

South Texas Community College
1999-2000 Institutional Effectiveness Plan

1999-2000 Institutional Effectiveness Plan

Intended Outcomes

Department: **Counseling Office**

Intended Outcome: 1

Establish the distinct Counseling Department roles, purpose, and intent.

Intended Outcome: 2

Provide district-wide development of quality counseling services.

Intended Outcome: 3

Provide ongoing professional development opportunities for Counseling Office staff.

Intended Outcome: 4

Intended Outcome: 5

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: Counseling Office

Outcome: 1 Establish the distinct Counseling Department roles, purpose, and intent.

Performance Indicator: A	Meet to discuss and formulate IE Counseling Office mission statement
Performance Standard	Mission statement will be developed.
Fall Activity Plan	Meet to discuss and formulate IE Counseling Office mission statement submitted by 10-22-99.
Spring Activity Plan	Include approved mission statement in all Counseling Office publications.
Summer Activity Plan	Re-evaluate mission statement.
Data Sources: (Most recent available unless otherwise noted)	IE PLAN ; Policies and Procedures Manual; Web page.
Supporting Units:	OIRE; Student Development Division

Performance Indicator: B	Planning will take place in developing present and future counseling services.
Performance Standard	IE Plan will be developed.
Fall Activity Plan	Meet to formulate IE plan by October 22, 1999.
Spring Activity Plan	Review IE plan and collect data.
Summer Activity Plan	Review IE plan and collect data.
Data Sources: (Most recent available unless otherwise noted)	Surveys, Sign-in sheets, Number of referrals, Web page, Probation contracts, Activity Reports.
Supporting Units:	OIRE; Student Development Division

Performance Indicator: C	Distinct budget/account for the Counseling Office.
Performance Standard	Counseling Office will have a separate budget.
Fall Activity Plan	Propose a Counseling Office budget to Coordinator by 11-30-99.
Spring Activity Plan	Provide staffing and budget plans to Coordinator by 4-15-00.
Summer Activity Plan	Plan and evaluate Counseling services and student needs.
Data Sources: (Most recent available unless otherwise noted)	Surveys, Sign-in sheets, Number of referrals, Probation contracts, Activity Reports.
Supporting Units:	Student Development Division

Performance Indicator: D	Counseling Office will have set policies and procedures.
Performance Standard	A "Policies and Procedures" manual will be developed.
Fall Activity Plan	Monthly meetings to develop the "Policies and Procedures" manual.
Spring Activity Plan	Monthly meetings to develop and revise the "Policies and Procedures" manual. Completion and submission of the "Policies and Procedures" manual by 3/21/00.
Summer Activity Plan	Printing and distribution of "Policies and Procedures" manual.
Data Sources: (Most recent available unless otherwise noted)	Surveys, Sign-in sheets, Number of referrals, Web page, Probation contracts, Activity reports, all counseling office documents.
Supporting Units:	Student Development Division

Performance Indicators

Department: Counseling Office

Outcome: 2 District wide development of quality Counseling services.

Performance Indicator:	A Equitable Counseling services available at all sites
Performance Standard	100%
Fall Activity Plan	Services in place at all sites by 11/30/99. Request placement of one academic advisor at all sites. Begin planning for the development of current services.
Spring Activity Plan	Continue planning for the development of current services.
Summer Activity Plan	Continue planning for the development of current services.
Data Sources: (Most recent available unless otherwise noted)	Survey, Sign-in sheets, Number of referrals, Web page, Probation contracts, Activity reports.
Supporting Units:	OIRE Student Development.

Performance Indicator:	B Promote awareness of Counseling Services.
Performance Standard	100%
Fall Activity Plan	Development of Counseling Office brochure by 11/30/99. Provide classroom presentations at all STCC sites. Promote Counseling services with individual faculty members at all campuses. Present Counseling services at the meeting of the Council of Chairs.
Spring Activity Plan	Develop a marketing plan for the Counseling Office.
Summer Activity Plan	Fully develop the Counseling Office World Wide Web site by 6-30-00.
Data Sources: (Most recent available unless otherwise noted)	Surveys, sign-in sheets, Number of referrals, Web page, Probation Contracts, Activity reports.
Supporting Units:	OIRE and Student Development Division

Performance Indicator:	C Develop and implement a Student Interest Survey.
Performance Standard	100%
Fall Activity Plan	Develop draft SIS by 11-30-99; Request assistance from OIRE, in assessing the survey instrument.
Spring Activity Plan	Implement SIS with new student orientation. Include SIS in College Success course curriculum.
Summer Activity Plan	Ongoing use of SIS to develop Counseling Office services.
Data Sources: (Most recent available unless otherwise noted)	Surveys, sign-in sheets, Number of referrals, Web page, Probation Contracts, Activity reports, All Counseling Office documents.
Supporting Units:	Division of Student Development.

Performance Indicator:	D Develop and implement a Counseling Services Comprehensive Evaluation instrument.
Performance Standard	100%
Fall Activity Plan	Complete initial draft of evaluation instrument 12/15/99.
Spring Activity Plan	Consult with OIRE on the validity of the evaluation instrument. Revise evaluation instrument as required. Publish evaluation instrument and distribute to all locations.
Summer Activity Plan	Implement use of evaluation instrument for all activities. Correlate data and write report by 8/30/00.
Data Sources: (Most recent available unless otherwise noted)	Surveys, sign-in sheets, Number of referrals, Web page, Probation Contracts, Activity Reports, All Counseling Office Documents.
Supporting Units:	OIRE; Student Development Division

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

Performance Indicators

Department: Counseling Office

Outcome: 3 Provide ongoing professional development opportunities for Counseling Office staff.

Performance Indicator:	A	Membership in Professional Associations for all Counseling Office staff.
Performance Standard		100%
Fall Activity Plan		
Spring Activity Plan		Membership in at least two professional associations or organizations directed at the counseling or student development areas of post-secondary education.
Summer Activity Plan		Continued research and activities relating to Professional Associations.
Data Sources: (Most recent available unless otherwise noted)		WWW, Other Educational Institutions, Professional Journals, Professional Colleagues, Social Agencies.
Supporting Units:		Student Development Division

Performance Indicator:	B	Create a Personal Professional Development plan for each of the Counseling Office counselors.
Performance Standard		100%
Fall Activity Plan		Attendance at one related conference or two workshops by 12-15-99.
Spring Activity Plan		Personal counselor educational plan to Coordinator by 4-15-00.
Summer Activity Plan		Ongoing attendance at conferences and workshops.
Data Sources: (Most recent available unless otherwise noted)		WWW, Other Educational Institutions, Professional Journals, Professional Colleagues, Social Agencies.
Supporting Units:		Student Development Division

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:		