This form provides a documentation template for annual Department Action Plans (DAPs) designed to assess unit outcomes that are designed to impact the learning environment and improve the educational programs and processes of VCC. Initial information and projections describe the **PLANNING PHASE** of the process. At the conclusion of the project/activity time frame initial information and projections will be updated by completing an **EVALUATION PHASE** including modifications, outputs and outcomes. Both planning and evaluation information will be organized according to parallel criteria including: (1) a formal goal statement, (2) outcome measures, (3) collaboration with stakeholders, (4) evaluation methods and (5) use of results for improvement of unit performance in meeting established outcomes. The overall process will effectively review and document specific measures of educational effectiveness.

UNIT: Admissions and Records  
**STEWARD:** Renee Simpson  
**TITLE OF PLAN:** 2009-2010 Admissions and Records Department Action Plan (Team Building and Systems Support)  
**SUPPORTED BY COLLEGE FUNDS** (If applicable, please provide approved amount):  
**DATE:** July 1, 2009

| CRITERIA | **PLANNING PHASE**  
Initial Information and Projections | **EVALUATION PHASE**  
Modifications, Outputs, Outcomes |
|---|---|---|
| 1. Goal—principal purpose and objectives of plan | **Goal:**  
1. Team Building  
**Purpose:** To provide the Admissions and Records staff with the tools needed to achieve peak levels of performance and to assist one another through challenging experiences.  
**Objectives:**  
1. Rekindle the spirit of the staff through a series of workshops that will allow employees to get to know themselves and each other.  
2. Provide periodic celebrations where staff can be free and flexible to interact on a more social level.  
3. Provide incentives to keep staff motivated and in search of continuous improvement.  
2. System Support  
**Purpose:** To continue to implement systemic changes that support both students and staff by providing them the ability to navigate through the system in a seamless manner.  
**Objectives:**  
1. Complete the Banner Security Project – redefining security classes and roles. | 1. **Team Building**  
Through the course of this year the department embraced several tools to improve interaction with one another. As a team we attended DISC training – identifying individual preferences, and we attended workshops on Crucial Conversations – identifying what it is, and when it is necessary to use the tool. The department also initiated two social activities celebrating the team. As a team we have not determined what incentives will be used to keep staff motivated.  
2. **System Support**  
A. The technical team completed the New Banner Security Project. 80 classes and roles were redefined for various positions at the college.  
B. The technical team completed the work of automating the Academic Competitiveness Grant. The system
2. Automate the Academic Competiveness Grant – process will define student eligible to receive the award and populate Fin Aid tables.
3. Complete the NSLC Student Tracking Project – System will allow us to track students who leave and attend other institutions.
4. Automate the Admissions and Records on-going reports through APPWORX – job scheduler.
5. Provide support needed to fully implement the Banner Document Management Suite, and to implement Banner Student Admissions Query.

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<th>2. Outcome Measures</th>
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<td>Outcome Measures:</td>
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<td>1. This plan will be reviewed quarterly to identify workshops attended, feedback from the staff, review of department productivity and error reports, and personal (one-on-one) conversation with the staff to assess the needs.</td>
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<td>2. This plan will be reviewed monthly to identify progress made toward fulfillment of the objective and determine if we are on track for a perspective target date.</td>
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Outcome Measures:
1. Team Building – Department supervisors discussed the plan at our monthly AREC meeting to identify the workshops we would attend. We also requested feedback from workshop facilitators to determine staff response to the activity. In addition supervisors reported comments made by staff and staff e-mails about the activities were all positive. As a result of the activities we realized the following outcomes:
   A. Staff began to recognize the similarities and differences among themselves.
   B. Staff engaged one another with less stress;
   C. Staff appeared more at ease, without the pressure of work.
2. System Support
   As a result of the technical support the
3. Collaboration with Stakeholders - individuals and groups involved in the planning and implementation

**Stakeholders:**
1. Admissions and Records Supervisors, Leadership Valencia Workshop presenters, guest speakers – Counseling and Advising, Career Program Advisors, Student Leaders, and Admissions and Records staff.

2. Functional Technical Staff, Office for Information Technology, Institutional Research, Academic Deans, Student Deans, Program Directors, Career Program Managers, and A & R staff.

4. Evaluation - process employed to evaluate effectiveness

**Artifacts:**
1. Artifacts will vary depending on the activities. It is anticipated there will be evaluations for each of the workshop presentations and pictures from the

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department was able to realize the following:

A. Complete overhaul of security. The creation of a new security data base. The creation of security classes tied to position functions.

B. 10-15% reduction in the number of ACG awards processed manually.

C. We have not realized the value of NSC Student Tracker. We are in the process of identifying the type of reports we can garner from the system.

D. APPWORX scheduler has provided staff with an efficient mean of processing daily reports. Reports run and are posted to a shared drive for all to access. Managers are able to see various stages of productivity.

E. Reports are managed through a shared drive which allows managers the ability to observe and maintain productivity.
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<th>5. Use of Results-how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes</th>
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<td><strong>Results:</strong></td>
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<td>1. <strong>This plan provides for ongoing communication between the Admissions and Records staff; it allows for increased knowledge of department issues/concerns and gives the staff an opportunity to learn what may be happening in other areas of the college.</strong></td>
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<td>2. <strong>The plan will provide technical support to Admissions and Registration, Graduation and Records, and the Academic Deans in support of teaching and learning initiatives.</strong></td>
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| 6. \begin{align*} \text{Results:} \\ \\
| 1. Communication among staff and supervisors has improved but there is much more work that has to be done to open the line of communication with staff. A training agenda needs to be developed to support individual and team learning; and issue/concerns need to be addressed in a timely manner. \\ \\
| 2. System support tweaks, edits and new initiatives are used to help assure expedient, appropriate service to students and staff. With assistance of students and staff the support team continues to develop measures that will enhance access and service to all constituents groups. \\ \\

\text{Results:} \\ \\
| 2. Artifacts of system support include: Project Requests submitted, project spreadsheets, creation and maintenance of two security databases, APPWORX – job scheduler log, banner documentation, information on shared drives. |

| participants. They also have a comprehensive list of their preferences; supervisors also have the evaluation summary from each workshop, as well as anecdotal comments and e-mails from individual staff members. Reports have been created to study baseline productivity. Supervisors are tweaking the reports to share information with the staff. |