

Student Affairs Division
 Department: Academic Advising/Personal Counseling
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
1. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs Staff	<p>Provide ongoing training to Student Affairs Staff on Advising information.</p> <p>Provide information to and be supportive of other Student Affairs Departments as well as departments across the institution.</p>			1,2	5	
2. Evaluate and enhance one stop services	<p>Work with Asst Dean to evaluate best practices of One Stop Centers.</p> <p>Provide ongoing training for front line Associates.</p> <p>Collaborate with other Student Affairs managers on one stop functionality.</p> <p>Implement new “in-take” position to be a referral agent for advising questions and appointment scheduling.</p>			1,2	1,2,4,5	
3. Develop/evaluate Academic Early Alert System	Implementation and training for faculty and staff on the use of the new SAGE early alert			1,2,3	2,5	

	<p>system.</p> <p>Implement the use of the Student Learning Contract for all students that are on AW/AP/AS.</p> <p>Provide Training for faculty that are identified as Faculty Advisors in the Chino/CTEC program areas.</p>					
4. Participate in Banner ERP system Implementation	Participate in functional work groups in the Student Module of the Banner system			3	4	
5. Develop communication strategies to inform students about Academic Advising and Personal Counseling resources.	<p>Develop an online New Student Orientation.</p> <p>Post all advising program checksheets on Advising web page for student ease of use.</p> <p>Continue with classroom presentations in Occupational areas on certificate/degree requirements/opportunities including transfer opportunities.</p> <p>Coordinate workshops for students and faculty on various counseling issues i.e., depression, grief, suicide.</p> <p>Develop Tegrity videos for all Chino/CTEC programs to explain certificate/degree requirements as well as resources available to students.</p>			2,3	1,2,3	

	Educate students on when the appropriate time to come in and speak to advisors for academic planning.					
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