

VALENCIA COMMUNITY COLLEGE
Student Affairs Department Action Plan
WEAVE Online Form

Active Cycle (academic year): **2010-11**

Area (Department/Program): **Dean of Students, Winter Park Campus**

Person Responsible: **Dr. Cheryl Robinson**

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	Refine the Early Alert System (EAS) to identify students with non-success behaviors and provide an intervention to prevent withdrawal. Support students showing early warning signs of behaviors that could lead to withdrawal to increase retention.
2. Objectives -what will be accomplished and measured	Withdrawal rate in Early Alert System sections will be lower than non-EAS sections. Determine if students registered in the next term.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	Retention data will be gathered on those students who followed through with an appointment compared to those who did not. Participating faculty and Student Services staff will be interviewed to gather information on satisfaction with the process and usefulness of interventions. We will look at the class lists of final grades to determine number of withdrawals. We will gather institutional data on withdrawals from same course at Winter Park Campus to compare withdrawal rate.
4. Action Plan – what is the implementation plan?	Meet with participating faculty and Student Services staff to determine what interventions worked and what they would like changed or added. Create a plan for classroom interventions. Set up success celebrations. Track individual referrals. Determine if students registered in the next term. Examine class list for participating sections to determine withdrawal rate & collaborate with OIT to get withdrawal rates in same course at Winter Park Campus.
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 evaluated the success data of the students referred. The number participating was small, but there was no appreciable difference in the success rates of students. We have tried numerous revisions to the program with student, faculty and advisor input with no increase of success over the years. We will not continue this goal.
6. General Education Learning Outcome	Not applicable
7. Strategic Plan Outcome	Building Pathways

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	Implement online advising chat to help make advisors more accessible to students who may not be able to come to a Campus.
2. Objectives -what will be accomplished and measured	Online chat will be implemented and usage tracked.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	Online chat will be initiated. We will install a tracking program so we can determine student usage.
4. Action Plan – what is the implementation plan?	Contact other Florida community colleges that have implemented online advising chat to see what software they use and what challenges and successes they have had. Collaborate with OIT and determine the best software to use. Secure funding for the software and install the product. Survey students regarding what they would like to see in an online chat product and what hours they would prefer. Go live with the online chat and track student use of the product to determine if revisions to the service are needed.
5. Achievement Summary/Analysis - What was learned from the assessment results? What changes will you make in your initiative for the year to come?	This proved to be an extensive undertaking. We talked with other community colleges in Florida using online chat, attended all sessions related to online advising at the NACADA conference to gather research, and looked at two out-of state universities implementing chat. We collaborated with our OIT staff to determine the best approach for Valencia. After weighing cost and FERPA concerns, we have decided to use Live@edu, the new Atlas e-mail system. We did not survey students as there is a work load issue so we did not want to promise something we may not be able to deliver. We have created a “How to” handout for students and will implement the chat beginning with Osceola Campus after New Student Orientations. We are looking to schedule training for advisors in the next month. After piloting at Osceola Campus and determining usage and satisfaction, we will make further determinations of the future of online chat.
6. General Education Learning Outcome	Not applicable
7. Strategic Plan Outcome	Building Pathways