

**South Texas College
2005-2008 2nd Mid-Cycle
IE Report and Update of IE Plan for Year 3
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.		
<i>Strategic Outcome</i>	<i>1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making</i>		
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.		Comments: Our department generates reports to evaluate student success initiatives every semester.
Action Plan: 1	This fall semester, the office of Counseling and Advising will have a student evaluation survey terminal installed at each center.	Status: Y	All centers have a evaluation terminal to provide student feedback on advising and counseling services.
Action Plan: 2		Resources:	
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.		Comments: Student Support Services leaders continue to serve in college-wide committees to provide input in the Developmental Plan in the area of assessment and placement of STC students.
Action Plan: 1	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.	Status: y	The Office of Student Support Services Leaders continue to serve at all college-wide committees.
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.		Comments: Financial Aid Students on suspension are referred to the Counseling Center for Financial Counseling and CreditSmart Workshop.
Action Plan: 1	The Counseling & Advising department will take the lead to coordinate and disseminate the CreditSmart Program on STC's campuses.	Status: y	The Office of Student Support Services has expanded the CreditSmart Program to service a larger student population. (College Success Students, High School Seniors, and students on academic probation.)

Action Plan: 2	Face-to-face workshops and on-line support services in the SS computer labs will be updated and maintained during the academic year.	Status: y	The Counseling Center continues to expand Face to Face academic and personal counseling workshops. The Counseling Department continues to invest in technologies such as Horizon Wimba to provide on-line services.
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.		Comments: The Office of Student Support Services has institutionalize Priority Registration as a student success strategy.
Action Plan: 1	Priority registration for College Success Students will be coordinated through the Counseling Center with support of the Division of Developmental Studies.	Status: y	Complete and on-going
Action Plan: 2	FTIC students and College Success Students will be notified through a postcard and e-mail to report to the Advising Center for priority registration.	Status: y	Established a in-class exercise to complete the priority registration process.
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.		Comments: SSS Leaders continue to serve in the BUGS meetings to provide feedback on the Counseling and Advising banner screens.
Action Plan: 1	Departmental representatives will be active members on the design, implementation, and training of other key staff on the Banner system.	Status: y	Continue and on-going
Action Plan: 2	This fall semester, meetings will be held to transition C&A staff members to this program.	Status: y	Student Support Services staff members have transition to the new student information system.
<i>Strategic Outcome</i>	<i>1.2 Promote college-readiness for all students</i>		
Performance Indicator 1.2.1:	Counseling and Advising Department will participate at all ONE-STOP-SHOP activities which will improve college expectations and transition.		Comments: Continue and on-going
Action Plan: 1	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.	Status: y	Student Support Services continues to provide advising and counseling information to High Schools participating in the College Bound Program.
Performance	The Counseling and Advising Department will conduct		Comments: Continue and on-

Indicator 1.2.2:	presentations on the Counseling and Advising process and degree program information.		going
Action Plan: 1	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.	Status: y	SSS Leaders will continue to provide informational presentations to college-wide committees and instructional departments on our SSS services.
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.		Comments: SSS Dept. has expanded services with a full-time Retention Specialist to ensure on-line advising services.
Action Plan: 1	Arlene Aleman and Marissa Rivera will be the on-line advisors during the 2005-2006 academic year.	Status: y	The Retention Specialist for D.L. Department will expand the on-line advising services for STC student seeking an on-line degree.
Action Plan: 2	Counseling Workshops will be provided through the Horizon Wimba program to increase student access to these services.	Status: y	Continue and on-going
Action Plan: 3	On-line Orientation will be in full operation in the fall semester.	Status: y	Academic Advisors and Counselors will uphold the mandatory orientation requirement for all FTIC's at STC.
Action Plan: 4	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.	Status: y	Continue and on-going

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.		Comments: SSS dept. will implement the necessary programs to increase student retention and persistence.
Action Plan: 1	The Office of Counseling and Advising will be implementing the Case Management Approach to Academic Advising during the fall semester.	Status: y	The SSS Dept. maintain a casemanagent approach in providing academic advising for FTIC students. Will continue to expand this approach to the academic and technical programs.
Action Plan: 2	The department will monitor the three mandatory advising sessions that will be required by all FTIC students.	Status: y	Continue and on-going
	The Counseling Center will collaborate with the		SSS Dept and the

Action Plan: 3	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.	Status: y	Developmental Studies Division will continue to tag students to promote intrusive counseling services to engage students at critical periods.
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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.		Comments: Continue and on-going.
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Action Plan: 1	The Office of Counseling and Advising will purchase web-based programs to enhance the appearance and functionality of our departmental WebPages.	Status: y	The Student Support Services websites have undergone a face lift to become student user friendly.
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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.		Comments: These on-line technologies have been implemented to improve accessibility of counseling and advising services.
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Action Plan: 1	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.	Status: y	Student Support Services will promote Personal and Academic Workshops on webpages, flat screens, and marketing materials.
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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.		Comments:
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Action Plan: 1	The FTIC Advising Plan and the key five recommendations will be implemented this fall will translate to higher retention and graduation rates college wide.	Status: y	Continues and on-going
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Action Plan: 2	The case management system will provide a platform for the evaluation and assessment of success in college.	Status: y	SSS Dept. will track advising contacts under a casemanagement approach.
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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.		Comments: Continues and on-going
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Action Plan: 1	The Office of Counseling and Advising will provide academic advising and career counseling during the BAT New Student Orientation program.	Status: y	Continues and on-going
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Performance Indicator 1.5.2:	Counseling and Advising will result in no findings during the SACS on-site visit for February 2006.		Comments:
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Action Plan: 1	The Office of Counseling and Advising will continue to conduct self evaluations of all centers to insure compliance of standards.	Status: y	Continues and on-going
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Guiding Principle

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

<i>Strategic Outcome</i>	<i>2.1 Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.</i>
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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.		Comments: Student Support Services (SSS) will continue to assign and advisor for each FTIC student.
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Action Plan: 1	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)	Status: Y	SSS continues to provide an Academic Advisor to all FTIC students on the new system called Banner.
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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.		Comments: SSS continues to provide high level of quality in the area of counseling and advising services.
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Action Plan: 1	Our department will continue to expand services at all campuses to insure equity of services.	Status: Y	SSS continues to provide equitable services to all campuses.
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Action Plan: 2	The Welcome Center and Career Center will be the focus of improvement.	Status: Y	This is a continuous and on-going service.
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<i>Strategic Outcome</i>	<i>2.2 Actively partner in economic and community development</i>
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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.		Comments: SSS continues to provide Credit Smart workshops and counseling training site services.
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Action Plan: 1	The Office of Counseling and Advising will provide financial education to students requesting these services at all sites.	Status: Y	SSS provides on a continuous basis Credit Smart workshops focusing on financial education district wide.
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Action Plan: 2	We will continue to maintain our L.P.C. and UTPA counseling training site status at our Pecan Campus Counseling Center.	Status: Y	SSS will continue to maintain our training site status to cultivate counseling resources and personnel.
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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 .		Comments: All SS&D leaders underwent training on ethics, fraud reporting.
Action Plan: 1	Our department has implemented a database system and new procedures to require students to be responsible for the equipment issued from our ADA program.	Status: Y	This is a continuous and on-going process.

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.		Comments: This is an on-going process, will continue tracking the FTIC cohorts w/in 4 years.
Action Plan: 1	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.	Status: Y	The Office of Student Support Services and OIRE are currently tracking all FTIC students.

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.		Comments: This is a continuous and on-going process.
Action Plan: 1	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, Depres	Status: Y	SSS will continue to provide On-Line workshop services.

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.		Comments: SSS provides Parent Workshops & Orientation seminars are implemented to increase parental awareness of college requirements and expectations for STC students.
Action Plan: 1	The Parent Information Center will be expanded to the on-line student services WebPages and New Student Orientation Program.	Status: Y	This process will continue through Horizon Wimba to provide parental support.
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.		Comments: SSS has created a comprehensive advising manual to improve cross-training within our SS&D Division. Our Divisional Professional Development Training has been dedicated to improve Academic Advising.
Action Plan: 1	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.	Status: Y	This is an on-going and continuous process.
Action Plan: 2	This concept would enable our staff to cross-train each other using the current materials.	Status: Y	SSS continues to provide cross training sessions.
Performance Indicator 3.3.3:	The Counseling and Advising Department will establish an office for Faculty Advisement at all campuses within our servicing district.		Comments: This is a continuous, on-going process.
Action Plan: 1	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 fully functional	Status: Y	These facilities are established and will continue to provide access for Faculty Advising Training.
Action Plan: 2	This Training program will immerse faculty within the Advising Center to conduct faculty advising.	Status: Y	This is a continuous and on-going process.
Action Plan: 3	In addition, all faculty will complete the Faculty Training Manual at the end of the internship period.	Status: Y	All faculty that participated in the training completed and received their Faculty Training Manuals.
Action Plan: 4	Within the Division of Student Services and Development our department will provide interdivisional training sessions to promote communication and teamwork.	Status: Y	This is provided via Professional Development Day College-wide and divisional.

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.		Comments: CSSSE is now the instrument used to survey student satisfaction. An internal departmental survey is administered at all Advisement Centers.
Action Plan: 1	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.	Status: Y	This is a continuous, on-going process.

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.		Comments: This is a continuous and on-going process.
Action Plan: 1	The Counseling Center will provide a comprehensive list of workshops and mini lectures every semester.	Status: Y	This is a continuous and on-going process.
Action Plan: 2	These services will be advertised through 2 by 3 ft. posters at all campuses and general e-mails to the college community.	Status: Y	This is a continuous and on-going process.
Performance Indicator 4.1.9:	The Counseling and Advising Department will continue to disseminate vital information about learning communities and its benefits.		Comments: Supplemental Instruction sections are now being used at this point to disseminate vital information about Student Success strategies and its benefits.
Action Plan: 1	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 period	Status: Y	This is a continuous and on-going process.

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.		Comments: This is a continuous and on-going process.
Action Plan: 1	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.	Status: Y	This is a continuous and on-going process.
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.		Comments: This is a continuous and on-going process.
Action Plan: 1	The Counseling & Advising department will develop internal awards which will focus on accomplishments and excellence in advising and counseling.	Status: Y	SSS award a staff and Faculty Academic Advising award during the Employee Recognition Ceremony.
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.		Comments: This is a continuous and on-going process.
Action Plan: 1	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.	Status: Y	The Dean of SSS will lead Student Success Initiatives under the Achieving the Dream program to enhance counseling and advising services.

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.		Comments: Continues and on-going
Action Plan: 1	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".	Status: y	All SSS Departmental Leaders will attend all required H.R. employee trainings.
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.		Comments: Continues and on-going
Action Plan: 1	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	Status: y	The Dean of Student Support Services will conduct "SSS Leaders Meeting" to address the workings of the Business

Office, HR., and Purchasing Dept.

office, HR., and Purchasing
Dept.,*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.	Comments: This is a continuous and on-going process.
Action Plan: 1	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. Status: Y	The primary theme of these marketing materials will be Completion and Student Graduation.
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).	Comments: SSS has biannual meetings to address IE and departmental planning.
Action Plan: 1	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. Status: Y	This is a continuous and on-going process.
Performance Indicator 4.4.3:	The Counseling and Advising Department will conduct Departmental Monthly Meetings to ensure collaboration and communication.	Comments: The SSS Dean conducts monthly Leadership meetings with leaders of each center.
Action Plan: 1	Departmental Monthly Meetings will be targeted at the beginning of each month for advisors and counselors. Status: Y	This is a continuous and on-going process.
Action Plan: 2	Campus Update Meetings will be planned during peak enrollment periods to improve communication and efficiency. Status: Y	This is a continuous and on-going process.