



## Campus Services Quality Review Report

### Administrative Services

**(Budgeting and finance, campus capital projects, room utilization, personnel services and general administration)**

Manager: Vice President of Administrative Services

Names of people who contributed to this report: Betty Germanero, Barbara Woolner, Vivian Gaytan and Susan Rittel and Ae Young Kim

Date: October 3, 2017

Date of previous quality review: N/A

#### Part 1. Satisfaction with Support Services Provided

Summarize the results below from the Campus Services Quality Review Survey. You may also incorporate any other information from the survey results in your response.

The following ratings are from 84 respondents who have used the services offered by Administrative Services.

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in 2012-13	Difference between 2012-13 and 2015-16
Hours of operation	43.9%	48.8%	92.7%	---	---
Timeliness of response	45.7%	45.7%	91.4%	---	---
Clarity of procedures	36.7%	45.6%	82.3%	---	---
Quality of materials	42.6%	45.6%	88.2%	---	---
Staff helpfulness	52.4%	39.0%	91.5%	---	---
Staff knowledge	61.4%	31.3%	92.8%	---	---
Overall quality of service	49.4%	44.6%	94.0%	---	---

Response: Administrative Services received high ratings on all six core measures as well as overall. Respondents were most satisfied with staff knowledge, hours of operation, staff helpfulness and timeliness of response. All measures were rated above 90% excellent or good with the exception of

quality of materials at 88% and clarity of procedures at 82%. Ratings ranged specifically from 82% through 94%.

Administrative Services also asked additional questions of respondents related specifically to the various functional areas within the unit. 86% of respondents were either very satisfied or satisfied with the processes within the personal services area, compared to 81% in facilities room/allocations and 72% in budgeting and purchasing.

While most of the comments are very favorable, there are some comments related to what Administrative Services can do to better serve you that should be addressed. First, there is no secretive room allocation system that prohibits the use of campus facilities. Second, procedures related to the Event Management System are readily available on both the campus website and MyGateway. Finally, policies and procedures are in place and are regularly reviewed as to their effectiveness. Sufficient lead time and club advisor attendance are part of these policies and procedures and necessary to the smooth operation of our facilities.

## Part 2. Changes since last Quality Review

*Provide a comparative analysis of the survey results with the results from the previous cycle. Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results.*

Response: This is the first time an analysis was conducted in the area of administrative services located on the 3<sup>rd</sup> floor of the CCComplex.

## Part 3. Mission Statement and Administrative Unit Outcomes

*Provide the mission statement of your department/program and summarize the administrative unit outcomes (AUOs) for the department/program.*

Mission Statement: The mission of the Office of Administrative Services is to ensure that the College maintains its budgets, purchasing, hiring, personnel services, campus capital projects and room allocations at an exceptional level to maintain optimal efficiency. – **JoAnna please review if you want to make changes here.**

AUOs: The office will support the creation and hiring of a classified manager position that is focused on directing campus facilities projects to streamline new, renovations, and remodeling of building projects as part of the Measure J bond and campus capital projects funds. – **The position was hired in 2016**

## Part 4. Faculty/Staff Involvement

*Summarize the involvement of faculty/staff in the review process.*

Response: All of the key personnel in the administrative services area on the 3<sup>rd</sup> floor of the CCComplex related to planning & construction of bond and capital project funded building projects, budgeting and finance, personnel services, room utilization and general administrative services were instrumental in reviewing the results and preparing the narrative in this report. These individuals included Betty Germanero, Barbara Woolner, Vivian Gaytan, Susan Rittel and Ae Young Kim.

## Part 5. Review Previous Goals and Objectives

*Describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.*

Response: This is the first time the administrative services office and staff on the 3<sup>rd</sup> floor of the CCComplex have been reviewed.

## Part 6. Long-Range Goals and Objectives

*Identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Departments should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form). Also, identify if and how the goal is aligned with any of the following plans:*

Educational Master Plan, Student Services Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, Strategic Plan, Distance Education Plan, Technology Plan, Basic Skills Plan, or another plan

*Note.* Please modify the number of goals and objectives outlined below as needed.

**Goal 1:** Construct buildings that meet the Educational Master Plan, Technology Plan and master Facilities Plan needs for future growth of the Campus.

Supports plan(s): Strategic plan Goal B.4 - Ensure that financial, physical, technological, and related necessary resources are available to meet the essential instructional and service needs of our students.

Objective 1: Oversee and manage building projects that meet the scope of work, budget, and construction schedules to meet the instructional and service needs of our students.

Person(s) responsible: Susan Rittel, Project Manager, Campus Capital Projects

Timeframe: 2017 through 2021

Fiscal resources needed All costs related to the building projects are through Measure J bond funds except salaries.

**Goal 2:** Provide leadership in the processing of all employee information to ensure staffing levels are maintained to meet the needs of our students.

Supports plan(s): Strategic plan Goal B.5 - Collaborate with the District Office of Human Resources to ensure that hiring and other human resources practices address current and future learning, teaching, and student support needs effectively.

Objective 1: Provide a comprehensive “how to” handbook for entering faculty workloads, reassigned time and a timeline for annual reporting projects for personnel services.

Person(s) responsible: Barbara Woolner

Timeframe: Fall 2018 semester

Fiscal resources needed (if not applicable, indicate N/A) N/A

**Goal 3:** Provide timely and accurate information related to budget and finance issues at the College

Supports plan(s): Strategic plan Goal B.4 - Ensure that financial, physical, technological, and related necessary resources are available to meet the essential instructional and service needs of our students.

Objective 1: Provide training to managers, faculty and staff regarding budget and finance issues the College is facing.

Person(s) responsible: Vivian Gaytan

Timeframe: ongoing

Fiscal resources needed (if not applicable, indicate N/A): NA

Objective 2: Develop a website to house all budget and finance documents for campus constituency groups to review.

Person(s) responsible: Vivian Gaytan, Office of Campus Communications

Timeframe: 2017-18

Fiscal resources needed (if not applicable, indicate N/A): NA

**Goal 4:** Make certain that facilities scheduling is meeting the needs of our end users.

Supports plan(s): Strategic plan Goal B.4 - Ensure that financial, physical, technological, and related necessary resources are available to meet the essential instructional and service needs of our students.

Objective 1: Collaborate with the District Office of Finance and Facilities to streamline the insurance requirements for facility usage.

Person(s) responsible: Betty Germanero, VP of Administrative Services and Tami Oh, District Risk Management

Timeframe: 2017-18

Fiscal resources needed (if not applicable, indicate N/A): NA

Objective 2: Update the Event Management System and provide training on proper usage

Person(s) responsible: Betty Germanero, District Information Services

Timeframe: 2017-18

Fiscal resources needed (if not applicable, indicate N/A): NA

Objective 3: Develop and install proper signage for the office.

Person(s) responsible: Betty Germanero, Albert Miranda

Timeframe: 2017-18

Fiscal resources needed (if not applicable, indicate N/A): minimal

**Goal 5:** Support the dissemination of information to all campus constituency groups to allow for better College decision-making.

Supports plan(s): Strategic plan Goal B.4 - Ensure that financial, physical, technological, and related necessary resources are available to meet the essential instructional and service needs of our students.

Objective 1: Provide minutes to the entire campus community about actions and discussions occurring in the Planning and Budgeting Committee.

Person(s) responsible: Ae Young Kim

Timeframe: ongoing

Fiscal resources needed (if not applicable, indicate N/A): NA

## Part 7. Additional Resources Needed

*Identify the resources needed by the department. Resource needs typically fall under three distinct categories: facilities, technology, and personnel. Please remember that the resource identification process should link the findings of the survey with the mission and AUOs of the department/program.*

Facilities: A conference room for the campus capital projects area; convert the conference rooms on the fourth floor of the CCComplex into “smart rooms”.

Technology: an updated EMS system; a controlled locking system for all meeting rooms on the fourth floor of the CCComplex; an updated website for Measure J information to the campus and the local community; and an updated webpage for all finance and budget information for the College.

Personnel: Additional administrative support and staff to handle the additional workload for the campus capital projects area.

## Part 8. Fiscal Resources and Planning

*Describe how the department wants to utilize these resources to accomplish its goals. Additionally, provide an analysis of how the department plans to achieve its goals if the resources identified are not available immediately.*

Response: When appropriate, the area will try to secure Strategic Plan and One-time funding to support our goals and fulfill our facilities, technology, and personnel needs, but if that funding cannot be secured, the area will seek available general funds to fulfill these needs. If funds cannot be secured, we will do the best we can with the available resources to help support the College administer its very operations to help our students be successful.

## Part 9. Reviewer and Reviewer's Comments

Reviewed By: JoAnna Schilling

Reviewer's Comments: ?