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VALENCIA COLLEGE

Student Affairs Department Action Plan  --  WEAVE Online Form

RE-ENGINEERING THE ARTICULATION PROCESS (CONTINUED FROM 2011-13)

<table>
<thead>
<tr>
<th>Active Cycle (academic year):</th>
<th>2013-14</th>
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<tbody>
<tr>
<td>Area (Department/Program):</td>
<td>Graduation and Records</td>
</tr>
<tr>
<td>Person Responsible:</td>
<td>Edwin Sánchez</td>
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### PLAN

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

Continue the work of improving the course articulation practices and procedures by creating better descriptors for students, staff and the college transcript. Use of discipline specific subject course prefixes would ensure that students as well as Valencia staff could interpret with greater ease how a course is articulated. It would also be easier to determine where a course will fall in the degree audit for the student’s program of study. This will help staff advising students on what courses to take for the subsequent terms.

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

Use the developed Subject Prefix and Course Numbers created in 2010 in the evaluation process. Develop 1-2 training workshops that will serve as refresher training to college staff advising students utilizing college transcripts (CPA’s, Advisors, department staff). Purpose to improve student/staff understanding of how course work equivalencies fall into their degree.

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

Will track activity sent to Records/Graduation mailbox/staff to determine if objectives are met by observation, feedback from staff, Answer Center Specialists, CPA’s and Advisors. Staff servicing students will be able to answer questions related to non-equivalency courses for all transferring students with greater ease and confidence.

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

A small team of staff members from the Records Office will manually create the course being modified and the new non-equivalency Subject Prefix that will be used to update the catalogs for the new course designations. It is expected that the process will take 3.5 years to complete based on 1 hr. of work completed by each TDSS daily for 169 weeks. Other alternatives would be to use outside sources to complete project as well. Implementation of new subject prefix/course numbers by fall 2014.

A query of the database identifying courses with XFER prefix will be used as the template to populate the course equivalencies in BANNER.

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

Worked with Technical Team to update student data base with proposed subject prefixes however; due to the new implementation of the new General Education Requirements, and other challenges encountered during this process it was decided not to go forward with the project. The revisions would create greater challenges and maintenance and would cause greater confusion for students and advisors.

#### 6. General Education Learning Outcome
- **The closer we came to completion and implementation, the greater the confusion would be for students and advisors. Due to the changes in General Education Requirements for the state. The implementation only 1 year prior to the new GEN ED changes would also require us to go back and modify the transfer articulation process again.**

#### 7. Strategic Plan Outcome
- **The intent of this project was to help students and advisor better understand the articulation process of the college however; we never anticipated changes in the state’s General Education requirements and thus complicated the project. as a result, it was decided not to go forward with the project.**
### PLAN

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

   Develop, implement, and assess the new message to students who have submitted a transcript request and/or have a transcript work that has been articulated on their record. Use Blackboard Connect or BANNER to complete. Messaging will be developed by October 1st with, implementation to be completed by June 30, 2014.

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

   Programmatically provide students a status on the transcript request submitted. Programmatically provide students update on the evaluation of their transcript requests.

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

   In partnership with the Admissions/Records Functional techs use student database BANNER & Blackboard Connect to identify the number of students which require a communication entry in the system.

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

   In partnership with the Admissions/Records Functional techs and the Marketing Relations Office develop messaging and scheduling of communication to students utilizing BANNER & Blackboard Connect.

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

   A message was modified for students requesting a transcript be sent on their behalf to another institution. The message has been modified and students will instantaneously receive a communication that we hope will help manage their expectations regarding the processing of the transcript request. The changes identify for the students a specific number of business days that should be allowed in order for both the transcript request and receipt to be processed. Although the status piece was not feasible using Blackboard connect, a note has been placed on the student’s electronic receipt with the expected number of days the transcript will be delivered.

6. **General Education Learning Outcome**

   The college has indicated that Blackboard Connect will not be used for this communication activity with students as originally planned. Goal will continue into the new academic year, currently working with Functional Techs to develop determine the feasibility of this goal utilizing BANNER.

7. **Strategic Plan Outcome**

   The expectation with this modification is that the number of incoming calls to the Records/Graduation, Enrollment Services, and the Business Office will decrease due to the communication changes in the email to students.
### PLAN

#### 1. Goal
- **Goal:** Research the feasibility of implementing electronic transcripts and doing minimizing outgoing paper transcripts (PDF).

#### 2. Objectives
- **Objectives:**
  - Research feasibility of processing all transcript requests through a vendor that will allow students opportunity to request transcripts on the spot.
  - This plan will contribute to the overall plan minimize the use of paper in our daily processes/work.
  - The purpose is to eliminate the paper forms being used in the department and provide students opportunity to be self-sufficient.

#### 3. Measures and Findings
- **Measures and Findings:**
  - Work with Admissions/Records Functional Techs, IT services to determine software needs and timeline for implementation.
  - If plan is approved we will track activity to determine if objectives are met by observation, feedback from staff and documentation of the number of student transcripts requested for immediate processing/pick up.
  - Assess on a monthly basis status of objective.

#### 4. Action Plan
- **Action Plan:**
  - Train staff on what would be required by the state in a student’s record in order to clean folders prior to scanning.
  - Continue to scan all student folders for 200910 and forward to be completed by June 30, 2013.
  - View all documents scanned and indexed (Quality Control) within 48-72 hours as identified in the previous year’s observations, time will be adjusted during peak periods.
  - Prepare onsite location for files to be stored at the West Campus that have been cataloged.

#### 5. Achievement Summary/Analysis
- **Achievement Summary/Analysis:**
  - A meeting with National Student Clearinghouse was held with Financial Aid Department to assess the company’s offerings.
  - Based on the presentation, there would be an increase in the cost of a transcript for a student.
  - This will be discussed and a decision made for early to mid-fall 2014.
  - Process will be evaluated by senior administration of the college for possible consideration during the new academic year.
  - Upon approval, Implementation of the PDF transcript through NSC will require a formal project request be submitted for the development of plan.

#### 6. General Education Learning Outcome
- **General Education Learning Outcome:**
  - A decision has not been made due to the cost that will be passed onto the students for transcript requests.
  - Making this option available for students will allow them to have access to transcripts instantaneously 24 hours a day 7 days a week.

#### 7. Strategic Plan Outcome
- **Strategic Plan Outcome:**
  - Using this service will address many “concerns” of the students and it will relieve the Records staff of answering questions that could be easily answered thorough the Clearinghouse site.