

1999-2000 Institutional Effectiveness Plan

Department: Advising Office
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Unit Mission Statement

The Advisement Center at South Texas Community college is committed to providing quality district-wide advising services to assist students in developing an educational plan consistent with their life goals.

List of Clients:

- Students
- Faculty
- Staff
- Community
- SACS
- Accrediting Boards
- Employers
- four-year Institutions
- Carl Perkins
- The Coordinating Board
- Governmental Agencies
- Administration
- High Schools
- Advisory committees
- Student Organizations
- Special Populations
- Other College Divisions

South Texas Community College
1999-2000 Institutional Effectiveness Plan

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Intended Outcomes

Department: **Advising Office**

Intended Outcome: 1

Standardize advising policies and procedures.

Intended Outcome: 2

Assign all students with an individual advisor to assist them in developing an education plan consistent with their life goals.

Intended Outcome: 3

Provide ongoing, professional development opportunities for the advising staff.

Intended Outcome: 4

Provide district-wide advising services at all STCC sites.

Intended Outcome: 5

Develop an effective Orientation Process.

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: **Advising Office**

Outcome: **1** Standardize advising policies and procedures

Performance Indicator:	A Develop an advisors manual that includes standard advising policies and procedures.
Performance Standard	100% of professional advising staff will be given a copy of an advisors manual within the first week of hire.
Fall Activity Plan	Provide all advising staff the opportunity to review the NACADA (National Academic Advising Association) Statement of Core Values and Advising Goals. Provide all advising staff with written examples of exemplary advising manuals. Identify chapters to be included in the Advisors Manual.
Spring Activity Plan	The first draft copy of the Advisors Manual will be distributed to all advising staff for comments and changes. The second draft will be distributed to Division Directors for their comments and/or changes
Summer Activity Plan	Edit the final copy of the Advisors manual and print. Distribute to all professional advisors.
Data Sources: (Most recent available unless otherwise noted)	STCC Policies and Procedures Manual; NACADA (National Academic Advising Association) Recommendations and Standards for Advising Programs. College Catalogs.
Supporting Units:	Division Directors, Program Chairs, Faculty, Transfer Institutions.

Performance Indicator:	B Develop a faculty advisor resource manual.
Performance Standard	100% of faculty advisors will have access to an advisor resource manual.
Fall Activity Plan	Clarify the role of faculty advisors
Spring Activity Plan	Develop faculty advisor training workshops
Summer Activity Plan	Schedule workshops of faculty advisors.
Data Sources: (Most recent available unless otherwise noted)	College catalogs Articulation guides
Supporting Units:	Division Directors, Program Chairs, Faculty, NACADA (National Academic Advising Association)

Performance Indicator:	C
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Advising Office

Outcome: 2 Assign all students an individual advisor to assist them developing an education plan consistent with their life goals.

Performance Indicator:	A	Student Satisfaction
Performance Standard		100%
Fall Activity Plan		Create a checklist that all students receive from the admissions office; Create an advisement form; Assign students to an individual academic advisor within their major unless factors indicate the need for referral to a counselor or a special program for advisement; Train faculty advisors and professional advisors on the IA system; Implement a pilot of the new advisement procedure during early registration on 10-13-99; Submit proposed student survey questions related to advisement to the survey development personnel.
Spring Activity Plan		Evaluate the advisee assignments and revise as needed; Evaluate the advisement process and revise as needed.
Summer Activity Plan		Monitor student advisement records and make corrections as needed; Prepare advisement forms and materials for Fall.
Data Sources: (Most recent available unless otherwise noted)		The STCC Advisement Form, Screen 651 and 652 on the IA Student Information System, Student Satisfaction Survey.
Supporting Units:		Office of Admissions; Counseling; Division Directors; Program Chairs; Faculty; Enrollment Management Team; Information Technology Services.

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: Advising Office

Outcome: 3 Provide ongoing, professional development opportunities for the advising staff.

Performance Indicator:	A	Student Satisfaction
Performance Standard		100% of the Advising staff will attend regular staff training sessions.
Fall Activity Plan		
Spring Activity Plan		Continue to evaluate training needs; Develop short term and long term training opportunities.
Summer Activity Plan		Plan the 2000-2001 training bi-monthly training schedule.
Data Sources: (Most recent available unless otherwise noted)		Attendance rosters.
Supporting Units:		Professional Development Team.

Performance Indicator:	B	Participation in Professional Organizations related to Advising.
Performance Standard		30% of the staff will attend at least one professional conference.
Fall Activity Plan		Assess conference schedules and determine staff travel requests.
Spring Activity Plan		Secure funding for conferences and workshops.
Summer Activity Plan		Plan the 2000-2001 conference attendance schedule.
Data Sources: (Most recent available unless otherwise noted)		Professional Journals and web sites; NACADA (National Academic Advising Association); Advisors Forum, Student Development Conferences.
Supporting Units:		Professional Development Team, Division Directors

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: **Advising Office**

Outcome: 4 Provide district-wide advising services at all STCC sites.

Performance Indicator:	A Student Satisfaction
Performance Standard	A professional academic advisor will be assigned to all STCC campuses
Fall Activity Plan	Advertise for available advisor position vacancies; Hire 11 advisors to fill the vacancies at the Pecan Campus, Weslaco, Staff County, Downtown and the CAAT; Provide training for the new advisors and assign advisors to each site and/or division as needed.
Spring Activity Plan	Develop an evaluate process; Provide supervision and professional development opportunities for advisors; Submit survey questions related to advisors access and equity to the student satisfaction survey developer.
Summer Activity Plan	Implement a continuous quality improvement process for the Advisement Center.
Data Sources: (Most recent available unless otherwise noted)	Advisement Center staff assignment schedule.
Supporting Units:	OIRE, Human Resources, Search Teams

Performance Indicator:	B
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	C
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Advising Office

Outcome: 5 Develop an effective Orientation Process.

Performance Indicator:	A	Student Satisfaction
Performance Standard		80% of students will report that they were given the opportunity to receive a thorough orientation to the college
Fall Activity Plan		Review and evaluate the present orientation process.
Spring Activity Plan		Integrate "Making the College Connection" into the College Success course curriculum.
Summer Activity Plan		Produce the "Making the College Connection" content available 1) on the web 2) on video and 3) on audio-cassette.
Data Sources: (Most recent available unless otherwise noted)		College Success curriculum materials, authors of "Making the College Connection"
Supporting Units:		College Success Faculty, Division of Developmental Studies, Counseling and Advising, Media Services.

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
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Fall Activity Plan		
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Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		