

VALENCIA COMMUNITY COLLEGE
Student Affairs Department Unit Plan

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

Area (Department/Program): **Dual Enrollment Department**

Person Responsible: **Latishua E. Lewis, Director**

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	The Dual Enrollment Department will continue to develop and implement strategies to enhance Dual Enrollment processes and procedures to further clarify and increase the efficiency, quality and effectiveness of communication with internal and external audiences or key stakeholders (ie. students, parents, deans, faculty, counselors, APIs, principals, district office personnel, etc.) about student eligibility, admissions, and participation status in the Dual Enrollment program, as a means to minimize and remove barriers for successful enrollment; thereby increasing program quality and efficiency while enhancing the optimal student experience from beginning to end.
2. Objectives -what will be accomplished and measured	<ul style="list-style-type: none"> ▪ Develop and implement student communication plan ▪ Develop and implement high school college counselor/college coach communication plan ▪ Enhance application procedures by decreasing acceptance turnaround time ▪ Create step by step DE application procedures for internal and external partners ▪ Create interactive DE information session presentation ▪ Provide effective, efficient and timely customer service ▪ Strengthen internal and external relationships through deliberate collaboration efforts
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	<p>Program methods of communication will be updated on an ongoing basis; collaborate with key staff/departments to enhance processes and procedures (ie. Admissions, Enrollment Services, Transitions, Department Deans/Staff, Graduation/Records, Assessment, Institutional Research, Marketing).</p> <p>Establish an evaluation for internal and external partners.</p>
4. Action Plan – what is the implementation plan?	<p>Work with various staff/departments and teams to transition printed documents, manual program processes and procedures to electronic formats and decrease the amount of manual tasks, on an ongoing basis; as well as ensuring information is more readily available via a variety of media modes. Establish rapport with new contacts to move previously initiated projects along to production.</p> <p>A) Admissions/Records B) Department Deans/Staff C) Enrollment Services D) Transitions Planning E) Assessment F) Graduation/Records G) IR/OIT H) Marketing</p>
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	
7. Strategic Plan Outcome	Lifemap Stage 2: Introduction to College