**PLAN**

**1. Goal** - principal purpose and objectives of plan (include how this relates to serving students or increasing student success or supporting (LifeMap)

- Review and revise documentation for (Transcripts, Graduation Review, and Articulation of Credit).
- Conduct refresh trainings for Student Deans and Answer Center Staff College wide.
- Conduct training.

**2. Objectives**  
What will be accomplished and measured

- Provide colleagues with information that will assist them when servicing students at their stations.

**3. Measures and Findings** – How specifically measures will be conducted. How will we know the objective has been achieved?

- 5 Trainings will be conducted as well as evaluations for the sessions (WC, EC, OC, LNC, and WP).
- Evaluation and Attendance at trainings

**4. Action Plan** - What is the implementation plan?

- Update documentation between November – December 2014
- Create Training schedule by November 2014
- Conduct trainings January – February 2015

**5. Achievement Summary/Analysis**  
What was learned from the assessment results? What changes will you make in your initiative for the year to come?

Documentation was reviewed and revised to train staff. Overview of records/graduation was provided for the Answer Center staff and advisors during the Friday meetings for the WC, EC, and OC during the spring term. Due to the constant changes in staff in these areas, will be looking to conduct a question and answer session during the year to assist staff with a greater appreciation for the work that is conducted behind the scenes on the student’s behalf.

**6. General Education Learning Outcome**

The staff in the Answer Centers as well as advisors have changed greatly in the last few years; we will work with the Deans of Students on each campus to continuing this question and answer sessions which we believe will assist staff.

**7. Strategic Plan Outcome**

The intent of this project was to help students and advisors better understand the process for the different documents received and improve the communication (Invest in each other).