**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.

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**UNIT: Student Affairs**

**STEWARD: Answer Center Managers**

**TITLE OF PLAN: Inter-Department Communication Plan**

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

**DATE: May 2007**

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| **CRITERIA** | **PLANNING PHASE**  **Initial Information and Projections** | **EVALUATION PHASE**  **Modifications, Outputs, Outcomes** |
| **1. Goal-**principal purpose and objectives of plan | Develop survey to determine level of communication between the Answer Center and other departments. | **Survey was developed before IRB process was instituted at the College. Once the IRB process began, the Managers decided it was best to put this project on hold to determine a better method of collecting information on communication.** |
| **2. Outcome Measures-**how plan will be reviewed and measured outcomes | 1. Creation of Survey approved by all Answer Center Managers, Deans of Students, and AVP for Student Affairs and AVP for Admissions and Records.  2. Evaluation and thorough review of survey results done by Answer Center Managers.  3. Report created detailing areas of communication that need to be addressed.  4. Action plan created to improve communication between departments and the Answer Center. | 1. **Draft survey created.** 2. **Survey never distributed due to IRB process.** 3. **Survey never distributed due to IRB process.** 4. **Looking into other methods of collecting data on communication between departments.** |
| **3. Collaboration with**  **Stakeholders-**individuals and groups  involved in the planning and  implementation | Answer Center Specialists, Answer Center Managers, Deans of Students, Admissions home and district offices, Financial Aid home offices, Student Services offices, Atlas Access, Atlas Access Support |  |
| **4. Evaluation-**process employed to  evaluate effectiveness | 1. Marked improvement in areas that are defined as trouble areas.  2. Increased communication between departments.  3. Fewer issues resulting from miscommunication. |  |
| **5. Use of Results-**how plan will/has  impacted learning environment of VCC and improvement of the educational programs and/or processes | 1. Creation of new processes to resolve dysfunctional communication processes.  2. Development of a communication plan between departments. |  |

**UNIT: Student Affairs**

**STEWARD: Answer Center Managers**

**TITLE OF PLAN: Training Manual**

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

**DATE: May 2007**

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| **CRITERIA** | **PLANNING PHASE**  **Initial Information and Projections** | **EVALUATION PHASE**  **Modifications, Outputs, Outcomes** |
| **1. Goal-**principal purpose and objectives of plan | Develop training manual for Answer Center Specialist to include a training modules on communicating with students and managing expectations of students. | **Training manual for all Answer Centers created.** |
| **2. Outcome Measures-**how plan will be reviewed and measured outcomes | 1. Manual will include modules on how to better communicate with students and better manage student expectations.  2. Answer Center Specialists will determine the appropriate balance of on-line and in-person contact needed for each student; resources will be introduced available to students according to determination. | 1. **Manual includes topics on banner-specific modules, communication improvement, managing student expectations, etc.** 2. **Answer Center Specialist continuing to gauge the balance between in-person assistance and when to refer the student for independent (possibly online) research.** |
| **3. Collaboration with**  **Stakeholders-**individuals and groups  involved in the planning and  implementation | Answer Center Specialists, Answer Center Managers, Deans of Students, AVP Student Affairs |  |
| **4. Evaluation-**process employed to  evaluate effectiveness | Answer Center survey sent to students via Atlas. | **Survey never distributed due to IRB process.** |