

VALENCIA COMMUNITY COLLEGE
Student Affairs Department Unit Plan

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

Area (Department/Program): **Admissions and Registration**

Person Responsible: **Andy Oguntola**

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	Create partnerships with other units in student services to deliver an improved understanding of Admissions and Registration processes. This will empower and support the different staff member's college wide from multiple departments throughout student services, to better engage in an understanding of explaining admissions procedures.
2. Objectives -what will be accomplished and measured	<ul style="list-style-type: none"> • Staff member's college wide in departments such as (answer center, transitions, financial aid etc.) are well versed on a simple level of admissions processes enhancing this area will provide a better quality of service to our students when assisting with questions or concerns. • Meet with department supervisors in order to organize and develop the best practices and communication techniques for each specific department to help strengthen collaboration between our separate units.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	<ul style="list-style-type: none"> • Identify how partnerships have created more of a seamless process in our delivery to students regarding admissions processes. • Set up campus based monthly meetings through supervisors in admissions in order to identify certain issues, concerns, or the understanding regarding processes can be resolved to better assist all parties.
4. Action Plan – what is the implementation plan?	Schedule visits with colleagues and encourage feedback on ways admissions can assist with communication and collaboration; Create a plan that incorporates new information or process; review the effects of the processes on students and the departments and make adjustments so negative outcomes become positive outcomes.
5. Achievement Summary/Analysis -What was learned from the assessment results? What changes will you make in your initiative for the year to come?	Bi monthly meetings were scheduled throughout the differences campuses and facilitated by the Assistant Directors of Admissions which incorporated other department leaders. These meeting helped build collaboration but also ensured better service to our students in our peak registration periods. The purpose was to not only build better communication through the different departments but help give our students a more seamless Valencia experience during our roughest parts of the year.
6. General Education Learning Outcome	Communication, collaboration, and a willingness to do better as it relates to our students are the key areas of pretty much every department. We will continue to show forth the effort as it pertains to making sure this meetings are continuous.
7. Strategic Plan Outcome	A united front between the frontline services for students at Valencia College to ensure more knowledgeable approach between staff members through all of our departments in students services. These meetings were facilitated by Assistant Directors of admissions on a bi monthly basis which will ultimately built relationships and strengthened the communication between departments. This also helped fix any holes or gaps in our current practices by having other individuals being able to give input on

	areas in which specific departments were having issues with. This partnership worked well and we will continue to keep these meetings going as part of our pre-registration conversations.
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