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

**Active Cycle (academic year):** 2012-2013  
**Area (Department/Program):** Dean of Students Team - OSC  
**Person Responsible:** Dr. Jillian Szentmiklosi

| Plan |  
|------|---|
| **1. Goal** - principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap) | **Increase Visibility**  
The Osceola Dean of Students team will promote department services through a variety of methods aimed to increase awareness of our services to campus faculty and staff outside of Student Services. A greater understanding of each other’s role will facilitate deeper conversations about how we can work together to support students in all aspects of the college experience.  
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| **2. Objectives** - what will be accomplished and measured | The Osceola faculty and staff outside of Student Services will have greater awareness about how the Dean of Students team supports the campus and serves students.  
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| **3. Measures and Findings** – How specifically measures will be conducted. How will we know the objective has been achieved? | Staff will provide written and verbal feedback of participation in campus and college-wide conversations.  
The department will solicit feedback from faculty and staff outside Student Services about their understanding of our work (survey and verbal).  
The department will inform the campus community about our work in verbal and written format.  
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| **4. Action Plan** – what is the implementation plan? | **Faculty/Staff Outreach**  
- Establish department liaisons to attend and participate in the academic division meetings  
- Invite faculty to attend Student Services team meetings  
- Participate in campus and college-wide conversations  
- Develop a survey for distribution to faculty/staff outside Student Services to gauge knowledge about our services  
- Spotlight a different department area via the Campus President’s weekly newsletter  
  - Advising Center  
  - Answer Center  
  - Atlas  
  - Career Center  
  - New Student Orientation  
|  
| **5. Achievement Summary/Analysis** - What was learned from the assessment | **Department Liaisons:** Fall 2012 – Garnered support from Academic Leadership to establish department liaisons. Staff identified areas of interest. Summer 2013 – Assigned staff to attend division meetings throughout 13/14 and |
results? What changes will you make in your initiative for the year to come?

Coordinated with Academic Deans. Also had planned to invite faculty to visit our department meetings to share about their work. The Math Dean joined one of our meetings in October 2011 to share about Statway, however this item was not fully established; intend to move forward with initiative in 13/14.

Participation in campus and college-wide conversations: Various department staff members have attended (one led) QEP discussions.

Assessment: Counselors will lead the collection of data regarding faculty/staff outside Student Services to gauge knowledge about our services. Originally considered the development and distribution of a questionnaire, but initial feedback from faculty indicated they preferred conversation via department meetings to provide feedback. Counselors met with faculty via Faculty Meeting, department meetings, and individually (n=32) to garner feedback. Recommendations included:

- Establish liaisons with department
- Create series of 60-90 second videos for faculty to play in classes about important topics (i.e. withdrawal)
- Create quick reference; 3 things you should know about__________.
- Career Center outreach … What can I do with ________ major.
- Involve Student Affairs with Inside the OC and/or employee orientation.

Overall, faculty support outreach and collaboration efforts. They expressed a fear of saying the wrong thing and are unsure of terminology, but would like to feel more comfortable with student services processes in an effort to assist students.

Department Spotlight: Highlight a different department area via the Campus President’s weekly newsletter –

- Answer Center article ran week of 2/10/13
- Atlas and New Student Orientation article ran week of 5/20/13
- Advising Center and Career Center article ran week of 6/2/2013

Received positive feedback from campus administration and faculty. Plan to ‘introduce’ new Student Leader Teams via this format in late summer.

The Dean of Students team plans to operationalize department liaisons as an ongoing initiative. Additionally, the team will follow up on the recommendations from faculty and staff on ways to communicate about our work. We also plan to use the Campus Newsletter venue as a means to share information/updates with the campus community.

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<thead>
<tr>
<th>6. General Education Learning Outcome</th>
<th>N/A</th>
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<tbody>
<tr>
<td>7. Strategic Plan Outcome</td>
<td>Aligns with Campus Plan Objective – Expand employee knowledge of available learning support services and student services</td>
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#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.