UNIT: Career Development Services  
STEWARD: Dr. Cheryl Robinson  
TITLE OF PLAN: My Education Plan Review Support  
DATE: May 22, 2009

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>PLANNING PHASE</th>
<th>EVALUATION PHASE</th>
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<tbody>
<tr>
<td><strong>1. Goal-</strong></td>
<td>Ensure timely and accurate review of education plans sent through the My Education Plan tool for advisor review</td>
<td>• Implemented as planned</td>
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| **2. Outcome Measures-** | • Career Advisors and Counselors complete MEP reviews in a timely manner as determined and assessed by MEP lead  
• Career Development staff will accurately and thoroughly respond to MEP review requests | • Level of support varied by campus  
• Review requests were not responded to in a timely manner |
| **3. Collaboration with Stakeholders**-individuals and groups involved in the planning and implementation | • Work with MEP lead to determine method for tracking MEP responses  
• Work with MEP lead to facilitate training for all Career Development Staff who will participate in MEP reviews  
• Provide ongoing training and support for CDS staff responding to MEP review requests  
• Work with Deans of Students to impart the importance of this work and support the initiative | • Once a staff member replied to a student, the e-mail was moved to that staff member’s file for tracking purposes  
• MEP lead provided training to campus staff as requested  
• Collaborated with Deans of Students to stress the importance of this work and impart their support to the CDS staff |
| **4. Evaluation**-process employed to evaluate effectiveness | • Work with MEP lead to evaluate response time for CDS staff responding to e-mail review requests  
• Work with MEP lead to evaluate number of responses for each CDS staff member  
• Work with MEP lead to randomly sample responses to check for accuracy and thoroughness | • Response time was unsatisfactory  
• Responses for each staff member show inconsistent levels of support for the same position  
• Responses were randomly reviewed for accuracy and thoroughness  
• Feedback was given to staff to improve responses  
• “Canned answers” were updated based on |
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<th><strong>5. Use of Results</strong>-how plan will/has impacted learning environment of VCC and improvement of the educational programs and/or processes</th>
<th>Results will determine additional training needs or staffing levels needed</th>
<th>Staff input</th>
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| **staff input** | • Suggested using a work space “off the floor” so staff can have dedicated time to respond to MEP e-mails  
• Use student leader team to rotate through the center to work provide front desk service to students and referral to resources to give CDS staff more time to work on MEP e-mails  
• Collaborate with financial aid coordinators to get federal work study students so they can provide front desk service to students |