

**VALENCIA COMMUNITY COLLEGE
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: Admissions and Records

STEWARD: Renee Simpson

TITLE OF PLAN: Staff and Systems Improvement

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
<p>1. Goal-principal purpose and objectives of plan</p>	<p><i>Goal:</i></p> <p>1. Team Building <i>Purpose:</i> To provide the Admissions and Records staff with the tools needed to achieve peak levels of performance and to assist one another through challenging experiences. <i>Objectives:</i></p> <ol style="list-style-type: none"> 1. Rekindle the spirit of the staff through a series of workshop that will allow employees to get to know themselves and each other. 2. Provide periodic celebrations where staff can be free and flexible to interact on a more social level. 3. Provide incentives to keep staff motivated and in search of continuous improvement. <p>2. System Support <i>Purpose:</i> To continue to implement systemic changes that support both students and staff by providing them the ability to navigate through the system in a seamless manner. <i>Objectives:</i></p> <ol style="list-style-type: none"> 1. Complete the Banner Security Project – redefining security classes and roles. 	

	<ol style="list-style-type: none"> 2. Automate the Academic Competiveness Grant – process will define student eligible to receive the award and populate Fin Aid tables. 3. Complete the NSLC Student Tracking Project – System will allow us to track students who leave and attend other institutions. 4. Automate the Admissions and Records on-going reports through APPWORX – job scheduler. 5. Provide support needed to fully implement the Banner Document Management Suite, and to implement Banner Student Admissions Query. 	
<p>2. Outcome Measures-how plan will be reviewed and outcomes measured</p>	<p><i>Outcome Measures:</i></p> <ol style="list-style-type: none"> 1. This plan will be reviewed quarterly to identify workshops attended, feedback from the staff, review of department productivity and error reports, and personal (one-on-one) conversation with the staff to assess the needs. 2. This plan will be reviewed monthly to identify progress made toward fulfillment of the objective and determine if we are on track for a perspective target date. 	
<p>3. Collaboration with Stakeholders-individuals and groups involved in the planning and implementation</p>	<p><i>Stakeholders:</i></p> <ol style="list-style-type: none"> 1. Admissions and Records Supervisors, Leadership Valencia Workshop presenters, guest speakers – Counseling and Advising, Career Program Advisors, Student Leaders, and Admissions and Records staff. 2. Functional Technical Staff, Office for Information Technology, Institutional Research, Academic Deans, Student Deans, Program Directors, Career Program Managers, and A & R staff. 	
<p>4. Evaluation-process employed to evaluate effectiveness</p>	<p><i>Artifacts:</i></p> <ol style="list-style-type: none"> 1. Artifacts will vary depending on the activities. It 	

	<p>is anticipated there will be evaluations for each of the workshop presentations and pictures from the celebrations that occur. There will also be an increase in department productivity and decrease in the number of errors reported.</p> <p>2. Artifacts for this goal will include listing of the project request forms submitted and completed, training sessions associated with each project completion, student and staff feedback regarding the utility of the projects completed.</p>	
<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:</p> <p>1. This plan provides for ongoing communication between the Admissions and Records staff; it allows for increased knowledge of department issues/concerns and gives the staff an opportunity to learn what may be happening in other areas of the college.</p> <p>2. The plan will provide technical support to Admissions and Registration, Graduation and Records, and the Academic Deans in support of teaching and learning initiatives.</p>	