
Performance Indicator 1.2.2:	The Counseling and Advising Department will conduct presentations on the Counseling and Advising process and degree program information.	
Action Plan:	The Dean of Counseling and Advising and lead personnel will provide presentations to college-wide committees to include, but not be limited to PDC, Faculty Senate, instructional division meeting and departmental meetings.	Completed: y
Performance Indicator 1.2.3:	The Counseling and Advising Department will have an on-line advisor to provide student services through this media. On-line counseling workshops and New Student Orientation Advising will be implemented.	
Action Plan:	Arlene Aleman and Marissa Rivera will be the on-line advisors during the 2005-2006 academic year.	Completed: y
Action Plan:	Counseling Workshops will be provided through the Horizon Wimba program to increase student access to these services.	Completed: y
Action Plan:	On-line Orientation will be in full operation in the fall semester.	Completed: y

Action Plan:	C&A department will establish a mini computer lab within the Counseling Center to increase student access to the New Student On-line Orientation Program.	Completed: y
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*Strategic Outcome*      *1.3 Promote shared responsibility among faculty, staff, and students to set and achieve high expectations*

Performance Indicator 1.3.1:	The Counseling and Advising Department will improve Fall to Fall retention by implementing the FTIC comprehensive advising plan and continue to improve the student probation program.	
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Action Plan:	The Office of Counseling and Advising will be implementing the Case Management Approach to Academic Advising during the fall semester.	Completed: y
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Action Plan:	The department will monitor the three mandatory advising sessions that will be required by all FTIC students.	Completed: y
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Action Plan:	The Counseling Center will collaborate with the Division of Developmental Studies to implement the probation database system to improve tracking and provide more intrusive counseling for students under the Student Probation Program this fall semester.	Completed: y
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Performance Indicator 1.3.2:	The Counseling and Advising Department will establish web-based services to increase accessibility. It will also continue to explore all types of media deliveries to improve student awareness of college information.	
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Action Plan:	The Office of Counseling and Advising will purchase web-based programs to enhance the appearance and functionality of our departmental WebPages.	Completed: y
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*Strategic Outcome*      *1.4 Develop quality programs designed to meet regional workforce and economic development priorities*

Performance Indicator 1.4.1:	The Counseling and Advising Department will expand on-line student services such as academic advising and academic counseling workshops to improve accessibility to these services which will lead to student success.	
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Action Plan:	The Office of Counseling and Advising will post all Academic and Personal Workshops on our departmental Webpage to increase student access. These services will be designed to record and track student participation at the end of the program.	Completed: y
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Performance Indicator 1.4.2: The Counseling and Advising Department will implement the key components of FTIC Advisement Plan which will have an increase of program completion and graduation. Counseling and Advising will develop a case management system to track and support FTIC students in their first year of college.

Action Plan: The FTIC Advising Plan and the key five recommendations will be implemented this fall will translate to higher retention and graduation rates college wide. Completed: y

Action Plan: The case management system will provide a platform for the evaluation and assessment of success in college. Completed: y

*Strategic Outcome*      *1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution*

Performance Indicator 1.5.1: The Counseling and Advising will participate in the development and implementation of the New Student Orientation Program for the Bachelor of Applied Technology program.

Action Plan: The Office of Counseling and Advising will provide academic advising and career counseling during the BAT New Student Orientation program. Completed: y

Performance Indicator 1.5.2: Counseling and Advising will result in no findings during the SACS on-site visit for February 2006.

Action Plan: The Office of Counseling and Advising will continue to conduct self evaluations of all centers to insure compliance of standards. Completed: y

**Guiding Principle**      **2. South Texas College will serve as the cornerstone for the economic vitality of South Texas.**

*Strategic Outcome*      *2.1 Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.*

Performance Indicator 2.1.1: The Counseling and Advising Department will assign an advisor for each FTIC student within each of the five degree and/or certificate programs that is developed each year.

Action Plan: The Office of Counseling and Advising will assign an Academic Advisor to all FTIC students seeking an AA degree or certificate on the I.A. system. (Screen 651) Completed: y

Performance Indicator 2.1.2: Counseling and Advising will continue to provide all C&A services that are provided at the Pecan Campus at all sites.

Action Plan:	Our department will continue to expand services at all campuses to insure equity of services.	Completed: y
Action Plan:	The Welcome Center and Career Center will be the focus of improvement.	Completed: y

*Strategic Outcome*

*2.2 Actively partner in economic and community development*

Performance Indicator 2.2.1:	Counseling and Advising will support partnership training by continuing to provide credit smart workshops and maintain our counseling training site services.	
Action Plan:	The Office of Counseling and Advising will provide financial education to students requesting these services at all sites.	Completed: y
Action Plan:	We will continue to maintain our L.P.C. and UTPA counseling training site status at our Pecan Campus Counseling Center.	Completed: y

*Strategic Outcome*

*2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers*

Performance Indicator 2.3.5:	The Counseling and Advising Department will increase fiscal responsibility through implementation of security measures to protect college assets for example, a new inventory and equipment lease agreement system to protect the ADA adaptive equipment .	
Action Plan:	Our department has implemented a database system and new procedures to require students to be responsible for the equipment issued from our ADA program.	Completed: y

**Guiding Principle**

**3. South Texas College will foster an environment for the students and community to achieve a better quality of life.**

*Strategic Outcome*

*3.1 Develop and promote seamless systems and processes from prospective student through successful exit to motivate and assist in timely graduation, transfer or employment*

Performance Indicator 3.1.2:	The percentage of First Time In College (FTIC) cohorts graduating within four years will increase by 5% over the preceding year through the development, implementation and evaluation of a comprehensive advising model for new and current students, including academic, financial, and career advising.	
Action Plan:	The Office of Counseling and Advising will identify cohorts of FTIC students and measure how these students are progressing through their educational experience here at STC.	Completed: y

*Strategic Outcome*      *3.2 Develop and implement quality services in prompt response to student and community needs*

Performance Indicator 3.2.1:      Counseling and Advising will be implementing an on-line counseling workshop series to improve student participation and student success.

Action Plan:      On-line Services under the Counseling and Advising Department will be expanded to provide on-line workshops which will be conducted live through Horizon Wimba. Topics will be Successful Studying, Time Management for Students, Violence Prevention, Depression & Anxiety, Compating Test Anxiety, About Wellness and AIDS Awareness      Completed: y

*Strategic Outcome*      *3.3 Strengthen the personalized, student-centered environment*

Performance Indicator 3.3.1:      The Counseling and Advising Department provides a comprehensive mandatory advisement session for FTIC and transfer students. Our department will continue to enhance the Parent Information Center (PIC) to provide answers to questions parents may have over college life.

Action Plan:      The Parent Information Center will be expanded to the on-line student services WebPages and New Student Orientation Program.      Completed: y

Performance Indicator 3.3.2:      The quality and accessibility of student information throughout the College will be improved by developing and implementing a mandatory cross-training module for staff at all levels and across all divisions.

Action Plan:      The Office of Counseling and Advising will develop informational materials which will have a common format and theme to promote uniformity within our Student Services Division.      Completed: y

Action Plan:      This concept would enable our staff to cross-train each other using the current materials.      Completed: y

Performance Indicator 3.3.3:      The Counseling and Advising Department will establish an office for Faculty Advisement at all campuses within our servicing district.

Action Plan:      This fall semester (F2005), the Office of Counseling and Advising will have established a Faculty Advising Office at the Mid-Valley, Pecan and Starr County Campuses to promote the training of faculty advising. These facilities will be      Completed: y

	fully functional to conduct student advising at these three centers.	
Action Plan:	This Training program will immerse faculty within the Advising Center to conduct faculty advising.	Completed: y
Action Plan:	In addition, all faculty will complete the Faculty Training Manual at the end of the internship period.	Completed: y
Action Plan:	Within the Division of Student Services and Development our department will provide interdivisional training sessions to promote communication and teamwork.	Completed: y

*Strategic Outcome*

*3.4 Continuously improve student satisfaction with all aspects of the College*

Performance Indicator 3.4.2:	To modify and improve Student Services, the ACTSSO Student Satisfaction Survey will be conducted annually and the findings used to make improvements. The Counseling and Advising Department will use the results of the ACTSSO Student Satisfaction Survey and create an internal student survey collected at each campus to promote a culture of evidence to promote positive change in how we deliver advising and counseling services.	
Action Plan:	The Office of Counseling and Advising will review the data collected by two main instruments. The ACTSOS Student Satisfaction Survey and the Counseling and Advising Student Survey which will be conducted on a on going process.	Completed: y

**Guiding Principle**

**4. South Texas College will nurture a culture where collaboration is valued and achievement is recognized.**

*Strategic Outcome*

*4.1 Pursue improved learning and performance through teamwork and collaboration*

Performance Indicator 4.1.3:	The Counseling and Advising Centers will provide supplemental instruction in forms of mini lectures and hands on workshop to promote student success.	
Action Plan:	The Counseling Center will provide a comprehensive list of workshops and mini lectures every semester.	Completed: y
Action Plan:	These services will be advertised through 2 by 3 ft. posters at all campuses and general e-mails to the college community.	Completed: y
Performance Indicator 4.1.9:	The Counseling and Advising Department will continue to disseminate vital information about learning communities and its benefits.	

Action Plan:	The Office of Counseling and Advising will continue to support special learning projects using presentation materials in the student lobby area within the advising centers. These video tapes and announcements will be playing during peak enrollment periods.	Completed: y
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*Strategic Outcome*

*4.2 Value one another*

Performance Indicator 4.2.1: The Counseling and Advising Department will establish employee recognition awards to value faculty and staff academic advisement at South Texas College.

Action Plan:	During the Fall, Spring and Summer III sessions the department will conduct a Faculty & Staff Advising Certification Award Ceremony to celebrate the completion of the training program.	Completed: y
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Performance Indicator 4.2.2: The Counseling and Advising Department will encourage its staff to attend the Employee Recognition Ceremonies and will report greater levels of satisfaction with the College due to receiving a recognition award celebrating their accomplishments.

Action Plan:	The Counseling & Advising department will develop internal awards which will focus on accomplishments and excellence in advising and counseling.	Completed: y
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Performance Indicator 4.2.3: The Counseling and Advising Department will promote collaboration between faculty and staff in college-wide committees that will improve the services provided directly to the students, while the staff will cultivate a harmonious work environment.

Action Plan:	The Office of Counseling and Advising will provide representation on the "Achieving the Dream" Task Force committees which will directly impact the working conditions between Instruction and Student Services.	Completed: y
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*Strategic Outcome*

*4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff*

Performance Indicator 4.3.3: The Counseling and Advising lead personnel will attend all HR training personal sessions that are required by STC.

Action Plan:	The Lead Counselor, Advisor and Interpreter will be required to attend two HR training personal sessions on topics such as, "Developing a Personnel" and "How to Create a Professional Development Plan for each Employee".	Completed: y
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Performance Indicator 4.3.4: The Counseling and Advising Department will have new staff members better understand the College system through HR Orientation sessions and continued department-specific orientation at the work-unit.

Action Plan: The Dean of Counseling and Advising will disseminate information on training opportunities and awareness sessions conducted through the monthly meetings on the workings of the Business Office, HR., and Purchasing Dept. Completed: y

*Strategic Outcome*

*4.4 Continuously improve faculty and staff satisfaction with the work environment*

Performance Indicator 4.4.1: Counseling and Advising Department will provide general advisement and disseminate information on the communication plan which will provide an increase of pride of STC campuses.

Action Plan: The Office of Counseling and Advising will continue to expand communication medias such as, Posters, Banners, E-mails and Postcards to inform students of critical information and promote ownership of their campus. Completed: y

Performance Indicator 4.4.2: The Counseling and Advising Department will improve/nurture employee work quality and employee-supervisor relationships by promoting continuous constructive feedback, both formal and informal and continue to foster the environment where the employee feels valued and rewarded by participating in the decision-making process(es).

Action Plan: The Office of Counseling and Advising will develop task force committees to promote continuous feedback between supervisors and employees. This will foster a sense of contribution and buy-in toward the department. Completed: y

Performance Indicator 4.4.3: The Counseling and Advising Department will conduct Departmental Monthly Meetings to ensure collaboration and communication.

Action Plan: Departmental Monthly Meetings will be targeted at the beginning of each month for advisors and counselors. Completed: y

Action Plan: Campus Update Meetings will be planned during peak enrollment periods to improve communication and efficiency. Completed: y