

**DAP**

**VALENCIA COMMUNITY COLLEGE  
Annual Department Action Plan (DAP)**

This form provides a documentation template for annual Department Action Plans (DAPs) designed to assess unit outcomes that are designed to impact the learning environment and improve the educational programs and processes of VCC. Initial information and projections describe the **PLANNING PHASE** of the process. At the conclusion of the project/activity time frame initial information and projections will be updated by completing an **EVALUATION PHASE** including modifications, outputs and outcomes. Both planning and evaluation information will be organized according to parallel criteria including: (1) a formal goal statement, (2) outcome measures, (3) collaboration with stakeholders, (4) evaluation methods and (5) use of results for improvement of unit performance in meeting established outcomes. The overall process will effectively review and document specific measures of educational effectiveness.

**UNIT: Student Affairs**

**STEWARD: Jill Szentmiklosi – Director, OSD**

**TITLE OF PLAN: Investing in OSD Teamwork!**

**SUPPORTED BY COLLEGE FUNDS (If applicable, please provide approved amount):**

**DATE: May 2008**

<b>CRITERIA</b>	<b>PLANNING PHASE Initial Information and Projections</b>	<b>EVALUATION PHASE Modifications, Outputs, Outcomes</b>
<b>1. Goal-principal purpose and objectives of plan</b>	<b>The Office for Students with Disabilities staff will work to build a stronger team by: learning more about their co-workers individually, including communication style, which will lead to improved collaboration;gaining a better understanding of their individual roles within the department; and understanding how their roles relate to one another.</b>	
<b>2. Outcome Measures-how plan will be reviewed and measured outcomes</b>	<b>1. Office for Students with Disabilities team will participate in the Human Resources workshop “Crucial Conversations” 2. Office for Students with Disabilities team will participate in DiSC training</b>	<b>1. Workshop was intended to be held during the spring term as a follow-up to DiSC training. During that term I chose to assist with the management of the Answer Center and at the completion of this commitment I had one staff member decide not to return and another scheduled to retire. I hope to revisit teambuilding workshops when fully staff again. 2. Staff participated in DiSC training at the end of October 2008.</b>
<b>3. Collaboration with Stakeholders-individuals and groups involved in the planning and implementation</b>	<b>Office for Students with Disabilities team, Presenter from Human Resources (Joe Nunes), and DiSC trainer (Joe Nunes)</b>	<b>Brent Nakagama and team facilitated DiSC training for office departmental staff.</b>
<b>4. Evaluation-process employed to evaluate effectiveness</b>	<b>1. Office for Students with Disabilities team will complete reflections on the “Crucial Conversations” experience.</b>	<b>1. N/A 2. Staff completed personal reflections and completed workshop evaluations. Evaluations provided positive</b>

	<b>2. Office for Students with Disabilities will complete a reflection piece on their own DiSC assessment, what their role is as part of the team, and how they will better relate to team members to maximize student advocacy and success.</b>	<b>feedback to the presenters and indicated an overall positive experience by most.</b>
<b>5. Use of Results</b> -how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes	<b>Better collaboration between team members in regards to coordinating services and accommodations for students with disabilities. Improved teamwork will also help with achieving departmental projects.</b>	<b>Although I believe the training was beneficial and participants were able to learn more about their personal communication style and that of co-workers, I have not observed any connection between the workshop and better collaboration.</b>

5/22/08