

VALENCIA COLLEGE
Student Affairs Department Unit Plan

Active Cycle (academic year): **2016 - 2017**

Area (Department/Program): **Dean of Students, East Campus**

Person Responsible: **Joseph Sarrubbo**

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	Reengineering the flow of students through the student services units on east campus by implementing an electronic queuing system. By implementing Who's Next, students will no longer need to wait in long lines to receive services. This will enable students to have a more positive experience on our campus and in effect will increase their overall satisfaction.
2. Objectives -what will be accomplished and measured	Multiple visits will decrease. Wait times will decrease.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	We will utilize the new software, Who's Next to measure and achieve the objective.
4. Action Plan – what is the implementation plan?	Beginning at the end of summer 2016 / beginning of fall 2016, we will install the building infrastructure needed to support the new software. We will then obtain the staff licenses needed for staff to access the software. "Super" users will be identified and training will occur during fall term 2016 with an anticipated implementation date of January 2017.
5. Achievement Summary/Analysis -What was learned from the assessment results? What changes will you make in your initiative for the year to come?	
6. General Education Learning Outcome	Not Applicable
7. Strategic Plan Outcome	Building Pathways