

Full Professional Learning (PL) Plan

Innovation Focus: *AI-Driven Student Platform for Admissions & Advising*

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Purpose: To support the implementation of an AI-enhanced student support system through a meaningful, research-based professional learning (PL) experience for advising and admissions teams.

Introduction

As educational institutions seek to streamline support services and increase personalized student engagement, leveraging artificial intelligence (AI) is no longer optional—it’s essential. The integration of an AI-driven student platform at our institution will transform both advising and admissions by automating routine tasks, increasing visibility into student data, and enabling proactive outreach.

To support this innovation, a robust, research-based Professional Learning (PL) plan is required. This plan outlines a semester-long learning experience aligned to the five key principles of effective professional development (Darling-Hammond et al., 2017), instructional design models (Wiggins & McTighe, 2005; Harapnuik et al., 2018), and real-world staff needs.

1. Key Principles of Effective Professional Learning

1.1 Duration Must Be Significant & Ongoing

- 15-week semester-long plan
- Onboarding, interactive workshops, practice, reflection, and refinement phases
- Iterative skill development through feedback loops

1.2 Support During Implementation

- Innovation Champions as mentors
- Monthly coaching and open lab sessions
- Centralized resource hub (e.g., Google Drive, LMS)

1.3 Active & Varied Learning

- Interactive simulations and mock scenarios

- Journaling and reflective activities
- Choice boards for role-specific learning paths

1.4 Modeling of New Practice

- Live and recorded platform demonstrations
- "Watch-Me-Work" sessions
- Peer shadowing opportunities

1.5 Content Tailored to Role

- Advisors: alerts, degree plans, advising tools
- Admissions: communication automation, document tracking
- Site Coordinators: task management, reporting

Instructional Design Framework

BHAG:

“Empower all advising and admissions staff to confidently leverage AI tools that personalize student support, increase workflow efficiency, and proactively identify student needs.”

3 Column Table

Desired Result	Evidence of Learning	Learning Experience
Use AI tools effectively	Platform logs, notes	Simulations, demos
Automate communications	Workflow documentation	Peer practice sessions
Identify at-risk students	Alert data, case notes	Coaching & journaling
Collaborate across teams	Shared docs, feedback forms	Co-design workshops

Fostering Collaboration

- Learning Pods: peer groups for sharing ideas
- Peer coaching and micro-goal setting
- Co-design workshops for workflows
- Monthly Innovation Showcases

Roles & Responsibilities

Role	Responsibility
Innovation Lead	Facilitate sessions and guide PL implementation
Instructional Designer	Create aligned, engaging learning content
Innovation Champions	Mentor peers and model usage
IT/System Support	Troubleshoot and manage tech integration
Department Heads	Reinforce goals and monitor progress

Audience & Needs

Audience: Advisors, Admissions Specialists, Site Coordinators

Needs: Streamlined data access, personalized alerts, automated workflows, and targeted support tools

PL Support: Job-embedded practice, role-based resources, real-scenario simulations

Timeline & Schedule

Phase	Timeline	Activities
Pre-Launch	Weeks 1-2	Readiness survey, intro videos, mentor assignments
Learn	Weeks 3-5	Platform demos, workshops, simulations
Practice	Weeks 6-10	Peer collaboration, coaching, journaling
Implement	Weeks 11-14	Integration into workflow, feedback cycles
Celebrate	Week 15	Showcase, reflection, feedback collection

Resources Needed

Technology: Platform demo access, LMS, Zoom/Teams, Google Drive

Learning Materials: Quick guides, video tutorials, case studies, reflection journals

Human Resources: Facilitators, Instructional Designers, Innovation Champions, IT staff

Incentives: Digital badges, certifications, Innovation Showcases

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