

**VALENCIA COMMUNITY COLLEGE
Student Affairs Department Action Plan
WEAVE Online Form**

Active Cycle (academic year): **2013-2014**

Area (Department/Program): **Dean of Students Team - OSC**

Person Responsible: **Dr. Jillian Szentmiklosi**

	Plan
<p>1. Goal-principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)</p>	<p><u>Student Services Renovation</u> The Osceola Student Services team will move into newly designed and renovated space, increase capacity (staff and space), and implement software systems to serve students in a welcoming/personal, professional, and efficient manner.</p>
<p>2. Objectives-what will be accomplished and measured</p>	<p>The general layout and location of departments, new software systems, and additional staff will facilitate a cohesive and positive service experience for students and staff.</p>
<p>3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?</p>	<p>Staff will solicit feedback from students in a variety of ways to determine the impact of the new space and function of services:</p> <ul style="list-style-type: none"> • Via a written questionnaire, during the fall 2013 registration period prior to moving into the new space and again during the fall 2014 registration period after services have been relocated • Via a ‘Tell us what you think or our new space’ campaign, to include promotion of comment boxes, survey monkey email to Osceola students, and an Open House in spring 2014 <p>A comparison of student traffic data will be reported for the Answer Center, Advising Center, and Career Center pre- and post- new space.</p> <p>The department will collect feedback from faculty and staff outside Student Services about the new space.</p>
<p>4. Action Plan – what is the implementation plan?</p>	<p>Renovation – Phase I The following departments will occupy their new space by mid-October:</p> <ul style="list-style-type: none"> • Office for Students with Disabilities, Transition Planning, Bridges to Success, Admissions and Records, Answer Center, Atlas Access Lab, Business Office, Security • Deploy new queuing software (Qless) to manage the Answer Center line • Hire 3 new Orientation Student Leaders to help support the Qless sign-in • Hire additional staff for newly independent department suites to support growth <ul style="list-style-type: none"> - Office for Students with Disabilities - Bridges to Success

	<p>Renovation – Phase II and III The following departments will occupy their new space by early February 2014:</p> <ul style="list-style-type: none"> • Career Center and Internship Workforce Services, Advising Center (advising, counseling, financial aid), Student Development, New Student Orientation • Deploy new referral software (Who’s Next) • Hire additional staff for newly independent department suites to support growth <ul style="list-style-type: none"> - Career Center and Internship and Workforce Services - Financial Aid: Veterans Affairs work-studies <p>Promotion The department will keep the campus faculty and staff updated on the changes and promote the new space through the fall and spring Faculty Welcome Back events, the campus newsletter, and department liaison reports at academic meetings.</p> <p>The department will promote the new space to students through a spring Open House, SLS presentations, and a series of videos that will play on various campus TV communications.</p> <p>Department Collaboration Newly co-located departments will meet to discuss new communication plan/procedures prior to moving into new space in preparation of new proximity and again after the moves have been completed to touch base on how the new space/design is impacting work.</p> <ul style="list-style-type: none"> • Admissions/Records, Answer Center, Atlas, and New Student Orientation • Career Center and Internship and Workforce Services
<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?</p>	<p>Renovation The renovation was completed on schedule.</p> <ul style="list-style-type: none"> • Phase I moves occurred first week of September 2013 • Phase II and III moves occurred late January 2014 • All impacted departments successfully transitioned into their new spaces. • In conjunction with the new physical space, Who’s Next and Qless software applications were deployed to improve line management and service tracking <p>Feedback Students and staff provided overwhelmingly positive feedback regarding the changes.</p> <ul style="list-style-type: none"> • Counselors utilized questionnaire deployed by the West campus for consistency of data collection. Fall 2013 and Fall 2014 surveyed 4 classes and 2 orientations (FTIC and Transfer) each year and compared results. Students were asked to answer if an item was: <ul style="list-style-type: none"> “Easier than I thought it would be” “About the way I expected it would be” “Harder than I thought it would be”

Results were mixed with “easier than” responses and “harder than” responses both increasing for several items from one year to the next. Open-ended responses tended to be positive, reporting that the staff was “helpful” through the enrollment process.

- Student feedback was solicited via comment boxes in the Atlas Lab, Advising Center, and Career Center. Results included specific comments on the helpfulness of individual staff and compliments on the new space. Sample qualitative comments below:
 - “Much nicer & quieter than it used to be” (Atlas Lab Student)
 - “Awesome place” (Atlas Lab Student)
 - “Great staff and setup” (Atlas Lab Student)
 - “It is a very nice, clean, and useful room” (Atlas Lab Student)
 - “Very well organized and professional” (Atlas Lab Student)
 - “Wonderful staff, always happy and motivated to help students. It is a positive environment” (Advising Center Student)
 - “Much better, more professional and helpful” (Advising Center Student)
 - “Well organized, nice people and a very helpful experience” (Career Center Student)
 - “Great scene very detail oriented” (Career Center Student)
 - “This place is so informative and helpful” (Career Center Student)
- In collaboration with others, the Orientation Coordinator developed a Qualtrics survey that sent to Osceola Campus. The survey was open February 20th – March 13th. Students were asked questions about their experience in the newly renovated Answer Center and Atlas spaces. Sixty-five students responded, the majority of who had positive comments on the space, sign-in system, and overall service. Sample qualitative comments below:
 - “Looks and feels awesome!” (AC Student)
 - “It’s a vast improvement from before” (AC Student)
 - “Very efficient when it comes to waiting” (AC Student)
 - “... it is way easier than it was before. This update was a real success” (AC Student)
 - “... it’s very modern and user friendly” (AC Student)
 - “It’s easy to locate and moves at a faster rate than before” (AC Student)
 - “... is very up to date with technology and the people are very helpful” (AC Student)
 - “... I love this new setting!” (AC Student)
 - “I like how it wasn’t too crowded and how each staff member had their own unique space” (AC Student)
 - “The new set up is a little more private which is nice” (AC Student)
 - “I love that they now have the seats ...” (AC Student)
 - “... the Answer Center is very clean and comfortable. The people there are very helpful and polite” (AC Student)
 - “Pretty cool” (AC Student)
 - “... it is very organized and approachable” (AC Student)
- Staff has provided positive feedback individually and in group discussions.

Promotion

- Spring 2014 the ‘Advising Happy Hour’ resource event was held in the atrium of Building Student Services and served as the Open House for the new student services space.

	<ul style="list-style-type: none"> • The Atlas Coordinator is worked with department staff to develop scripts about their office space and services. He is now working with the college’s video production team to arrange for video recording of students/staff in new space. <p>Department Collaboration Newly co-located departments met pre- and post-move to discuss logistics and staff/student processes impacted by the move.</p> <ul style="list-style-type: none"> • Admissions/Records, Answer Center, Atlas, and New Student Orientation • Career Center and Internship and Workforce Services
6. General Education Learning Outcome	N/A
7. Strategic Plan Outcome	Aligns with Campus Plan Objective – Locate related services in a single area on campus (i.e. locate tutoring for all subject areas in one zone on campus; locate student services in one zone on campus).

#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.