

Departmental Assessment Cover Sheet

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Submitted by: Elvia Rios

Plans

Plan: Office of Student Support Services

List of Intended Outcomes

Division: Vice-President for Instruction & Student Development

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STCC Mission Statement

South Texas Community college is a comprehensive public community college established to address the diverse educational and training needs of the people of Hidalgo and Starr counties by empowering a pluralistic society of learners with the knowledge and skills necessary to enhance the quality of their lives and to promote the development of their communities.

Goal Statement(s) governing the purpose of this department/program:

- | | |
|---|---|
| <input type="checkbox"/> Develop a Prepared Workforce | <input type="checkbox"/> Provide Quality Academic Education |
| <input type="checkbox"/> Encourage Life-Long Learning | <input checked="" type="checkbox"/> Facilitate Students Development |

Intended Outcome 1 (Expected Results)

Students who receive career or transfer services will gain knowledge about career planning and educational opportunities.

Intended Outcome 2 (Expected Results)

Students will benefit from career counseling support activities.

Intended Outcome 3 (Expected Results)

New and transfer students will experience a smooth transition through the presentation of the College's programs, services, activities, and major facets of academic life at STCC.

Intended Outcome 4 (Expected Results)

Currently enrolled students who participate in academic advising offered through the Office of Student Support Services will acquire information to achieve their educational goals.

Intended Outcome 5 (Expected Results)

Students who attend support activities will gain academic, life, and emotional coping skills.

Intended Outcome 6 (Expected Results)

Special populations students who receive special support services such as child care and textbook assistance will be assisted to achieve their educational goals.

Intended Outcome 7 (Expected Results)

Currently enrolled students who participate in academic advising offered through the Office of Student Support Services will acquire information to achieve their educational goals.

Intended Outcome 8 (Expected Results)

Disabled students will receive classroom accommodations to equalize their opportunity for success towards their educational goals.

Intended Outcome 9 (Expected Results)

South Texas Community College students will be in compliance with TASP regulations.

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

Students who receive career or transfer services will gain knowledge about career planning and educational opportunities.

Assessment 1 75% of the respondents of the Career Center Evaluation form will indicate they increased their knowledge of career options and/or educational opportunities as a result of using career or transfer services. These forms will be tallied by the Office of Student Support Services at the end of each Fall and Spring semester.

Actual Results: 94% of the respondents of the Career Evaluation form indicated that they increased their knowledge of career options and/or educational opportunities as a result of using career or transfer services.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

Students will benefit from career counseling support activities.

Assessment 1 80% of students who attend a career planning workshop will rate the quality and effectiveness of the presentation as good or excellent on the Workshop Evaluation form as documented by the Office of Student Support Services each Fall and Spring semester.

Actual Results: 93% of the students who attended the career planning workshop rated the quality and effectiveness of the presentation as good or excellent on the workshop evaluation form.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

New and transfer students will experience a smooth transition through the presentation of the College's programs, services, activities, and major facets of academic life at STCC.

Assessment 1 85% of respondents of the Orientation Student Follow-up surveys created by the Office of Student Support Services will evaluate the orientation services as assisting in providing them with a smooth transition to the college life at STCC each Fall and Spring semester.

Actual Results: 97% of the students who attended orientation services evaluated the orientation as assisting in providing them with a smooth transition to the college life at STCC.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

Currently enrolled students who participate in academic advising offered through the Office of Student Support Services will acquire information to achieve their educational goals.

Assessment 1 75% of the respondents of the Student Support Services Score Card will indicate a mean satisfactory rating of 3.0 on a 5-point scale as reported by the Office of Institutional Research each Fall and Spring semester.

Actual Results: No assessment was done.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

Students who attend support activities will gain academic, life, and emotional coping skills.

Assessment 1 80% of the students who attend academic, life, or emotional coping skills seminars/workshops will rate the quality, effectiveness, and relevance as good or excellent on the Workshop Evaluation form as documented by the Office of Student Support Services each Fall and Spring semester.

Actual Results: 96% of students who attended academic, life, or emotional coping skills seminars/workshops rated the quality and effectiveness of the presentations as good or excellent on the workshop evaluation form.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

Special populations students who receive special support services such as child care and textbook assistance will be assisted to achieve their educational goals.

Assessment 1 70% of the respondents of the Special Populations Services Survey will rate the support services received as excellent or above average towards the achievement of their educational goals by the Office of Institutional Research each Fall and Spring semester.

Actual Results: No assessment was done. However, evaluations were completed by students participating in personal and academic development workshops. Out of 52 respondents, 100% responded that the overall rating of the workshops was good or excellent.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division:

Department:

Plan:

Intended Outcome

Currently enrolled students who participate in academic advising offered through the Office of Student Support Services will acquire information to achieve their educational goals.

Assessment 1

Actual Results:

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

Disabled students will receive classroom accommodations to equalize their opportunity for success towards their educational goals.

Assessment 1 70% of the respondents of the Special Populations Services Survey will rate the support services received as excellent or above average towards the achievement of their educational goals by the Office of Institutional Research each Fall and Spring semester.

Actual Results: No assessment was done.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome

South Texas Community College students will be in compliance with TASP regulations.

Assessment 1 100% of currently enrolled students will be in TASP Compliance according to a report provided by the Office of Admissions and Records by the census date of each semester.

Actual Results:

99% of Fall 1997 and 98% of Spring 1998 currently enrolled students were in TASP compliance according to reports provided by the Office of Admissions and Records by the census date of each semester.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Improvement Strategy

Division: Vice-President for Instruction & Student Development

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Plan: Office of Student Support Services

Intended Outcome: Currently enrolled students who participate in academic advising offered through the Office of Student Support Services will acquire information to achieve their educational goals.

Assessment: 75% of the respondents of the Student Support Services Score Card will indicate a mean satisfactory rating of 3.0 on a 5-point scale as reported by the Office of Institutional Research each Fall and Spring semester.

Actual Result: No assessment was done.

Person Responsible: Director of OSSS

Completion Date: May 1999

Action: Office of Student Support Services Surveys will be randomly given to 10% of the students who come in for services beginning September 1, 1998. Students will receive these surveys from an advisor or counselor after services have been provided.

OSSS staff will collect these surveys on a district wide basis and the Office of Institutional Research will compile the data at the end the Fall and Spring semesters.

The Office of Institutional Research will report to OSSS within 30 working days upon receipt of the surveys.

Resources: Current staff will collect these surveys this coming year.

Improvement Strategy

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome: Special populations students who receive special support services such as child care and textbook assistance will be assisted to achieve their educational goals.

Assessment: 70% of the respondents of the Special Populations Services Survey will rate the support services received as excellent or above average towards the achievement of their educational goals by the Office of Institutional Research each Fall and Spring semester.

Actual Result: No assessment was done. However, evaluations were completed by students participating in personal and academic development workshops. Out of 52 respondents, 100% responded that the overall rating of the workshops was good or excellent.

Person Responsible: Director of OSSS

Completion Date: May 1999

Action: Starting September 1, 1998, the Special Populations Services Survey will be randomly given to 10% of the participants receiving special support services such as child care and textbook assistance.

The data will be collected by Special Populations staff on a district wide basis and the Office of Institutional Research will compile the data at the end of the Fall and Spring semester.

The Office of Institutional Research will report to the OSSS within 30 working days upon receipt of the surveys.

Resources: Current staff will collect the Special Populations Services Surveys on a district wide basis.

Improvement Strategy

Division: Vice-President for Instruction & Student Development

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Plan: Office of Student Support Services

Intended Outcome: Disabled students will receive classroom accommodations to equalize their opportunity for success towards their educational goals.

Assessment: 70% of the respondents of the Special Populations Services Survey will rate the support services received as excellent or above average towards the achievement of their educational goals by the Office of Institutional Research each Fall and Spring semester.

Actual Result: No assessment was done.

Person Responsible: Director of OSSS

Completion Date: May 1999

Action: Beginning September 1, 1998, 100% of students with disabilities who are receiving services through the Office of Student Support Services will be surveyed throughout the district.

OSSS staff will administer and collect the surveys and the Office of Institutional Research will compile the data for reporting purposes.

The Office of Institutional Research will report to the OSSS within 30 working days upon receipt of the surveys.

Resources: Current staff will collect these surveys on a district wide basis.

Improvement Strategy

Division: Vice-President for Instruction & Student Development

Department: Office of Student Support Services

Plan: Office of Student Support Services

Intended Outcome: South Texas Community College students will be in compliance with TASP regulations.

Assessment: 100% of currently enrolled students will be in TASP Compliance according to a report provided by the Office of Admissions and Records by the census date of each semester.

Actual Result:
99% of Fall 1997 and 98% of Spring 1998 currently enrolled students were in TASP compliance according to reports provided by the Office of Admissions and Records by the census date of each semester.

Person Responsible: Director of OSSS

Completion Date: May 1999

Action: The Office of Student Support Services testing staff will request reports from the Office of Admissions and Records on a weekly basis during registration periods and on the census date to determine which students are not complying with TASP regulations.

Resources: Current staff will track TASP compliancy.