### 1. Goal - principal purpose of plan
(include how this relates to serving students or increasing student success or supporting LifeMap)

To advance our student experience by improving our office work flow and communication with students.

### 2. Objectives - what will be accomplished and measured

- **O1.** Identify areas of workflow that have been confusing for students and make appropriate changes.
- **O2.** Train staff on customer service to promote a pleasant experience for first time and returning students.
- **O3.** Provide training for staff on information needed to advise students on assessment results.

### 3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?

- **O1.** Will make updates to software to improve student experience.
- **O2.** & **O3.** Will document training materials and agenda items for staff training.
- **O2.** & **O3.** Will provide staff with evaluation at the end of training.

### 4. Action Plan – what is the implementation plan?

**Work with Communications and Math faculty to develop and/or research and evaluate academic skills review product(s).**

- **O1 (a)** The Director of Standardized Testing will talk with staff to identify areas of frustration for students when testing.
  The Director of Standardized Testing and Assessment Coordinators will observe and document improvements from work flow changes.

- **O2 & O3 (a)** The Director of Standardized Testing and Assessment Coordinators, will work on a training agenda and materials.

- **O2 & O3 (b)** The Director of Standardized Testing will schedule time with target campus-based units to present pertinent information to assessment staff during trainings or monthly meetings.

- **O2 & O3 (c)** The Director of Standardized Testing and Assessment Coordinators will collect end of training evaluation to identify any other needed areas for training.

- **O2 & O3 (d)** The Director of Standardized Testing and Assessment Coordinators will observe and document improvements from training.

### 5. Achievement Summary/Analysis - What was learned from the assessment

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**Active Cycle (academic year):** 2013-14  
**Area (Department/Program):** Assessment/Standardized Testing  
**Person Responsible:** Erica Reese - Assessment/Standardized Testing Leadership Team
results? What changes will you make in your initiative for the year to come?

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<th>6. General Education Learning Outcome</th>
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Goal One – Build Pathways.
Remove barriers to college.

#6 and #7 Under Outcomes in WEAVE, you can select “General Education Learning” and/or “Strategic Plan Outcome” from the drop down list in WEAVE. You can select all that you believe relates to your Goal and Objective.