

**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: Enrollment Services

STEWARD: Nechell Bonds

TITLE OF PLAN: Staff Development

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

DATE: July 1, 2006

CRITERIA	PLANNING PHASE Initial Information and Projections	EVALUATION PHASE Modifications, Outputs, Outcomes
1. Goal-principal purpose and objectives of plan	Identify and unite the enrollment services department around institutional shared values related to enrollment goals.	<p><i>Assisting the Enrollment Services staff to adapt to the changes in their work environment and responsibilities was a priority. The following outlines efforts to assist with the transition:</i></p> <ol style="list-style-type: none"> <i>1. Mangers reading of "The Leadership Pill" by Ken Blanchard, and planned staff implementation of strategies to impact team performance.</i> <i>2. Scheduled staff meetings to discuss changes and gather input.</i> <i>3. Created an Enrollment Services Manual to detail changes and document new training.</i> <i>4. Instituted a performance incentive program to boost morale and reward positive behaviors.</i> <i>5. Involved Enrollment Specialists staff in projects that related to student</i>

		<p><i>recruitment.</i></p> <ol style="list-style-type: none"><i>6. Enhancing the EMC (Enrollment Management Center) by re-designing work spaces and better utilizing space to impact productivity.</i><i>7. Worked with Assistant Supervisors to bring a more professional work environment and link the Enrollment Specialists work to Life Map.</i><i>8. Created a module for one-to-one recruitment called "Life files." The module would be launched via the East Campus Enrollment Services and involve targeted interaction with a prospective student with the purpose of guiding the student through the steps to enrollment.</i>
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