

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: West Campus Student Affairs
Dean: Tyrone S. Johnson

Date of Preparation: 10/28/04
Program Year: 0405

MISSION STATEMENT: Lead the integration of LifeMap – a comprehensive and complex advising system that supports the development and achievement of student career and educational goals – so that all students start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.

SLP GOAL # 2 Start Right

Outcome:

Increase the number of students, especially new students, with educational plans.

Action Items/Strategies:

Staff will work with students in orientations, workshops, academic advisement sessions, etc.

Staff will conduct individual surveys with each student contact to determine educational plan status

Each activity in the department will be introduced with information and instructions on how to develop an educational plan

OUTCOME MEASURE:

- Increase the overall number of students who have educational plans

Results:

- We have increased the number of students introduced to LifeMap through orientation sessions, LifeMap Workshops and through individual academic advisement.
- All students without educational plans were required to develop a plan and schedule a follow-up session with an advisor for review.
- Through staff intervention, students became familiar with the Atlas technology to access and develop educational plans.
- We need to identify an instrument to measure level of success of outcomes.

SLP GOAL #4: Learning By Design

Outcome:

More intentional and structured academic advice sessions

Action Items/Strategies:

Develop learning opportunities for students to become more self-sufficient through structured individual and group interventions

Implement plan to support structured academic sessions

OUTCOME MEASURE

- An increase in the number of workshops and information sessions to assist students in becoming more knowledgeable about academic programs and the campus community.
- Students are more knowledgeable of college resources and programs to enhance learning experience.
- Students better prepared to participate in academic advisement and educational goal setting.

Results

- Curriculum developed and implemented to address the needs of special student groups for registration and advisement; Honors, SLS, Bridges, Academic Suspension, International, etc.
- Skillshops workshops were offered throughout the year
- We need to develop measures of student knowledge and preparedness.

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

West Campus Student Affairs
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SLP GOAL # 6 – Diversity Works

Outcome:

Enhance the skills of all staff to ensure a working environment designed to meet the needs of all students with respect to culture, diverse backgrounds, etc.

Action Items/Strategies:

Encourage staff participation in diversity workshop(s) and other training opportunities

Provide discussion on diversity topics at staff meetings and other settings

Share articles and other reading materials on diversity issues and topics with staff

OUTCOME MEASURE:

- Make staff more aware of diversity issues the affect the work environment
- Increase the level of comfort when confronted with diversity issues
- Develop a better understanding of the importance of diversity to ensure an inclusive learning and working environment

Results:

- Staff participated in professional development workshops through Leadership Valencia to increase awareness and sensitivity to diversity issues.
- Individual staff members participated in community cultural events on diversity.
- Staff member participated in the Diversity Reading Circle.
- Staff member collaborated with EAP faculty to develop new guidelines to assess EAP students.
- Selected staff members are trained to present Circles of Belonging Workshops.
- Staff member developed two workshops specifically designed for EAP students.

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2003-2004 Improvement Plans/Strategies

Dept. (Unit) Supervisor: Tyron S. Johnson

Dept. (Unit) Name: _____

Student Services – West

The mission statement (Box 1) and priorities (Box 2), linked to a Strategic Learning Plan (SLP) goal for your campus, are provided by your provost/vice president. Please insert your dept. (unit) mission statement (Box 3), plans/strategies, and expected learning outcomes on the left side of the form (Box 4) to your provost/vice president by August 29, 2003. Specific student learning outcomes should be provided for each plan/strategy, whenever possible. Please focus on 3 to 6 plans/strategies that each address a priority for your campus or division, which are linked to the strategic goal in the SLP, as listed below. By June 30, 2004, please insert the actual results and improvements on the right side of the form (Box 5) and re-submit this form to your provost/vice president.

<p>Campus or Division Mission Statement: Lead the integration of LifeMap – a comprehensive (and complex) advising system that supports the development and achievement of student career and educational goals – so that all students start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.</p> <p style="text-align: right;">(1)</p>	<p>Campus or Division Priorities Linked to SLP Goals</p> <p>Priority (SLP Goal)</p> <ol style="list-style-type: none"> 1. (4): Learning by Design 2. (5): Learning Support Systems 3. (2): Start Right <p style="text-align: right;">(2)</p>
<p>Dept. (Unit) Mission Statement: Provide a learning-centered educational environment using the Developmental Advising Model to create opportunities for students to successfully accomplish their academic, career and personal goals.</p>	<p>Priority (SLP Goal)</p> <p>4. (): _____</p> <p>5. (): _____</p> <p>6. (): _____</p>
<p>Priority Plans/Strategies and Expected Learning Outcomes (Date: July 1, 2003)</p> <p>(4D): Reflect the full integration of LifeMap into curricular and co-curricular learning experiences in the development and planning of workshops, individual educational planning sessions and other collaborative initiatives with discipline areas and through the use of the Learning Support System.</p> <p>(5B): Increase the learning leadership skills of staff in their work with students through training and workshop opportunities to insure students are better informed and instructed in the use of the Learning Support System and LifeMap in accomplishing realistic career and educational goals.</p> <p>(2A): Implement policy so that all individual and group advisement sessions with students require the development and/or monitoring of educational plans.</p> <p>(): _____</p> <p style="text-align: right;">(4)</p>	<p>Priority Actual Results and Improvements (Date: 06/30/2004) <small>MM/DD</small></p> <p>(4D): Students introduced to LifeMap through 18 scheduled workshops and individual academic planning sessions. Academic advising staff assisted students in developing educational plans through one-on-one sessions, classroom visitation and instruction on use of technology in developing My Educational Plan on line.</p> <p>(5B): Staff participated in Leadership Valencia workshops, department training sessions and individual course enrollment to enhance skills in the use of technology in assisting students with more realistic career planning and developing educational goals.</p> <p>(2A): Advising staff working with special student populations (academic probation, Honors, international students, etc.) required educational plans in advising sessions. Other students were introduced to LifeMap and the educational planning process.</p> <p>(): _____</p> <p style="text-align: right;">(5)</p>

2003-2004 Improvement Plans/Strategies

Dept. (Unit) Supervisor: Tyron S. Johnson Dept. (Unit) Name: Student Services - West

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Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: Student Services
Dean: Chris Klinger

Date of Preparation: 10/06/04
Program Year: 0405

MISSION STATEMENT: Lead the integration of LifeMap – a comprehensive and complex advising system that supports the development and achievement of student career and educational goals – so that all students start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.

SLP GOAL: *Learning By Design*

Outcome: Increase the number of AS degree seeking students who have an educational plan by the time they complete 15 credit hours by 25%.

Action Items/Strategies

Require a completed education plan prior to individual advising appointments

Provide workshops/lab time for development of education plan

Pilot Test the “tool box” concept for creating an education plan with at least 2 Career Program Advisors.

OUTCOME MEASURE:

Quarterly report will reflect the number of education plans

Due to different data collection methods, the CPA's were unable to collect data on the number of sessions related to Educational Planning. The number of students directly assisted in developing an Ed Plan was 5,687.

Attendance

Thirty group sessions were held to assist students with Educational Planning. Less than 10% of the 5,687 students were assisted through the group method.

Survey students on success of “tool box”
A formal survey was not completed with the Engineering Tech students due to small turn out at the Lab sessions. Staff perception of student commitment was non-interest and apathetic about developing a formal written plan.

SLP GOAL:

Outcome: Provide students accessing the Answer Center additional information concerning application process and required official documentation

Action Items/Strategies

Develop SOP's on accepting official documents and provide staff with training on SOP's.

Develop and print a “receipt of document” to be given to a student when any document is accepted.

Enter a spacmnt comment when any document is received

Develop and print a new business card with information concerning time requirements for transcript evaluation

OUTCOME MEASURE:

Printed SOP's and 100% staff trained on SOP's verified by signature

Connie Parrish created a Center Staff manual and developed it in a module format. Each module was dated by Connie when reviewed with individual staff.

Receipts developed and in use for Admissions and Financial Aid information taken in at the Answer Center All staff reports using SPACMNT for comments. There is no structured way to verify 100% participation but through spot checks staff is very thorough about entering comments.

Information was printed on small strips of paper for ease of reproducing additional copies at anytime.

Home office managers submit an end of registration report documenting referrals resulting from systemic problems and how these systemic problems were corrected

Referral reports were not generated this academic year.

Number of problems reported to the SSS in-charge of transcript follow-up will be reduced by 25%

With new receipts, information cards and SSS review of process, 98% of all transcripts were evaluated on time and only one case had to be forwarded to the Dean.

SLP GOAL:

Outcome: Reduce the number of students not qualifying for F/A due to missing transcripts

Action Items/Strategies

Review fall orientation students listed as personal status and contact those students that have personal status due to missing transcripts

Review transcript status prior to orientation and give students a reminder of missing transcripts or problem with transcript at orientation.

Review transcript status 10 days prior to payment deadline and phone students with a reminder of missing transcripts and the effects on F/A.

OUTCOME MEASURE:

75% of degree seekers who were missing transcripts at fall orientation will have transcripts evaluated prior to payment deadline for spring

87% of degree seekers missing transcripts at Fall orientation had transcripts evaluated by Spring registration. The remaining 13% were contacted by Valencia, but the college received no response or they had changed educational goals.

Reduce by 10% the number of students with status of personal interest due to missing transcripts.

We determined that reducing the number of personal interest status due to missing transcripts was not an effective data analysis. Contacting the number of PI students due to missing transcripts and informing them of what was missing and the deadline for submitting information was 92% successful.

Payment deadline calls were made but only a very limited number of students were reached. By this time we had reduced the pool to students with bad phone numbers or answering machines.

SLP GOAL:

Outcome:

Action Items/Strategies

OUTCOME MEASURE:

Empty box for Outcome Measure details.

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: Student Services
Dean: Chris Klinger

Date of Preparation: 10/06/04
Program Year: 0405

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SLP GOAL: *Learning By Design*

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Action Items/Strategies

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Provide workshops/lab time for development of education plan

Pilot Test the “tool box” concept for creating an education plan with at least 2 Career Program Advisors.

OUTCOME MEASURE:

Quarterly report will reflect the number of education plans

Attendance

Survey students on use/usability of “tool box”

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Action Items/Strategies

Develop SOP's on accepting official documents and provide staff with training on SOP's.

Develop and print a “receipt of document” to be given to a student when any document is accepted.

Enter a spacmnt comment when any document is received

Develop and print a new business card size handout with information concerning time requirements for transcript evaluation and contact information

OUTCOME MEASURE:

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Home office managers submit an end of registration report documenting referrals resulting from systemic problems and how these systemic problems were corrected

Number of problems reported to the SSS in-charge of transcript follow-up will be reduced by 25%

SLP GOAL:

Outcome: Reduce the number of students not qualifying for F/A due to missing transcripts

Action Items/Strategies

Review fall orientation students listed as personal status and contact those students that have personal status due to missing transcripts

Review transcript status one week prior to orientation and send students a reminder of missing transcripts or problem with transcript

Review transcript status 10 days prior to payment deadline and phone students with a reminder of missing transcripts and the effects on F/A.

OUTCOME MEASURE:

75% of Financial Aid Degree Seekers who were missing transcripts at fall orientation will have transcripts evaluated prior to payment deadline for spring

Reduce by 10% the number of students with status of personal interest due to missing transcripts.

SLP GOAL:

Outcome:

Action Items/Strategies

OUTCOME MEASURE:

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Deanery: Student Services
Dean: Linda Vance

Date of Preparation: 07-30-04
Program Year: 0405 - Summary

MISSION STATEMENT: Lead the integration of LifeMap – a comprehensive and complex advising system that supports the development and achievement of student career and educational goals – so that all students start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.

SLP GOAL: *Learning By Design – Enrollment Management*

Goal: Attain Enrollment Targets while Maintaining or Enhancing Learning Outcomes

Action Items/Strategies

- Increase new student orientation availability while utilizing available Staff more efficiently
- Decrease the time needed to complete transcript evaluations

OUTCOME MEASURE:

- Offer more new student orientations at varied times and increase seating capacities
We did not need to offer more orientations because our numbers did not demand it. We did change the times they were offered to meet greater demand times. We did offer special Orientations specifically for Transfer Students and EAP students.

- Meet with engineer and discuss business process. Train staff to screen transcripts for completeness. Develop a plan to communicate the transcript status to students

I met with Mr. Les Ostroski to examine our business process. Answer Center staff was trained to screen transcripts for completeness. We still need to work on a process to better communicate the transcript status to our students.

SLP GOAL: *Start Right – Linked Courses*

Goal: (Describe Goal)

Action Items/Strategies

- Promote linked courses to enhance learning outcomes
- Provide new student orientations for special populations

- Introduce linked courses in new student orientations to recruit students

LinC courses were promoted in our New Student Orientations by both Faculty and Orientation presenters. Advisors were on hand at orientations to assist with registration. All 3 sections of Linc courses offered in Spring Term ran.

- Work with Bridges, EAP and transfer students to provide valuable information to students on an “as needed” basis

Transfer New Student Orientations have been well attended and students get more information that is directly pertinent to their needs. We continue to work on strategies to better serve our EAP populations, especially those at level 2, 3 and 4.

SLP GOAL: Learning Support System-Improve Faculty/Staff Collaboration

OUTCOME MEASURE:

Goal: (Describe Goal)

- Increase faculty/student services staff collaboration to provide a stronger learning support system for students
- Create ways to support new programs to improve student retention and students in discovery

- Match advising staff and faculty to establish mentoring system for SLS class presentations

Teams were established and were not completely successful. Some folks took the initiative to collaborate, others did not. More structure was needed for the teams to collaborate.

- Train Career Center staff to assist with new student orientations to reallocate advising resources to assist with linked course support

Career Services staff involved themselves with the new student orientation by helping with the check in and paperwork process. They have been observing orientations to prepare to be Presenters.

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Deanery: **Student Services**
Dean: **Linda Vance**

Date of Preparation: **07-30-04**
Program Year: **0405**

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SLP GOAL: (Name SLP Goal)

OUTCOME MEASURE:

Goal: (Describe Goal)

Action Items/Strategies

- (State your goal)

- (State your goal)

- (Describe Outcome measure)

- (Describe outcome measure)

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: Admissions and Records
Dean:

Date of Preparation: November 16, 2004
Program Year: 0405

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SLP GOAL: *Learning By Design*

Goal: All degree seeking students have an educational plan by the time they complete 15 credit hours.

Action Items/Strategies

- 1 Technical team will ensure EDI is functional.
- 2 Create listing that compare students who are in or have completed 15 credit hours to students who have completed an educational plan.
- 3 Provide data to DOS for follow-up procedures.

OUTCOME MEASURE:

Actual Results

- 1 EDI was totally re-written to auto load high school and college course work equivalencies for institutions that have been built.
Created transcript aging report to identify and monitor numbers of transcripts received and processed.
- 2 Comparative listing cannot be created until there is a better handle on the transcript processing.
- 3 Report data after the Refund Deadline beginning with the Fall Term 2005 and analyze process for the future.

SLP GOAL: *Start Right*

Goal: Map plan that incorporates communication to students from Admissions submission to graduation.

Action Items/Strategies

- 1 Develop a system generated automated communication plan.
- 2 Establish a representative group from the division to identify the current form of communication and flowchart them to ensure student needs are being addressed.
- 3 Start using technical tools such as Work-Flow and AppWorks to communicate intra and inter department processes.

OUTCOME MEASURE:

- 1 We started with the graduation process automating the graduation application. Students receive automated responses upon submission of the application, processing of the degree audit, and completion of the audit. Students may also be contacted by an evaluator for other specific issues.
A graduation checklist was also created to help identify potential graduates from those merely seeking status toward degree completion.
- 2 Admissions representatives have and continue to work with the Functional Technical Team to develop the communication plan. Flow charting has been completed.
Letters are being generated to submit to Marketing for tweaking then review by other student affairs members.

OUTCOME MEASURE: (cont.)

- 3 Work has begun in AppWorks to load all student edit reports (run weekly) and end-of-term information. EOT process is stalled awaiting a product solution to Banner parts of term. We are hoping to test during Summer 2005

SLP GOAL: *Learning Systems*

Goal: (Describe Goal): Improve knowledge of end-to-end process through college policies and procedures.

Action Items/Strategies:

- 1 Develop additional workshops to provide knowledge of Banner functions and impact.
- 2 Encourage staff to attend workshops that provide knowledge and expertise in other areas.
- 3 Use the **15 minute huddle** to target specific policies and procedures.
- 4 Incorporated the concept of a lead person in all district areas. Analyze positions and the
- 5 organiza-
tional reporting structure.

OUTCOME MEASURE:

- 1 Technical team has at the request of supervisory staff developed additional training sessions targeting application processing, EDI transcript processing, and the rationale for the process. The result has enhance staff knowledge but more important, the number of errors has been reduced significantly. Weekly reports indicate greater accuracy and consistency of data entry beginning with term 510 and beyond. Edit reports reflect cleanup of previous data entry terms. All reports have been consolidated (40+ to 15) and are run weekly.
- 2 Staff have begun attending workshops to enhance professional development 10-15 members participated workshops and the number continues to grow.
- 3 The 15 minute huddle has been a useful tool in passing on information that is vital to the staff and performance of their duties.
- 4 Improved morale, increased accountability, peer-to-peer and supervisory to staff communication was enhanced. Additionally, more detailed description of staff needs and concerns were assessed and addressed. Staff feel their voices are being heard. Created job descriptions that are aligned with
- 5 actual duties and responsibilities; revised the department reporting structure to assure quality, consistency, and accountability of service to clientele.

SLP GOAL: *Start Right*

Goal: Increase efficiency of service to new students. Benchmark Year (Pilot for Summer Term)

Action Items/Strategies

- 1 Create a temporary records area at each regional campus.
- 2 Collaborate with Answer Center Mgr to ensure all documents are stamped, and subsequently filed with the home office
- 3 Allow files to remain on the campus until the registration period is over.
- 4 Modify existing reports (residency to reflect all campus locations).

OUTCOME MEASURE:

- 1 Initial work was researched and completed to establish designated areas at each location
The project has been halted due to lack supervisory support.
- 2 Answer Center Managers were notified and all paperwork is date stamped and processed through the home office on each campus.
- 3 Same as #1
- 4 Same as #1

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: Admissions and Records
Dean:

Date of Preparation: November 16, 2004
Program Year: 0405

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SLP GOAL: *Learning By Design*

Goal: All degree seeking students have an educational plan by the time they complete 15 credit hours.

Action Items/Strategies

- Technical team will ensure EDI is functional.
- Create listings that compare students who are in or have completed 15 credit hours to students who have completed an educational plan.
- Provide data to appropriate Deans of Students for follow up procedures.

OUTCOME MEASURE:

- Automated receipt of transcripts will load and transfer equivalencies will automatically populate.
- Complete the transfer evaluation process of degree seeking students prior to their second registration term.
- Improve the opportunity for transfer students to complete an educational plan.
- Students are contacted and arrangements made to develop the educational plan

SLP GOAL: *Start Right*

Goal: Map plan that incorporates communication to students from submission of admissions application to graduation.

Action Items/Strategies

- Develop a system generated automated communication plan.
- Establish a representative group from the division to identify current form of communication and flow chart them to ensure student needs are being addressed.
- Start using technical tools such as Work-Flow and Ap-works to communicate intra and inter department processes.

OUTCOME MEASURE:

- 30, 60, 90 day notification to students as reminders for needed paperwork.
- Students know where they stand once they submit paperwork for a particular admission/records process.
- Students get information when it is needed. Consistent and timely information.

SLP GOAL: *Learning Systems*

Goal: (Describe Goal): Improve knowledge of end-to-end process through college policies and procedures.

Action Items/Strategies:

- Develop additional workshops that provide knowledge of Banner functions and impact.
- Encourage staff to attend workshops that provide knowledge and expertise in other areas.
- Use the "15 Minute Morning Huddle" to target specific policies and procedures.

OUTCOME MEASURE:

- Increased understanding of Banner.
- Improved Date Integrity.
- Minimize cleanup for all reporting solutions.
- Decrease number of edits by 25%.
- Decrease the number of edit reports by 25%.

SLP GOAL: *Start Right*

Goal: Increase efficiency of service to new students. Benchmark Year (Pilot for Summer Term)

Action Items/Strategies

- Create a temporary record area at each of the regional campuses.
- Collaborate with Answer Center Managers to ensure all documents are stamped, and subsequently filed with the Home Office.
- Allow files to remain on the campus until the registration period is over.
- Modify existing reports (i.e. residency to reflect all campus locations).

OUTCOME MEASURE:

- One Stop Service to new students at the 'campus of the heart' during the student's first term.
- Decrease the number of documents being transferred between campuses.
- Provide speedier more efficient service to students when the record is present.
- Increase the accuracy of student record keeping.

2003-2004 Improvement Plans/Strategies

Dept. (Unit) Supervisor: Dr. Renee Simpson

Dept. (Unit) Name: Admissions and Records

The mission statement and priorities, linked to a Strategic Learning Plan (SLP) goal, are provided by your provost/vice president. Please insert your dept. (Unit) mission statement, plans/strategies, and expected learning outcomes on the left side of the form to your provost/vice president by August 29, 2003. Specific student learning outcomes should be provided for each plan/strategy, whenever possible. Please focus on 3 to 6 plans/strategies that address one of the priorities for your campus/division, which are linked to the strategic goal in the SLP, as listed below. By June 30, 2004, please insert the actual results and improvements on the right side of the form and re-submit this form to your provost/vice president.

<p>Campus or Division Mission Statement: Lead the integration of LifeMap – a comprehensive (and complex) advising system that supports the development and achievement of student career and educational goals so that all students' start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.</p> <p>Campus or Division Priorities Linked to SLP Goals</p> <p>Priority (SLP Goal)</p> <p>1. (<u>D</u>): Learning by Design</p> <p>2. (<u>E</u>): Learning Support System</p> <p>3. (<u>A,G</u>): Learning – Start Right</p>	<p>Priority (SLP Goal)</p> <p>4. (): </p> <p>5. (): </p> <p>6. (): </p>
<p>Dept. Mission Statement: The mission of the Admissions and Records Office is to serve the needs of the constituents in the Greater Orlando service area by providing comprehensive and high quality educational assistance throughout the college enrollment process. As a member of Valencia's learning centered community, our function is to serve, encourage and support all clientele who enter our doors and provide the tools necessary to meet the needs of an economically, educationally, and linguistically diverse population. The mission of the Admissions and Records Office to: serve as the vehicle through which students begin their life-long learning experience; collaborate with administration, faculty and staff to facilitate the ongoing learning process; provide opportunities that are responsive to community needs while meeting the intellectual, esthetic, and practical needs of a diverse student body; and assist students as they transition to achieve educational and career goals.</p>	
<p>Priority Plans/Strategies and Expected Learning Outcomes (Date: _____)</p> <ol style="list-style-type: none"> 1. Identify and implement technological solutions to improve the turnaround time and accuracy of student data. (Performance reports and new business processes). <ul style="list-style-type: none"> • Streamlined processes will provide prompt service to clientele so they can take greater advantage of LifeMap tools. • Use of technical solutions will enhance student options offering more information for decision-making. 2. Create an atmosphere that supports and encourages continuous quality improvement and life long learning. (Feedback, discussion and focus groups). <ul style="list-style-type: none"> • Attendance at workshops will encourage and help develop learning leaders. • Facilitation of workshops will showcase departmental policies, and procedures. 3. Develop a communication plan that supports the needs of the entire college community. (Written documentation). <ul style="list-style-type: none"> • Verbal and written communication with faculty and staff will enhance their knowledge of the learning system and departmental policies and procedures • Ongoing training will maintain and enhance cross-functional capabilities created by the division redesign. 	<p>Priority Actual Results and Improvements (Date: _____)</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: Atlas Training, Help, and User Support
Dean:

Date of Preparation: August 15, 2005
Program Year: 0506

MISSION STATEMENT:

SLP GOAL: *Learning By Design*

Goal: All degree seeking students have an educational plan by the time they complete 15 credit hours.

Action Items/Strategies

1. Completion of My Education Plan Help Tutorial.
2. Add guided feedback and reflection statements to My Education Plan that form connections between an educational plan and academic and career success.
3. Create MEP user survey.

OUTCOME MEASURE:

1. Students will provide positive feedback regarding use of MEP program.
2. Students will be able to understand the connection between educational plan and success.
3. Get a 20% response.

SLP GOAL: *Learning Leaders*

Goal: Align with college's enrollment planning goals.

Action Items/Strategies

1. Implement Web for Prospects to track potential students.
2. Use Banner communication plans

Goal 2: Develop the role of student affairs in a learning-centered college.

1. Link personal advisors to learning communities.

OUTCOME MEASURE:

1. Web for Prospects will be in use by Spring 2006.
2. Basic communication plans will be developed for prospective students in Banner.
1. LinC program and Student Affairs staff will know how to use "teaching assistant" functionality in Atlas to incorporate advisors into the learning communities.

Deleted: available before
Deleted: development
Deleted: be trained in the use of

SIP GOAL: *Learning Support System*

Goal: Realize the potential of Atlas to support student "connection and direction".

1. Create Atlas Content User Channel using population selections based on credit hours.
2. Update student services website to be more user friendly.
3. Identify Atlas content managers for various areas of the college.

OUTCOME MEASURE:

1. Technical needs will be identified by November 2005. Population will be identified before Spring 2006 term.
2. Redesign of Student page by (date)
3. Development content matrix and train content managers by (date).

SIP GOAL:

Goal:
Action Items/Strategies

OUTCOME MEASURE:

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: Atlas Training, Help, and User Support
Dean:

Date of Preparation: November 9, 2004
Program Year: 0405

MISSION STATEMENT: Lead the integration of LifeMap – a comprehensive and complex advising system that supports the development and achievement of student career and educational goals – so that all students start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.

SLP GOAL: *Learning By Design*

Goal: All degree seeking students have an educational plan by the time they complete 15 credit hours.

Action Items/Strategies

1. Completion of My Education Plan Help Tutorial.
2. Add guided feedback and reflection statements to My Education Plan that form connections between an educational plan and academic and career success.
3. Create Atlas Content User Channel using population selections based on credit hours.
4. Update student services website to be more user friendly.

OUTCOME MEASURE:

1. Students will provide positive feedback regarding use of MEP program.
2. Students will be able to understand the connection between educational plan and success.
3. Population will be identified and loaded into Atlas by January 31, 2005.
4. Student services related web pages will be consistent college wide by May 2005.

Result:

Technical needs prohibited completion for this year. Project in development now and will be continued to 2005-2006.

SLP GOAL: *Learning Leaders*

Goal: Banner will be used to provide faculty and staff a professional development transcript.

Action Items/Strategies

1. Work in collaboration with the Teaching Learning Support staff to establish a Professional Development course level in Banner to track faculty and staff (i.e. TLA) completion and to provide a professional development transcript.

OUTCOME MEASURE:

1. Professional Development system will be implemented for TLA participants in June 2005.

Results:

Project was successful completed by June 2005.

SLP GOAL: *Learning Support System*

Goal: **Fewer error rates in Banner Student System.**

1. Functional-Technical group will work with staff focus groups and department supervisors to identify procedural issues that lead to errors.

OUTCOME MEASURE:

1. Reports and audit findings show fewer errors.

Results:
Audit reports never created or reviewed by functional tech group. This responsibility was absorbed by the departments at a supervisory level.

SLP GOAL:

Goal:
Action Items/Strategies

OUTCOME MEASURE:

Strategic Learning Plan (SLP): 2004-2005 Mission Statement and Improvement Plans/Initiatives

Dean/Department: Atlas Training, Help, and User Support
Dean:

Date of Preparation: November 9, 2004
Program Year: 0405

MISSION STATEMENT: Lead the integration of LifeMap – a comprehensive and complex advising system that supports the development and achievement of student career and educational goals – so that all students start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.

SLP GOAL: *Learning By Design*

Goal: All degree seeking students have an educational plan by the time they complete 15 credit hours.

Action Items/Strategies

1. Completion of My Education Plan Help Tutorial.
2. Add guided feedback and reflection statements to My Education Plan that form connections between an educational plan and academic and career success.
3. Create Atlas Content User Channel using population selections based on credit hours.
4. Update student services website to be more user friendly.

OUTCOME MEASURE:

1. Students will provide positive feedback regarding use of MEP program.
2. Students will be able to understand the connection between educational plan and success.
3. Population will be identified and loaded into Atlas by January 31, 2005.
4. Student services related web pages will be consistent college wide by May 2005.

SLP GOAL: *Learning Leaders*

Goal: Banner will be used to provide faculty and staff a professional development transcript.

Action Items/Strategies

1. Work in collaboration with the Teaching Learning Support staff to establish a Professional Development course level in Banner to track faculty and staff (i.e. TLA) completion and to provide a professional development transcript.

OUTCOME MEASURE:

1. Professional Development system will be implemented for TLA participants in June 2005.

SLP GOAL: *Learning Support System*

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OUTCOME MEASURE:

1. Reports and audit findings show fewer errors.

SLP GOAL:

Goal:
Action Items/Strategies

OUTCOME MEASURE:

2003-2004 Improvement Plans/Strategies

Dept. (Unit) Supervisor: Angela Goins **Dept. (Unit) Name:** Atlas Training, User Support and Atlas Help Desk

The mission statement (Box 1) and priorities (Box 2), linked to a Strategic Learning Plan (SLP) goal for your campus, are provided by your provost/vice president. Please insert your dept. (unit) mission statement (Box 3), plans/strategies, and expected learning outcomes on the left side of the form (Box 4) to your provost/vice president by August 29, 2003. Specific student learning outcomes should be provided for each plan/strategy, whenever possible. Please focus on 3 to 6 plans/strategies that each address a priority for your campus or division, which are linked to the strategic goal in the SLP, as listed below. By June 30, 2004, please insert the actual results and improvements on the right side of the form (Box 5) and re-submit this form to your provost/vice president.

<p>Campus or Division Mission Statement: Lead the integration of LifeMap-a comprehensive (and complex) advising system that supports the development and achievement of student career and educational goals – so that all students’ start right, learn by design, are supported by learning systems, and learning outcomes are documented, individually and collectively.</p>	(1)
<p>Campus or Division Priorities Linked to SLP Goals</p> <p>Priority (SLP Goal)</p> <p>1. (4): Learning By Design</p> <p>Fully integrate LifeMap into curricular and co-curricular learning experiences to ensure that all students have educational and career plans that lead to success.</p> <p>2. (5): Learning Support System</p> <p>Maximize the use of Atlas as a powerful learning tool that supports student learning.</p> <p>3. (2): Start Right</p> <p>Fully implement Learning-Centered Educational Services to assure that students are well integrated into Valencia, are placed in and complete appropriate classes, and develop and follow a meaningful plan for their education as early as possible in their careers at Valencia.</p>	(2)
<p>4. (): </p> <p>5. (): </p> <p>6. (): </p>	

2003-2004 Improvement Plans/Strategies

Dept. (Unit) Name: Atlas Training, User Support and Atlas Help Desk

Dept. (Unit) Mission Statement:

The areas of Atlas Training, User Support and Atlas Help Desk will provide support to Valencia's Learning Support systems through quality customer service, qualified expertise and innovative development of the Banner and Atlas systems.

(3)

Priority	Plans/Strategies and Expected Learning Outcomes (Date: 10/09/03) MM/DD	Actual Results and Improvements (Date: MM/DD , 2004)
(1):	Implementation of Web for Admissions (Goal 5)	
(2):	Integration of Banner SEVIS and International student forms and procedures into daily busy processes. (Goal 5)	
(3):	Create a summary report of Atlas Survey at the end of registration each term in order to analyze feedback from students and purpose improvements. (Goal 4)	
(4):	Establish a training curriculum for new faculty to be given by department and/or Faculty Technology Resource Coordinators (Goal 4)	
(5):	Develop a database to track Atlas content management. (Goats 5)	
(6):	Work with Student Services managers and marketing to develop Atlas support materials to be presented to students. (Goal 1)	
(7):	Develop New Student Orientation Sign-up using Atlas (Goal 1)	
(8):	Review student services related web pages for content and accuracy (Goal 4)	

(4)