

VALENCIA COMMUNITY COLLEGE
Student Affairs Department Unit Plan

Active Cycle (academic year): 2016 - 2017

Area (Department/Program): Atlas Information Systems: Advise CRM

Person Responsible: Lisa Stilke

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	The Atlas Information Systems team will assist with the continued implementation of the Advise CRM which will be used by Career Program Advisors, Program Advisors, and other areas of the college, to provide timely advising intervention strategies for students.
2. Objectives -what will be accomplished and measured	The objective is to provide knowledge and support to Student Affairs staff who perform advising functions on setting up and using the Advise CRM to its fullest potential.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	Work with the Directors and Assistant Directors of Advising to complete the roll out the Advise CRM to the Career Program Advisors and Program Advisors and collaborate with the Office of Information Technology to address any issues encountered or identified after we receive advisor feedback.
4. Action Plan – what is the implementation plan?	The Atlas Information Systems team will continue working with the Directors and Assistant Directors of Advising to provide support in fine-tuning the CRM to meet the needs of staff who work in an advising capacity and who would benefit from all of the tools the Advise CRM has to offer.
5. Achievement Summary/Analysis -What was learned from the assessment results? What changes will you make in your initiative for the year to come?	
6. General Education Learning Outcome	
7. Strategic Plan Outcome	