

2007-2008 Department Action Plan (Due: September 30, 2007)

Planning Sheet – FORM B

Department/Unit _____ **Enrollment Team** _____ **Responsibility:** _____ **Various team members**

Target Year	Action (Circle One)	Department Improvement Indicator (Write your improvement indicators; identify KFI KPI numbers, i.e. 1.1, 2.1; list key processes for 2007-2008 only)	Measurement Instrument or Data Source (Insert Name of Instrument/Source)	Standard of Comparison (Check One)	Frequency of Progress Monitoring (Circle One)
2007-2008	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort	An improved communication plan for credit students. (2.1, 2.2, 2.3, 2.4, 4.6) <ul style="list-style-type: none"> • Increase consistency of correspondence to prospective and new students (reduce variation between departments in letters and orientation sessions) • Study the results of the Ruffalo CODY phoning to determine future use. • In lieu of satisfaction survey, conduct focus group to assess 	Initial assessment will be based on frequency and consistency of messages to students in a variety of different mediums. Goal would be to measure student satisfaction if a new survey tool is adopted.	<input type="checkbox"/> Internal <input type="checkbox"/> KCC Standard <input type="checkbox"/> External <input type="checkbox"/> Standard <input checked="" type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____
2007-2008	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort	Increase the number of returning students from fall to fall by at least 5%. (2.1, 2.2, 2.3, 2.4) <ul style="list-style-type: none"> • Create new awareness campaign encouraging existing students the take advantage of CHI registration to register early. • Study Ruffalo Cody data to determine future use. • Work with KFI Learner Experience committee to incorporate a Student Satisfaction Survey 	Day to Day enrollment counts based on 07-08 data.	<input checked="" type="checkbox"/> Internal <input type="checkbox"/> KCC Standard <input type="checkbox"/> External <input type="checkbox"/> Standard <input type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____
2007-2008	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort	A plan to better serve Hispanic populations. (2.3, 4.4)	Measurement is to match the level of ease in admissions process that undocumented Hispanic students have at other Community Colleges and Regents institutions.	<input type="checkbox"/> Internal <input type="checkbox"/> KCC Standard <input checked="" type="checkbox"/> External <input type="checkbox"/> Standard <input type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____

07-08 Department/Unit Professional Development Plan

Topic	Knowledge/Skills/Understandings Sought	Training and Development Method/	Scheduled Dates/Times
Communication	High level phone skills are all front line staff (campus-wide).	Model similar to past CE training	TBA