

VALENCIA COMMUNITY COLLEGE
Student Affairs Department Action Plan

This form provides a documentation template for annual Departmental Action Plans designed to describe unit outcomes that contribute to the College Strategic Plan and/or improve the educational programs and processes of Student Affairs at Valencia. Each Student Affairs Department will develop at least one department action plan annually. Initial information and projections describe the **PLANNING PHASE** of the process. At the conclusion of the project/activity time frame initial information and projections will be updated by completing an **EVALUATION PHASE** including modifications, outputs and outcomes. Both planning and evaluation information will be organized according to parallel criteria including: (1) a formal goal statement, (2) outcome measures, (3) collaboration with stakeholders, (4) evaluation methods and (5) use of results for improvement of unit performance in meeting established outcomes. The overall process will effectively review and document specific measures of educational effectiveness.

DEPARTMENT: Career Development Services

LEADER(S): Dr. Cheryl Robinson

TITLE OF PLAN: My Education Plan e-mail support

START DATE: July 1, 2009

END DATE: June 30, 2010

CRITERIA	IMPLEMENTATION OF PLAN Initial Information and Projections	EVALUATION OF PLAN Modifications, Outputs, Outcomes
1. Goal -principal purpose and objectives of plan	Ensure timely and accurate review of education plans sent through the My Education Plan tool for advisor review	
2. Outcome Measures -how plan will be reviewed and measured outcomes	<ul style="list-style-type: none"> • Career Advisors and Counselors complete MEP reviews in a timely manner as determined and assessed by MEP lead • Career Development staff will accurately and thoroughly respond to MEP review requests 	
3. Collaboration with Stakeholders -individuals and groups involved in the planning and implementation	<ul style="list-style-type: none"> • Work with MEP lead to facilitate training for all Career Development Staff who will participate in MEP reviews • Provide ongoing training and support for CDS staff responding to MEP review requests • Work with Deans of Students to impart the importance of this work and support the initiative • Collaborate with Financial Aid to get more work study students in CDS which will allow Advisors and Counselors more time to do this work • Collaborate with Student Development to rotate student leaders in the Career Centers which will allow Advisors and Counselors more time to do this work 	
4. Evaluation -process employed to	<ul style="list-style-type: none"> • Work with MEP lead to evaluate response time 	

<p>evaluate effectiveness</p>	<p>for CDS staff responding to e-mail review requests</p> <ul style="list-style-type: none"> • Work with MEP lead to evaluate number of responses for each CDS staff member • Work with MEP lead to randomly sample responses to check for accuracy and thoroughness 	
<p>5. Use of Results-how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes</p>	<p>Results will determine additional training needs or staffing levels needed</p>	

