

**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: Answer Center College Wide

LEADER(S): Julie Corderman, Connie Parrish, Joe Sarrubbo, Steve Thiesse

TITLE OF PLAN: Creation of Online Resource Page

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	Create an informational website for Valencia's Answer Center's college wide.	
2. Outcome Measures -how plan will be reviewed and measured outcomes	1. Collect usage data to determine number of hits on website and related links 2. Create a flashlight survey to determine user helpfulness	
3. Collaboration with Stakeholders -individuals and groups involved in the planning and implementation	Office for Information Technology, Deans of Students and Student Leader Focus Groups	
4. Evaluation -process employed to evaluate effectiveness	Quantity= Number of site hits Quality= Flashlight Survey	
5. Use of Results -how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes	Make changes to website as suggested by feedback in flashlight survey	