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.

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**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:** July 2010

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<tr>
<th>CRITERIA</th>
<th>PLANNING PHASE</th>
<th>EVALUATION PHASE</th>
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<tr>
<td><strong>1. Goal</strong>-principal purpose and objectives of plan</td>
<td>Create an assessment to evaluate the effectiveness of the newly implemented training manual.</td>
<td>Created and developed the training manual. Created assessment to evaluate.</td>
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| **2. Outcome Measures**-how plan will be reviewed and measured outcomes | 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. | Reviewed and updated the AC Training Manual and added an assessment between all sections.  
Training Manual made available to all AC Specialists.  
Manual used in training all new hires.  
Assessments given to all new hires. |
| **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 the assessments 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. | New hires answered all questions correctly. Assessment was reviewed again for simplicity and it was determined that the questions were effective in revealing what was learned. |
5. **Use of Results** - how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes

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<tr>
<td>1.</td>
<td>Editing of Training Manual as needed according to the assessment results.</td>
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<tr>
<td>2.</td>
<td>Review of distribution and use of Training Manual by Answer Center Specialists and Answer Center Managers.</td>
</tr>
<tr>
<td>3.</td>
<td>Depending on assessment results, may lead to the creation of a 3-day “new employee” training program offered each term.</td>
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Will 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.
**CRITERIA** | **PLANNING PHASE** | **EVALUATION PHASE**
---|---|---
1. **Goal**—principal purpose and objectives of plan | Updated Answer Center website: [http://www.valenciacc.edu/studentservices/AnswerCenter.asp](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/have 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.