The 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.

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**UNIT: Graduation and Records**  
**STEWARD:** Renee Simpson  
**TITLE OF PLAN:** Records and Graduation – Automatic Awarding of Degrees and Certificates  
**SUPPORTED BY COLLEGE FUNDS** (If applicable, please provide approved amount):  
**DATE:** June 1, 2009

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>PLANNING PHASE: Initial Information and Projections</th>
<th>EVALUATION PHASE: Modifications, Outputs, Outcomes</th>
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| 1. **Goal**—principal purpose and objectives of plan | **Goal:**  
1.) This plan will pilot several curricular programs to fully automate the manner in which degrees and certificates are awarded.  
2.) This plan is to begin steps to become a paperless campus through use of Banner Xtender Solutions  
**Purpose:**  
To increase the efficiency of the processes by reducing the paper handling and automating degree/certificate awards; notify student/advisors early of pending completions; and assist students with next phase planning for educational transition.  
**Objectives:**  
1.) Using the LifeMap benchmarks and CAPP, construct an electronic interface to indicate student completion toward desired curriculum.  
2.) Provide students with written documentation of proximity to degree, and  
3.) Award students who have met degree requirements.  
4.) Pilot project to begin scanning and indexing of all paper transcripts submitted to the college. | **1.** Progress was made and we are able to post Technical Certificates programmatically and we are still working on the awarding of degrees. Continued progress has been made on the programmatic posting of student degrees. Currently we are able to identify students that meet the requirements for graduation and have not applied to graduate. A communication plan has been developed to inform students that they are ready to graduate with the program they have indicated on their student record.  
2. A pilot program was started scanning college transcripts on July 1, 2008 – December 31, 2008. The pilot was successful. In January 2009, we began scanning the entire student record in order to maintain records electronically in one central location. |
| 2. **Outcome Measures**—how plan will be reviewed and measured outcomes | **Outcome Measures:**  
1.) Documentation of students within the pilot programs.  
2.) Documentation of benchmarks and actual proximity to degree.  
3.) Notification of requirements and follow-up.  
4.) Degrees/certificates awarded  
5.) Documentation and training tools to support continuation of project to include all paperwork submitted by a student. | **1.** Due to projects being completed this year BANNER 8 implementation and development of Xtender and SAS Data warehouse interfaces progress of these goals was less than targeted goal. We were able to post over 2800 Technical Certificates programmatically however; we are still working on the awarding of degrees. Continued progress has been made on the programmatic posting of student degrees. System queries have been created to identify students that meet the... |
requirements for graduation and have not applied to graduate. We have also, developed a communication plan in order to inform students that they are ready to graduate with the program they have indicated on their student record.

2. Quantitative measures are being developed to track volume of transcripts and forms being scanned and indexed with the use of SAS Data Warehousing. Due to system and staff limitations benchmarks are still being developed system analyst was able to identify that 60,000+ documents have been scanned and indexed.

3. Collaboration with Stakeholders—individuals and groups involved in the planning and implementation

   Stakeholders:
   Students; IT and Functional Tech Teams; A & R Staff.

   The collaboration with all stakeholders took place and will continue to work on the goals with the stakeholders to ensure progression and completion of this goal in the new fiscal year.

4. Evaluation—process employed to evaluate effectiveness

   Artifacts: Student CAPP compliance, advising notes, comments/recommendations from students and advisors regarding the process. Data captured during pilot transcript project related to time, quantity, quality and efficiency of the process.

   1. Via a communication plan, students are receiving instant feedback from the graduation application as it is telling them what areas of their degree have been met and what areas need to be completed. Continued improvement of existing processes needs to take place before the automatic awarding process is implemented.

   2. After a couple of months of scanning transcripts, it was determined that the entire student record should be maintained electronically to minimize confusion of the location of a student’s record. Reports are being created to help maintain the established time lines within the department over 60,000+ documents have been scanned and indexed.

5. Use of Results—how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes

   This plan will provide students with the tools to support institutional, state, and federal records requirements for degree completion; it will assist in decreasing the number of students who take excess hours; and increase completion ratios. Pilot project will allow paper to be processed into system immediately for viewing.

   1. When completed, the programmatic awarding of certificates and degrees will expedite the posting process so that student’s can successfully transfer and/or use their technical certificate for employment purposes in a more timely way with minimal excess credits.

   2. For the student records that have been scanned and indexed it means that at they can go to any campus and have their records accessed. The electronic viewing and maintaining of a student’s record is being used to determine student’s pre-requisites for courses, etc. As the process expands, it will improve advising and decisions made by students and staff. A strategic budget initiative will be submitted for next fiscal year to secure funds so that we can go forward with maintenance of electronic records (additional staff, monitors, video cards, and scanners needed).