

**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 International Student Services Team (Page 1 of 2)

**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
1. Goal-principal purpose and objectives of plan	<p><b><u>Goal:</u></b> Increase knowledge and understanding of federal and institutional policies and procedures that govern the enrollment of international students.</p> <p><b><u>Purpose:</u></b> To improve staff proficiency and performance in the delivery of services to international students from initial application, through the monitoring of enrollment for compliance and retention, and successful completion of degree.</p> <p><b><u>Objectives:</u></b></p> <ol style="list-style-type: none"> <li>1. Increase understanding of various visa classifications of international students (SEVIS and Non-SEVIS)</li> <li>2. Acquaint staff with the enrollment eligibility of different visa classifications and the processing responsibilities involved.</li> <li>3. Ensure staff with the designations of Principal Designated School Official</li> </ol>	

	<p>(PDSO) and Designated School Official (DSO) are properly trained and understand responsibilities of the designation.</p> <p>4. In partnership with Admissions and Records, identify practices and procedures for the efficient and timely admission of prospective students.</p>	
<p><b>2. Outcome Measures</b>-how plan will be reviewed and measured outcomes</p>	<p><b><u>Outcome Measures:</u></b></p> <ol style="list-style-type: none"> <li>1. Develop training topics by International Development Team (International Student Services &amp; Admissions Staff)</li> <li>2. Monitor training activities and participation through staff evaluation of training sessions</li> <li>3. Measure efficiency in the delivery of services through process surveys administered periodically to students.</li> </ol>	
<p><b>3. Collaboration with Stakeholders</b>-individuals and groups involved in the planning and implementation</p>	<p><b><u>Stakeholders:</u></b></p> <p>Faculty, staff, administrators</p>	
<p><b>4. Evaluation</b>-process employed to evaluate effectiveness</p>	<p><b><u>Evaluation Process:</u></b></p> <ol style="list-style-type: none"> <li>1. Staff evaluations</li> <li>2. Student Surveys</li> </ol>	
<p><b>5. Use of Results</b>-how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes</p>	<ol style="list-style-type: none"> <li>1. Improved management and integrity of student data</li> <li>2. Better defined responsibilities and duties for staff</li> <li>3. College-wide consistency of processes and procedures</li> <li>4. Strengthening the working relationship of International Development Team.</li> </ol>	