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:** Admissions and Records, System Technical Support  
**STEWARD:** Renee K. Simpson  
**TITLE OF PLAN:** Research/Review/Revise Student Support System  
**SUPPORTED BY COLLEGE FUNDS (If applicable, please provide approved amount):**  
**DATE:** June 9, 2008

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<th>CRITERIA</th>
<th>PLANNING PHASE</th>
<th>EVALUATION PHASE</th>
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| 1. Goal—principal purpose and objectives of plan | **Goal:** To research, review, and revise the current student support system compared to baseline Banner.  
**Purpose:** To streamline processes and procedures by fully utilizing enhancements provided through baseline Banner programming.  
**Objectives:**  
1.) Decrease the number of modifications that are currently applied to the system with each new release of Banner.  
2.) Tweak current processes so the system is being used to maximum capacity.  
3.) Create necessary documentation to support training needs.  
4.) Provide necessary support to the Banner Xtender Solutions pilot project. | **Prior to the implementation of Banner 8 staff reviewed 16 baseline modifications and were able to eliminate 2 from the list. We also review every (over 700) job sub process and trigger created and was able to eliminate 70 (fall out list).**  
**During this upgrade we implemented Minimum and Maximum hours for international students, upgraded the registration time ticket process, introduced Mass Add/Drop, masked the override field in SFAREGS form, expanded race/ethnicity options, revised program/major and transcript and diploma processes, cleansed the curricula tables to match backfill for state reporting and modified other in house processes to update the backfill, transitioned from COGNOS reporting tool to SAS. We review and revised the repeat process. New security classes and rolls are being developed, assigned, and updated.**  
**Created new documentation to support training for all banner 8enhancements. We are continuing to update** |
Technical support was provided for the Document Management System pilot project. Technical staff assisted with the initial set up and creation of reports for DMS.

### 2. Outcome Measures

**Outcome Measures:**

1. Maintain an accurate accounting of the modifications that must be applied with each new release of the system.
2. Document and implement yearly training schedules as well as adjust to meet any on demand needs.
3. Identify and automate current system jobs to meet the needs of a growing electronic demand.
4. Create and disseminate curricula tool and documents to expand the Xtender Solution pilot project.

Both IT and the functional techs have created files that identify all processes, what they are used for, who created them and who is responsible for maintenance.

Due to the number of projects completed this year training has been scheduled on a need basis. Banner 8 training was coordinated and scheduled college wide.

Several processes were moved from manual to electronic processing – sending and requesting transcripts – high school and UCF. Automated and scheduled BATCH transcripts in Appworx. Increased the number of the EDI transfer partners.

Due to the number of projects completed this year, the pilot project was not identified as a high priority.

### 3. Collaboration with Stakeholders

**Stakeholder:**

IT and Functional Tech Teams; Admissions and Records Directors; Academic Deans and Assistants; Deans of Student; Assistant Vice Presidents.

Stakeholder involved in and supporting the projects were the functional techs, Admissions and Records Directors, Assistant Vice Presidents – Student Affairs and Admissions and Records, Admissions and Records Coordinators.

### 4. Evaluation

**Artifacts:**

- Evaluations (training); Documentation of Training Tools; Review of Source Data – Banner; Creation and/or update of new code for system enhancements.

Artifacts include: System documentation, new security documentation, evaluation from training, validation table recommendation forms.

### 5. Use of Results

This plan is designed to provide global review and update to all users.

Documentation is available on a common drive for all functional techs to view; student update documentation is also on the common drive. System upgrades – min/max hours, mass registration were presented to selected areas to maximize student registration.