

**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: Student Services Osceola

LEADER(S): Chris Klinger

TITLE OF PLAN: Removing Silos in the Student Services Suite

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:	Goal - Providing seamless services to students referred to student services managers.	
2. Outcome Measures -how plan will be reviewed and measured outcomes	<ol style="list-style-type: none"> 1. Development of departmental referral procedure including action plan, person responsible and follow-up 2. Tracking the referral outcomes and student satisfaction <p>Develop referral procedures due: Oct. 15th Develop tracking model due: Oct. 15th</p>	
3. Collaboration with Stakeholders -individuals and groups involved in the planning and implementation	<ol style="list-style-type: none"> 1. Student service managers including Answer center, atlas admissions, financial aid, student development and assessment managers. 2. Referral agents – all student services staff 3. Students referred 	
4. Evaluation -process employed to evaluate effectiveness	<ol style="list-style-type: none"> 1. Published referral procedure 2. 75% home office surveys positive about the referral process <p>Begin using referral process for spring registration November 2009 Administer survey last 2 weeks in November, 2nd and 3rd week of December</p>	
5. Use of Results -how plan will/has impacted learning environment of VCC	<ol style="list-style-type: none"> 1. Referral procedure shared with other campuses <p>Results of survey used to re-evaluate and modify</p>	

and improvement of the educational programs and/or processes	procedures each year. Review survey results Feb 2009 Adjust procedures for summer implementation in March 2009	
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