Active Cycle (academic year): 2009-2010  
Area (Department/Program): Atlas Information Systems  
Person Responsible: Liz Gangemi

| Plan |
|---|---|
| **1. Goal**-principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap) | Develop and refine the various training topics needed on Atlas and Banner for faculty, staff and students |
| **2. Objectives**-what will be accomplished and measured | Enhanced sources of knowledge transfer such as PDF “how to” documents, Instructional Videos, in-person sessions.  
2. Creation of an effective roster of resources to relay the “How To” type instruction for using Atlas and Banner.  
3. Written plan on how to notify recipients of various recourses.  
4. Written plan of topics and delivery method approved by DOT. Plan reviewed and updated on an as needed bases to track and maintain current information.  
5. Decreased number of calls to Atlas Help related to Atlas misuse issues. |
| **3. Measures and Findings** – How specifically measures will be conducted. How will we know the objective has been achieved? | Roster of resources are:  
- Direct email instructions  
- Website notations and links to documents  
- Atlas notations and links to instruction documents, videos, FAQ docs.  
- Staff In Person training sessions  
- Staff published procedural manuals  
- Student Orientation sessions  
Has resulted in reduced calls to Helpdesk and reduced staff emails to AtlasHelp plus positive feedback from Leadership Valencia on sessions  |
| **4. Action Plan** – what is the implementation plan? |  |
| **5. Achievement Summary/Analysis**-What was learned from the assessment results? What changes will you make in your initiative for the year to come? | We continue to grow the list of resources available. We are implementing GoToWebinar this year for the Banner Security training. As technology improves, we will need to tap into these new resources. |
| **6. General Education Learning Outcome** | |
7. Strategic Plan Outcome

#6 and #7 Under Outcomes in WEAVE, you can select “General Education Learning” and/or “Strategic Plan Outcome” from the drop down list in WEAVE. You can select all that you believe relates to your Goal and Objective.