

**VALENCIA COMMUNITY COLLEGE**  
**2009-10 Annual Department Action Plan (DAP)**

This form provides a documentation template for annual Department Action Plans (DAPs) designed to assess unit outcomes that are designed to impact the learning environment and improve the educational programs and processes of VCC. 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

**UNIT:** Student Affairs, West Campus  
**STEWARD:** Tyron S. Johnson  
**TITLE OF PLAN:** Professional Development of Student Services Advising Staff  
**SUPPORTED BY COLLEGE FUNDS (If applicable, please provide approved amount):**  
**DATE:** July 1, 2009

CRITERIA	PLANNING PHASE Initial Information and Projections	EVALUATION PHASE Modifications, Outputs, Outcomes
<b>1. Goal-principal purpose and objectives of plan</b>	<p><b><u>Goal:</u></b>            Insure we will maintain quality and efficiency of services by developing a formal training program.</p> <p><b><u>Purpose:</u></b>            To ensure all staff develop and reinforce professional knowledge and skills used in the practice of academic advising.</p> <p><b><u>Objectives:</u></b>            Provide and maintain quality advising services.</p>	
<b>2. Outcome Measures-how plan will be reviewed and measured outcomes</b>	<p><b><u>Outcome Measures:</u></b>            Plan will be reviewed in Fall and Spring terms</p>	
<b>3. Collaboration with Stakeholders-individuals and groups involved in the planning and implementation</b>	<p><b><u>Stakeholders:</u></b>            Student Affairs Staff</p>	
<b>4. Evaluation-process employed to evaluate effectiveness</b>	<p><b><u>Evaluation Process:</u></b></p> <ol style="list-style-type: none"> <li>1. Staff skills will be assessed through advising scenarios.</li> <li>2. Staff will be surveyed to evaluate the effectiveness of the training program.</li> <li>3. An evaluation instrument will be developed for students to comment on their advising experience</li> </ol>	
<b>5. Use of Results-how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes</b>	<p>Support the college's Strategic Plan by providing opportunities for staff to build pathways and invest in each other through collaboration and communication</p>	

