

**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: Atlas Information Systems

STEWARD: Liz Gangemi

TITLE OF PLAN: Atlas and Banner Training

SUPPORTED BY COLLEGE FUNDS (If applicable, please provide approved amount):

DATE: May 2008

CRITERIA	PLANNING PHASE Initial Information and Projections	EVALUATION PHASE Modifications, Outputs, Outcomes
1. Goal-principal purpose and objectives of plan	1. Develop and refine the various training topics needed on Atlas and Banner for faculty, staff and students.	Topics for staff were identified with Banner 8 implementation, for both new features and refresh. The student topics were identified based on feedback from departments and Helpdesk call logs.
2. Outcome Measures-how plan will be reviewed and measured outcomes	1. Enhanced sources of knowledge transfer such as PDF “how to” documents, Instructional Videos, in-person sessions. 2. Creation of an effective roster of resources to relay the “How To” type instruction for using Atlas and Banner. 3. Written plan on how to notify recipients of various recourses. 4. Written plan of topics and delivery method approved by DOT. Plan reviewed and updated on an as needed bases to track and maintain current information. 5. Decreased number of calls to Atlas Help related to Atlas misuse issues.	<u>Roster of resources are:</u> <ul style="list-style-type: none"> • Direct email instructions • Website notations and links to documents • Atlas notations and links to instruction documents, videos, FAQ docs. • Staff In Person training sessions • Staff published procedural manuals • Student Orientation sessions Has resulted in reduced calls to Helpdesk and positive feedback from Leadership Valencia on sessions.
3. Collaboration with Stakeholders-individuals and groups involved in the planning and implementation	OIT, Helpdesk (faculty & student), DOT, Functional Techs and their area supervisors, front-line staff, academic administrative assistants, Web/Atlas Portal Group.	Worked with DOT, Functional Techs and departments to continue to identify changes and topics needing clarity and instructions.

<p>4. Evaluation-process employed to evaluate effectiveness</p>	<ol style="list-style-type: none"> 1. Follow up with front-line staff via DOT meetings after each registration and monitor the call logs from the Atlas Helpdesk to determine student needs. 2. Follow up with academic administrative assistants to determine needs and usage of current resources. 3. Review the number of “issues” received at the Atlas Help Desk related to a specific resource available. 	<p>This phase was to identify and document ‘knowledge transfer’ resources and means by which to identify subjects needing the information disseminated. We need to continue the evaluation of needs and usage of current resources. Our call logs at the Helpdesk continue to be refined to capture this and we would like to include the new AnswerCenter logs as a resource to identify topics.</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>Allow front-line staff to have the best information to serve students. To cut down on inaccurate information going to students and staff.</p>	<p>The results of the training and communications Plan s has allowed staff to work more efficiently and aid students more affectively.</p>