

**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:** Standardized Testing

**LEADER(S):** Cynthia Cerrato, Brenda Martinez, Andrew Becker, & Jonathan Hernandez

**TITLE OF PLAN:** Placement Testing Advising

**START DATE:** July 1, 2009

**END DATE:** June 30, 2010

CRITERIA	IMPLEMENTATION OF PLAN Initial Information and Projections	EVALUATION OF PLAN Modifications, Outputs, Outcomes
<p><b>1. Goal-principal purpose and objectives of plan</b></p>	<p><b>Purpose:</b> <u>Ensure students are provided with all needed Assessment related information pertaining to the recent changes that affect their transitions into and out of the college.</u></p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>A. To develop and implement a communication plan to ensure students are well informed regarding the recent changes affecting CPT testing.</li> <li>B. To Develop and implement a standardized advising process to inform students regarding the changes in CLAST/CLAS requirements and to help them understand what they need to do to ensure their own graduation requirement is met.</li> </ul>	
<p><b>2. Outcome Measures-how plan will be reviewed and measured outcomes</b></p>	<ul style="list-style-type: none"> <li>A. Develop and implement a communication plan to ensure students are well informed regarding the recent changes affecting CPT Testing.                             <ul style="list-style-type: none"> <li>a. Update written materials (handouts and website) to provide comprehensive information regarding the CPT retake fee, and how to best make use of available resources.</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>b. Train Assessment staff to use advising techniques when communicating the information to students verbally.</li> <li>c. Standardize the practice of proactively advising students of these changes at the time they take the CPT for the first time.</li> </ul> <p>B. Develop and implement a standardized advising process to inform students regarding the changes in CLAST/CLAS requirements and to help them understand what they need to do to ensure their own graduation requirement is met.</p> <ul style="list-style-type: none"> <li>a. Review the current procedures and update to a written plan that will include standard practices.</li> <li>b. Revise the current materials used to advise students and update as needed.</li> <li>c. Train Assessment staff on the use advising techniques when working with students in the review of their records.</li> </ul>	
<p><b>3. Collaboration with Stakeholders</b>-individuals and groups involved in the planning and implementation</p>	<p>Deans of Students, Counselors, Advisors and Answer Centers Specialists.</p>	
<p><b>4. Evaluation</b>-process employed to evaluate effectiveness</p>	<p>Effectiveness will be evaluated by the following:</p> <ul style="list-style-type: none"> <li>1. Implementation of the written plan regarding the CLAST/CLAS changes.</li> <li>2. Completion of training on advising techniques by Assessment staff.</li> <li>3. Materials for both CPT and CLAST/CLAS will be updated.</li> </ul>	
<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>	<p>This plan will affect students directly as they become more thoroughly informed and are better able to make decisions that will ultimately contribute to their ability to graduate.</p>	