

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: Answer Center Managers

TITLE OF PLAN: Assessment of Training Plan

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

DATE: June 2009

CRITERIA	PLANNING PHASE Initial Information and Projections	EVALUATION PHASE Modifications, Outputs, Outcomes
1. Goal -principal purpose and objectives of plan	Create an assessment to evaluate the effectiveness of the newly implemented training manual.	Created and developed the training manual. Did not create assessment to evaluate.
2. Outcome Measures -how plan will be reviewed and measured outcomes	<ol style="list-style-type: none"> 1. Answer Center Managers will develop an assessment tool to evaluate the usefulness of the training manual. 2. Answer Center Managers will distribute the assessment to all Answer Center Specialist (full and part time) to gather feedback on the training manual. 3. Answer Center Managers will compile the assessment responses into a college-wide report. 4. Answer Center Managers will review the college-wide report to determine effectiveness of training manual. 	Did not complete.
3. Collaboration with Stakeholders -individuals and groups involved in the planning and implementation	Answer Center Managers, Deans of Students, Answer Center Specialists, Assistant Vice President for Student Affairs	Answer Centers Managers collaborated to develop the training manual and used the manual in training new hires.
4. Evaluation -process employed to evaluate effectiveness	Creation and distribution of online survey. Report of results from survey.	Did not complete.

<p>5. Use of Results-how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes</p>	<ol style="list-style-type: none"> 1. Editing of Training Manual as needed according to the assessment results. 2. Review of distribution and use of Training Manual by Answer Center Specialists and Answer Center Managers. 3. Depending on assessment results, may lead to the creation of a 3-day “new employee” training program offered each term. 	<p>Going to continue to use the current training manual for new hires; however, the Answer Center Managers have decided to begin reviewing the purpose and role of the Answer Center Specialist. During this review the managers will determine if the training manual needs to change to fit new model for employee training and retention. A new assessment will be created to evaluate the new training materials.</p>
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