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: Student Affairs, West Campus  
STEWARD: Tyron S. Johnson  
TITLE OF PLAN: Professional Development of International 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</th>
<th>EVALUATION PHASE</th>
</tr>
</thead>
</table>
| 1. Goal—principal purpose and objectives of plan | **Goal:** Continue to identify, develop and implement training/learning opportunities to enhance staff’s skills, knowledge and understanding of federal and institutional policies, procedures and technology to strengthen the foundation of our work with the international student population.  
**Purpose:** To develop a better standard of accountability of staff in the delivery of services through institutional SEVIS reports that monitor enrollment, retention and completion of the international student population.  
**Objectives:**  
1. In partnership with college technical support staff, learn and understand the implementation of SEVIS Connections as an institutional data base for SEVIS students.  
2. To develop training for staff on the application of SEVIS Connections.  
3. Provide staff with additional professional development activities. | **A formal training schedule was developed and implemented for staff with responsibility for the admission, academic advising and monitoring of the enrollment of international students.**  
This project was assigned to select staff which included a new position for a Functional Tech to assist in the evaluation of records and reports submitted to SEVIS as a part of our reporting process, and evaluation of the needed technology and software to ensure accountability.  
Training program for staff was developed and will continue. Staff participated through in-house workshops, NAFSA’s state, regional and national conferences and specific training for PDSOs, DSOs, Functional Techs and other designated college staff for SEVIS Connections. |
<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>PLANNING PHASE</th>
<th>EVALUATION PHASE</th>
</tr>
</thead>
</table>
| **2. Outcome Measures** - how plan will be reviewed and measured outcomes | **Outcome Measures:**  
1. Real time practice and successful use of SEVIS Connections will demonstrate if objectives have been met.  
2. Staff participation in professional development activities monitored through attendance records provided by Leadership Valencia. | Outcome has been met as determined by reports generated through SEVIS Connections and monitoring of files in system.  
Professional development workshops monitored thorough Leadership Valencia workshop planning, announcements and attendance record. |
| **3. Collaboration with Stakeholders** - individuals and groups involved in the planning and implementation | **Stakeholders:**  
Faculty, Staff, Administrators and Students | Collaboration has continued through staff participation, implementation and planning process. |
| **4. Evaluation** - process employed to evaluate effectiveness | **Evaluation Process:**  
1. Staff evaluations  
2. Student surveys  
3. Successful implementation of SEVIS Connections  
4. Evaluations provided by Leadership Valencia | The student survey was the only evaluation process that was not conducted as planned. More input from staff is needed on evaluation tool to be used by students. |
| **5. Use of Results** - how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes |  
1. Improved management and integrity of student data  
2. Better defined responsibilities and duties for staff  
3. College-wide consistency of processes and procedures  
4. Strengthening the working relationship of International Development Team. | Through this process we have been able to create an ongoing learning and planning environment. |