

UNIT: Student Affairs

STEWARD: Answer Center Managers

TITLE OF PLAN: Web Page Design

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	Updated Answer Center website: http://www.valenciacc.edu/studentservices/AnswerCenter.asp	The website was not updated as detailed in this plan.
2. Outcome Measures-how plan will be reviewed and measured outcomes	1. Information on website will be updated 2. Look of website will align with the marketing theme "Education by Valencia." 3. Answer Center Managers will write new content for website, i.e., tips to be successful, staff introductions, location and hours, how to contact an Answer Center Specialist, and mission statement. 4. Answer Center Managers will create a system to continuously monitor the website for accurate information on staff and student processes	With the design of a New Student Tab, the Answer Center Managers will align their webpage with the information provided in the new tab.
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, Assistant Vice President for Marketing and Media Relations	Answer Center Managers will collaborate with the Web Portal Group and participate on the design team for the new tab.
4. Evaluation-process employed to evaluate effectiveness	1. Website live on Valencia's website 2. Assessment of number of visitors using website	The review did not happen this year as the website was not updated. A new assessment will be discussed with the creation of a new student tab.
5. Use of Results-how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes	1. Continuous improvement of information distributed to students and potential students 2. Use of technology to answer students' questions about the enrollment/registration process	The Answer Center Managers did not have results from this year; however, they will participate with the Web Portal Advisor group to review the Foundation of Excellence findings and collaborate to create useful website for students.