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.

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**UNIT:** Student Affairs, West Campus  
**STEWARD:** Tyron S. Johnson  
**TITLE OF PLAN:** Professional Development of Student Services Staff  
**SUPPORTED BY COLLEGE FUNDS (If applicable, please provide approved amount):**  
**DATE:** May 19, 2010

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>PLANNING PHASE Initial Information and Projections</th>
<th>EVALUATION PHASE Modifications, Outputs, Outcomes</th>
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</thead>
</table>
| 1. Goal—principal purpose and objectives of plan | **Goal:** We will maintain quality and efficiency of services by developing a formal training program by June 30, 2011.  
**Purpose:** To ensure all staff develops and reinforces professional knowledge and skills that will enhance student learning.  
**Objectives:**  
1. Create training manual  
2. Create advising rubric  
3. Create survey instrument to assess advising | Various training sessions were conducted with staff and individual sessions were scheduled for new staff members. The formal training program was not completed and implemented. Some progress in meeting the objective has been made this year. The training manual will be completed this academic year. |
| 2. Outcome Measures—how plan will be reviewed and measured outcomes | **Outcome Measures:** Program will be reviewed in Fall and Spring terms to track progress in meeting objectives | Still in progress. |
| 3. Collaboration with Stakeholders—individuals and groups involved in the planning and implementation | **Stakeholders:** Student Affairs Staff | Sessions conducted in the planning phase in development of the advising rubric, but this was not completed for implementation. |
| 4. Evaluation—process employed to evaluate effectiveness | **Evaluation Process:**  
1. Staff will demonstrate skills through advising scenarios.  
2. Staff will be surveyed to evaluate the effectiveness of the training program.  
3. An evaluation instrument will be developed for students to comment on their advising experience | Evaluation not appropriate at this time. |
| 5. Use of Results—how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes | Support the college’s Strategic Plan by providing opportunities for staff to Build Pathways and Invest in Each Other through collaboration and communication | Plan not completely implemented. Once completed staff will use the training manual to enhance student learning and to invest in each other. |