

South Texas College  
Counseling and Advising  
2005-2007 IE Plan

**Unit Mission:**

**COUNSELING AND ADVISING: The Office of Counseling and Advising at South Texas College is committed to providing quality district-wide counseling and advising services to assist students in developing an educational plan consistent with their personal goals.**

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
<b>1 Be a premier learning-centered higher education institution where student and community success are paramount.</b>						
	<b>1.1</b>	<b><i>Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making.</i></b>				
	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.	This fall semester, the office of Counseling and Advising will have a student evaluation survey terminal installed at each center.	C&A Student Survey ACTSSO	Outreach Dept. Distance Learning Dept. OIRE.	Survey Membership dues for Survey Software.
	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.	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.	College Wide Committee Memberships	All respective divisions	Release time for participation.
	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.	The Counseling & Advising department will take the lead to coordinate and disseminate the CreditSmart Program on STC's campuses. Face-to-face workshops and on-line support services in the SS computer labs will be updated and maintained during the academic year.	Workshop Schedules and sign-in sheets	Outreach Dept. and Financial Aid Dept.	Freddie Mac and HACU instruction resources and SS computer labs.
	1.1.5	The Advising Department will continue to conduct priority registration for College Success Students and FTIC students during their first semester.	Priority registration for College Success Students will be coordinated through the Counseling Center with support of the Division of Developmental Studies. FTIC students and College Success Students will be notified through a postcard and e-mail to report to the Advising Center for priority registration.	Pre-registration schedule for Student Success Students and curriculum additions to reflect Priority Registration	Division of Developmental Studies and Admissions and Registrar's Offices	Enrollment Reports, Advising Activity Reports.
	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.	Departmental representatives will be active members on the design, implementation, and training of other key staff on the Banner system. This fall semester, meetings will be held to transition C&A staff members to this program.	Committee assignment sign-in forms	All respective divisions	Release time for participation.

<b>1.2 Promote college-readiness for all students.</b>					
1.2.1	Counseling and Advising Department will participate at all ONE-STOP-SHOP activities which will improve college expectations and transition.	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.	One-Stop-Shop semester schedules	Outreach Department	Release time for participation from primary duties
1.2.2	The Counseling and Advising Department will conduct presentations on the Counseling and Advising process and degree program information.	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.	College-Wide Committee assignment sign-in forms	All respective divisions	Presentation Materials: Brochures and Software
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.	Arlene Aleman and Marissa Rivera will be the on-line advisors during the 2005-2006 academic year. Counseling Workshops will be provided through the Horizon Wimba program to increase student access to these services. On-line Orientation will be in full operation in the fall semester and the 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.	On-line Workshop student completion data report and student Website hit rate.	Distance Learning Department and Outreach Department	Horizon Wimba software annual user dues.
<b>1.3 Promote shared responsibility among faculty, staff, and students to set and achieve high expectations.</b>					
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.	The Office of Counseling and Advising will be implementing the Case Management Approach to Academic Advising during the fall semester. The department will monitor the three mandatory advising sessions that will be required by all FTIC students. 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.	SIS will provide data on screens 651, 652, and 656. The Counseling Dept. will implement the Dev. Studies Database to help track past interventions and referrals.	ITS, OIRE, Developmental Studies Division	Server upgrade for Developmental Studies Division. Postcards and Postage to inform students of advising and counseling sessions.
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.	The Office of Counseling and Advising will purchase web-based programs to enhance the appearance and functionality of our departmental WebPages.	Website hit rates. C&A Student Surveys. ACTSOS	Distance Learning Department and Outreach Department, OIRE	Horizon Wimba software, Survey Monkey software
<b>1.4 Develop quality programs designed to meet regional workforce and economic development priorities.</b>					
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.	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.	Website hit rates. C&A Student Surveys. ACTSOS	Distance Learning Department and OIRE	Horizon Wimba software, Survey Monkey software
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.	The FTIC Advising Plan and the key five recommendation will be implemented this fall will translate to higher retention and graduation rates college wide. The case management system will provide a platform for the evaluation and assessment of success in college.	Caseload reports and Student Course Completion Reports	OIRE, ITS	Enrollment Reports, Advising Activity Reports.

<b>1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution.</b>					
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.	The Office of Counseling and Advising will provide academic advising and career counseling during the BAT New Student Orientation program.	Orientation Schedules and sign-in sheets	Outreach Dept.	Welcome Centers and orientation packets and promotional items
1.5.2	Counseling and Advising will result in no findings during the SACS on-site visit for February 2006.	The Office of Counseling and Advising will continue to conduct self evaluations of all centers to insure compliance of standards.	SAC's Review Reports	All respective Student Services Departments	Release time to provide Staff Internal Audits for compliance.
<b>2 South Texas College will serve as the cornerstone for the economic vitality of South Texas.</b>					
<b>2.1 Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.</b>					
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.	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)	The Advising Office will request focus reports to insure assignments	Outreach Department,	Training Materials for advisors on the SIS.
2.1.2	Counseling and Advising will continue to provide all C&A services that are provided at the Pecan Campus at all sites.	Our department will continue to expand services at all campuses to insure equity of services. The Welcome Center and Career Center will be the focus of improvement.	C&A Student Activity Reports	All respective student services Departments	Technology Support and Staffing
<b>2.2 Actively partner in economic and community development.</b>					
2.2.1	Counseling and Advising will support partnership training by continuing to provide credit smart workshops and maintain our counseling training site services.	The Office of Counseling and Advising will provide financial education to students requesting these services at all sites. We will continue to maintain our L.P.C. and UTPA counseling training site status at our Pecan Campus Counseling Center.	Counseling Workshop Schedules and student sign-in sheets and maintain the UTPA Practicum Counseling agreement	Financial Aid, UTPA Guidance and Counseling Dept. L.P.C. Supervisory Certification	Texas State Board of Examiners of Professional Counselors and The Department of Guidance and Counseling at UTPA
<b>2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers.</b>					
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 .	Our department has implemented a database system and new procedures to require students to be responsible for the equipment issued from our ADA program.	ADA Database Equipment Reports	All respective student services departments	Technology Support and Staffing

<b>3 South Texas College will foster an environment for the students and community to achieve a better quality of life.</b>						
	<b>3.1</b>	<b><i>Develop and promote seamless systems and processes from prospective student through successful exit to motivate and assist in timely graduation, transfer or employment.</i></b>				
	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.	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.	Course Completion Reports, College Student Retention Reports, Case Management Reports	OIRE, ITS	Case Management Training through VIDA and Case Management software.
	<b>3.2</b>	<b><i>Develop and implement quality services in prompt response to student and community needs.</i></b>				
	3.2.1	Counseling and Advising will be implementing an on-line counseling workshop series to improve student participation and student success.	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	Workshop Schedules and sign-in sheets	Distance Learning	Horizon Wimba software annual user dues.
	<b>3.3</b>	<b><i>Strengthen the personalized, student-centered environment.</i></b>				
	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.	The Parent Information Center will be expanded to the on-line student services WebPages and New Student Orientation Program.	Parent Orientation Sign-in Sheets	Outreach Department	Parent brochures and Support Materials
	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.	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. This concept would enable our staff to cross-train each other using the current materials.	Banner Training Schedules and New Student Orientation and Welcome Center Update Meetings	All respective student services departments	Banner Training Materials and SSD informational Materials
	3.3.3	The Counseling and Advising Department will establish an office for Faculty Advisement at all campuses within our servicing district.	This fall semester, the Office of Counseling and Advising will have establish an Faculty Advising Office at the Mid-Valley, Pecan and Starr County Campus to promote the training of faculty advising. This facility will fully functional to conduct student advising at these three centers. This Training program will immerse faculty within the Advising Center to conduct faculty advising. In addition, all faculty will complete the Faculty Training Manual at the end of the internship period. Within the Division of Student Services and Development our department will provide interdivisional training sessions to promote communication and teamwork.	Faculty Advising Training Schedules and Sign-in sheets.	All Instructional Divisions	NACADA Training Materials; DVD and Manuals

<b>3.4 Continuously improve student satisfaction with all aspects of the College.</b>					
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.	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.	ACTSSO Data Results and Data Results from the Counseling and Advising Departmental Survey.	OIRE	Annual dues for the Survey Monkey Survey Application
<b>4 South Texas College will nurture a culture where collaboration is valued and achievement is recognized.</b>					
<b>4.1 Pursue improved learning and performance through teamwork and collaboration.</b>					
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.	The Counseling Center will provide a comprehensive list of workshops and mini lectures every semester. These services will be advertised through 2 by 3 ft. posters at all campuses and general e-mails to the college community.	Workshop Schedules and sign-in sheets	Title V and Division of Developmental Studies	Workshop and Promotional Materials
4.1.9	The Counseling and Advising Department will continue to disseminate vital information about learning communities and its benefits.	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.	Presentation materials will be presented during Priority and Peak Registration Periods	Liberal Arts and Social Sciences Division and Developments	Video Equipment and Promotional Materials
<b>4.2 Value one another.</b>					
4.2.1	The Counseling and Advising Department will establish employee recognition awards to value faculty and staff academic advisement at South Texas College.	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.	C&A will schedule three award ceremonies a year.	Instructional Division	Award certificates and banquet supplies
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.	The Counseling & Advising department will develop internal awards which will focus on accomplishments and excellence in advising and counseling.	Recognition awards for outstanding service.	Faculty, Staff and Campus Coordinators	Awards and Certificates of Appreciation
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.	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.	Faculty Advising Training Participation and Counselors assigned to teach a College Success Course	All Instructional Divisions	NACADA training materials and release time for counselors to teach a college success course every semester.

<b>4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff.</b>					
4.3.3	The Counseling and Advising lead personnel will attend all HR training personal sessions that are required by STC.	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".	H.R. training sessions sign in sheets.	Human Resource Department.	Professional development sessions.
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.	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.	Monthly Departmental Meetings Agenda Items	Human Resource Department. Business Office, Purchasing Dept.	Informational and promotional materials
<b>4.4 Continuously improve faculty and staff satisfaction with the work environment.</b>					
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.	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.	Calendar of Events	All respective Student Services Departments	Professional development and Planning Sessions with SS Departmental Leaders.
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).	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.	C&A Task Force Membership in the Comprehensive Advising Model	All Instructional Divisions and Student Services Department	Informational and promotional materials
4.4.3	The Counseling and Advising Department will conduct Departmental Monthly Meetings to ensure collaboration and communication.	Departmental Monthly Meetings will be targeted at the beginning of each month for advisors and counselors. Campus Update Meetings will be planned during peak enrollment periods to improve communication and efficiency.	Departmental Monthly Meeting Agendas	C&A Departments, PASS Program and Developmental	Informational materials

GP = Guiding Principle  
SO = Strategic Outcome