

VALENCIA COLLEGE
Student Affairs Department Action Plan
WEAVE Online Form

Active Cycle (academic year): **2013-2014**

Area (Department/Program): **Atlas Access Labs**

Person Responsible: **Joseph Sarrubbo**

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	The Atlas Access Labs are open computer labs on all five Valencia campuses that support the educational development of Valencia's student population. The principal purpose of this plan is to ensure all Atlas Access Labs staff are knowledgeable and adequately trained on all new software that will go-live at Valencia during the 2013-2014 year. The Atlas Access Labs are the first point of contact on-campus for students who need to complete an education plan, check their email, or complete any other function within the Atlas portal. With the implementation of the brand new DegreeWorks (MEP 2.0) and other changes being implemented during this academic year (migration of student email system from Live@edu to Office 365), all staff will need to be up-to-date with these programs in order to effectively serve students. By being knowledgeable about these tools and programs, student success will increase and the LifeMap tools in Atlas will be supported.
2. Objectives -what will be accomplished and measured	Atlas Access Lab student leaders will go through a series of continuous training sessions to ensure all staff is trained and able to assist students with the new programs. Upon completion of the training sessions, staff will complete quizzes that will assess their knowledge of the subject matter.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	Measures will be conducted by quizzes that will be used. We will know the objective has been achieved by the individual results on the quizzes. A student leader who performs well on the assessment will be able to use that knowledge gained to assist students in the Atlas Access Lab.
4. Action Plan – what is the implementation plan?	Atlas Access Lab managers will create quizzes and tools for staff to use. They will also host scheduled training sessions on DegreeWorks (MEP 2.0) and migration of student email system from Live@edu to Office 365.
5. Achievement Summary/Analysis -What was learned from the assessment results? What changes will you make in your initiative for the year to come?	There has been a college wide Black Board course developed college wide to assist with Student Leader training. All Valencia staff members that work with student leaders have access to this course. Currently, the areas that Atlas student leaders are responsible for training are: <ul style="list-style-type: none"> • Valencia Organizational Structure • FERPA • Professionalism • Atlas Registration Channel • Atlas Lab Training • MEP • Banner • Financial Aid • My Life Map Tools

	<ul style="list-style-type: none"> • Disability Etiquette <p>These topics are covered as part of standard training of new student leaders. Each content area has a corresponding quiz which student leader must pass with an 80%. Retake quizzes are given to those student leaders who earn lower than an 80%. If a particular leader shows sub-par mastery of several content areas, a discussion is held to determine if the student can remain in the position. Students are given access to the material in Black Board so they can review before quizzes. Atlas training quiz is below.</p>
6. General Education Learning Outcome	Critical Thinking
7. Strategic Plan Outcome	Build Pathways

Atlas Training Review

1. A student says he wants to know how to find out his financial aid status, what are the steps for this student to find this?
2. A student says she needs to do a plan for a financial aid appeal, what plan does she need to do?
3. A student says he was given a capacity override for a class, where does this show up in a student's Atlas account?
4. A student goes to register and it says you cannot register at this time because of your academic standing prohibits registration, who does the student need to see to take care of this and what does the student need?
5. Where are some of the places you can find financial aid forms?
6. A student tries to register and clicks on registration tab and receives the message Access Denied, what is the procedure when this happens?
7. The message you cannot register due to holds on your record appears, where can a student find out what the holds are and how to fix them?
8. A student is told to go to his or her ATLAS account to see what documents are missing from their financial aid, where can the student find this information?
9. Mom and Dad come into lab and have a student's username and social security number, and ask for assistant to register for their child, where do you direct them?
10. A student looks in My Courses Tab and cannot find the days and times for class meetings, where do you direct the student to look?
11. A student has a copy of their unofficial transcript from another college showing proof of a pre-requisite, who can help them?

12. What does an “M” grade mean?
13. A student has her CRN’S picked out and tries to registration. When she enters them in, she gets the message CRN does not exists. What could have happened?
14. What schedule does the bookstore want to see?
15. Where can a student find the registration time ticket and what is it?
16. Where can a student find his or her grades?
17. What is a Pre-Req. error?
18. What does it mean when a student is wait-listed? What are the procedures for this? What does it mean when it says wait listed- 007?
19. Where can you find a student’s username in banner?
20. What is the Help Desk phone number? What number do you give to the student?
21. What information does the student need to have their account unlocked?
22. Who else besides the Help Desk can unlock accounts?
23. What happens when you try to pull a student up in admin and it gives the message “Query not found”?
24. A student has not attended Valencia for two or more years, can the student still access Atlas?