

VALENCIA COLLEGE
Student Affairs Department Action Plan
WEAVE Online Form

Active Cycle (academic year): **2014-15**

Area (Department/Program): **Dual Enrollment & PostSecondary Transition**

Person(s) Responsible: **K. Heard, Staff**

1. Goal-principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)

Keeping in line with the Valencia College goal of Building Pathways the goal for the Dual Enrollment program will be to continue to renew and develop ways to refresh the Dual Enrollment program processes and procedures to further clarify and increase the efficiency, quality and effectiveness of communication with internal and external audiences or key stakeholders (ie. students, parents, deans, faculty, counselors, APIs, principals, district office personnel, etc.) about student eligibility, admissions, and participation status in the Dual Enrollment program, as a means to minimize and remove barriers for successful enrollment; thereby increasing program quality and efficiency while enhancing the student experience from beginning to end.

2. Objectives-what will be accomplished and measured

Provide more readily available and frequent information in electronic format to internal and external audiences or key stakeholders (ie. students, parents, deans, faculty, counselors, APIs, principals, district office personnel, etc.) to reduce communication gaps and increase program quality and efficiency of service.

3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?

Program methods of communication will be renewed and updated on an ongoing basis as more current information becomes available; work with key staff/departments to discuss steps necessary (ie. Admissions, Enrollment Services, Transitions, Department Deans/Staff, Graduation/Records, Assessment, Institutional Research, New Student Orientation, Marketing.) for the project(s) to be completed and ready to transition to ongoing maintenance on an annual or term by term basis.

4. Action Plan – what is the implementation plan?

Work with various staff/departments and teams to transition printed documents, manual program processes and procedures to electronic

formats and decrease the amount of manual tasks, on an ongoing basis; as well as ensuring more information is more readily available and via a variety of media modes. Establish rapport with new contacts if necessary to move previously initiated projects along to production.

Admissions/Records – Through collaboration with department Supervisor and Director, were able to establish a schedule for processing submission which overall resulted in more students being processed in a timely manner for the 201610 term; over 1200 students were processed, allowing for completion of pre-admission requirements and registration for desired courses during the upcoming term.

Department Deans/Staff – Communication regarding Special programs and DE courses offered at high school sites, which require more direct support and follow through by the deans was increased to obtain this essential support and follow through to help improve the process, through the routine program channels for selecting and admitting students on behalf of these schools that are afforded this privilege.

Enrollment Services – The previous level of support from the Enrollment staff was expanded this past year and then streamlined to include training for operators who primarily assisted as time permitted with the building of recruit records for communication and reporting purposes.

Assessment – Better communication and collaboration with all relevant staff resulted in more students effectively utilizing PERT scores for qualifying purposes this past year.

Graduation/Records – Over 30 DE students were able to successfully complete requirements necessary for graduating with an AA degree; students received communication, via letters and email, to guide them through the process. For the records side, there was a noticeable improvement with the timeliness of scanning DE admissions applications, which led to ready availability for processing by admissions staff.

IR/OIT – Data for various reporting requests has improved and others have been identified for further meeting and conversations that will be necessary for minimizing errors and confusion as it relates to departmental, state, etc. reporting.

NSO – With the rollout of the new NSO for regular degree seeking Valencia students, the need for a separate, more relevant Dual Enrollment NSO was

highlighted. This garnered more support from other areas that are effective in making this a reality. Work has begun for Dual Enrollment specific content within an online session; also providing a general on campus sessions for all newly admitted students.

Marketing – As a result of numerous inquiries and collaboration with Marketing director/staff, newly created Dual Enrollment brochures and enrollment guides were created in time for the upcoming enrollment period; also helped to refresh admissions application to effectively capture pertinent program info for those interested in applying.

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 see an increase in both interest and participation in Dual enrollment which drives the desire to progressively improve program processes and thus advancing the student experience. Based on information gathered and outcomes from BPA that is scheduled, a more deliberate focus on areas that can be immediately changed with what is currently in place, as well as areas that will require more assistance and support over a period of time will be effectively targeted for the upcoming year.

6. General Education Learning Outcome

Lifemap Stage 2: Introduction to College

7. Strategic Plan Outcome