VALENCIA COMMUNITY COLLEGE
Student Affairs Department Action Plan
WEAVE Online Form

Active Cycle (academic year)**: 2010-11**
Area (Department/Program)**: College Transitions Administration**
Person Responsible: Linda Downing

	Plan
1. Goal-principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	**Improve the experience students have when they telephone the college for information about enrollment.**
2. Objectives-what will be accomplished and measured	**Implement plans outlined in a paper entitled "What We Want Students to Experience When Calling Valencia". This white paper describes problems and recommends improvements to Valencia's Enrollment Services Telephone and Communications Center.**
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	**Review Issue Tracking system data and benchmark call data.**
4. Action Plan – what is the implementation plan?	**Redefine the level of service Valencia desires to provide by telephone.** **Upgrade the supervisory positions, provide additional training and grant authority to make system updates and corrections that would correspond to those made in the Answer Center, Admissions, Academic Advising Offices or Financial Aid.** **Convert some part time positions to full time positions at an appropriate level to expect advising skills and continued professional development in student services. Fill remaining part time positions at an appropriate level to expect advising skills and continued professional development in student services.** **Establish appropriate benchmarks for number of calls one full time staff person should be expected to answer in a week, answered/dropped call percentages, and staffing levels for each stage of the enrollment cycle each year.** **Improve the written procedures manual by adding procedures from other departments that are frequently needed to answer caller questions. Make all procedures available on-line. Add double screen monitors to the workstations so that procedures and call scripts can be displayed while also looking at the student record system.** **Develop an Issue Tracking system for forwarding information from callers who cannot be served by**

	Enrollment Services and tracking the status of those cases.
	Ask departments who forward calls to Enrollment Services to notify them and provide a written script for addressing the callers.
	Develop improved caller authentication system to provide maximum protection under FERPA.
5. Achievement Summary/Analysis- What was learned from the assessment results? What changes will you make in your initiative for the year to come?	**All action items were successfully accomplish except for establishing benchmarks for number of calls answered and average time spent with a caller. We have identified the need for new technology for the phone system, so establishing benchmarks must be deferred until this has been implemented. The improvements to the way Valencia handles telephone calls have been substantial. Staff are better trained and the Issue Ticket system allows student situations to be monitored and measured.**
6. General Education Learning Outcome	
7. Strategic Plan Outcome	**Goal 1 Build Pathways, Objective 1.1 Transition 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.