<table>
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<th>1. <strong>Goal</strong>—principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)</th>
<th>In response to feedback from faculty, staff, and students, the OSD seeks to standardize our processes and provide additional resources for Faculty training and tools.</th>
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| 2. **Objectives**—what will be accomplished and measured | 1. OSD will compile a standard operating procedure (SOP) manual. This manual will document correct procedures and processes that are unique to the OSD staff.  
2. OSD will research, develop, and/or implement more integrated software to improve access for students and to enhance the advising experience.  
3. OSD will increase communication with faculty regarding students’ access to classroom learning and technologies by developing faculty *Just in Time* online trainings and a *Tool Kit for Technology* for faculty to help them caption their multimedia productions. |
| 3. **Measures and Findings** – How specifically measures will be conducted. How will we know the objective has been achieved? | 1. OSD staff will collaborate to write the SOP. Staff will write and evaluate the SOP by the end of June 2015.  
2. After review and piloting of the AccuSQL student data base system staff will evaluate and determine the viability of the software. If it is successful we will implement the database.  
3. OSD will develop trainings and tools to be measured by faculty feedback. The faculty survey will be sent to a select group of faculty participants who have been our targeted audience. These selected respondents will be representatives from each of the projects: online *Just in Time* faculty trainings and our *Tool Kit for Technology*. This objective will be achieved when respondents indicate that the improved communication helped them to serve students more effectively. |
| 4. **Action Plan** – what is the implementation plan? | 1. Coordinators and other staff will be asked to contribute duties of their role in the SOP. The director will provide an outline draft to be distributed to staff members in accordance with their role. We will write and review the SOP and provide a final draft by the end of June 2015.  
2. OSD will continue the pilot program with the AccuSQL software.  
3. OSD, in collaboration with the Center for Faculty Training and Innovation, will develop scripts and then multimedia presentations to provide online *Just in Time* faculty trainings. We will also collaborate with an Endowed Chair grant on the west campus to develop a model for *Tool Kit for Technology*. This will be developed and assessed this year with the plan of bringing it to scale college-wide in 2015-2016. |
| 5. **Achievement Summary/Analysis**—What was learned from the assessment results? What changes will you | 1. Staff members have contributed drafts regarding their area of responsibility for the Standard Operating Procedures. These were evaluated through the individual Check In’s. This goal is not yet complete but the draft is in place. OSD will continue to add to this SOP draft as changes are needed.  
2. The progress of the pilot program to transition to the AccuSQL software was so successful that we were able to fully implement |
the transition from the Tutor Trac system to AccuSQL. Data has been transitioned to the new system and we are assured that the legacy system will still be available as we continue to learn the new system. This will require future review but it is now fully functional within the OSD on all campuses.

3. This objective has been met and exceeded.
   - OSD collaborated with the Center for Teaching and Learning Innovation and a Faculty Endowed Chair grant recipient to create an online Professional Development course regarding captioning and accessible materials. This was formerly referred to as the Tool Kit for Technology but the name was changed to 123 Captioning is Easy.
   - OSD co-hosted two faculty workshops, with full registration, regarding the accessibility of course materials.
   - OSD developed a Black Board Course for Just in Time short segment trainings for faculty to access. This is almost ready to launch once the captions are in place.
   - OSD has been asked to speak to the Faculty Counsel on East and West campus.
   - In collaboration with the Chief Information Technology officer, OSD has formed a college-wide committee.

There has been so much interest that we are working on establishing a Train the Trainer program through yet another Endowed Chair recipient for the next year. We are also working on establishing a schedule of regular trainings so that our Assistive Technology Specialist will be available to train faculty on a regular basis. The majority of the faculty trainings have taken place on the West campus due to the Endowed Chair grant recipient’s location. She has already been notified that she is yet again awarded the grant and one of the goals is to bring the trainings to East.

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<th>6. General Education Learning Outcome</th>
<th>ETHICAL RESPONSIBILITY: Demonstrate awareness of personal responsibility in one's civic, social, and academic life.</th>
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<tr>
<td>7. Strategic Plan Outcome</td>
<td>Building Pathways, Transition and Persistence</td>
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