



## Campus Services Quality Review Report President's Office

Manager: **Robert Simpson**

Names of people who contributed to this report: **Louella Nelson, and Ty Volcy**

Date: **December 13, 2016**

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 74 respondents who have used the services offered by the President's Office.

	% 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	47.2%	47.2%	94.4%	---	---
Timeliness of response	65.8%	28.8%	94.5%	---	---
Clarity of procedures	67.2%	26.9%	94.0%	---	---
Quality of materials	67.2%	23.4%	90.6%	---	---
Staff helpfulness	75.3%	19.2%	94.5%	---	---
Staff knowledge	76.4%	20.8%	97.2%	---	---
Overall quality of service	67.1%	28.8%	95.9%	---	---

Response:

### 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: **Not Applicable as the President's Office did not have a quality review prior to 2016-2017.**

### **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 office of the President serves the needs of the College and local communities in support of the College's overarching mission. The office of the President strives to respond effectively and timely in support of the needs of students, staff, and members of the public. The President's Office embraces and embodies the core values of the institution: Excellence; Integrity; Collegiality Inclusiveness.

AUOs:

1. Establish and maintain hours of operation conducive to access for all College constituencies.
2. Respond to the needs of the constituents, both internal and external, within a reasonable period of time. Provide status updates when additional time is necessary.
3. Develop and Distribute President's Office procedures related to available services by January 3, 2018:
  - a. Scheduling appointments with the President
  - b. Reserving the President's Conference Room
  - c. Obtaining required signatures from the President
  - d. Coordinating communications with District
  - e. Processing of Board agenda items
  - f. Coordinating presentations to the Board of Trustees
  - g. Directing inquiries to appropriate level for resolution
  - h. Coordinating responses to inquiries from members of the Board
  - i. Agendize items for President's Staff Meetings
  - j. Agendize items for President's Advisory Cabinet Meetings
  - k. Agendize items for Diversity Committee Meetings
  - l. Coordinating activities related to Professional Development
  - m. Processing requests for funding out of the President's Office
4. Maintain a culture of informed and friendly responsiveness to the constituents we serve.

### **Part 4. Faculty/Staff Involvement**

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

Response: Not Applicable as the President's Office did not have a quality review prior to 2016-2017.

### **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: Not Applicable as the President's Office did not have a quality review prior to 2016-2017.

## 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: Minimize the need for paper and pencil transactions.

Supports plan(s): 5 Year construction plan & going green campaign

Objective 1: Documents that require the signature of the President

Person(s) responsible: All

Timeframe: June 30, 2018

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

Objective 2: President's Honor Roll Letters

Person(s) responsible: Ty & Louella

Timeframe: June 30, 2018

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

Objective 3: Dissemination of information

Person(s) responsible: All

Timeframe: June 30, 2018

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

### Goal 2: Produce a President's Office budget process that is proactive in identifying needs and resources.

Supports plan(s):

Objective 1: Provide complete and accurate budget information to all members in the President's Office.

Person(s) responsible: All

Timeframe: June 30, 2018

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

Objective 2: Forecast spending in the President's Office for the upcoming year.

Person(s) responsible: All

Timeframe: June 30, 2018

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

Objective 3: Implement effecting spending procedures for the President's Office in support of the College mission.

Person(s) responsible: All

Timeframe: June 30, 2018

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

### Goal 3: Establish and update the President's Office tab on the College website.

Person(s) responsible: All

Timeframe: June 30, 2018

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

Objective 1: Share updates from the president and College

Person(s) responsible: All

Timeframe: June 30, 2018

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

Objective 2: Provide contact information for President Office staff

Person(s) responsible: All

Timeframe: June 30, 2018

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

Objective 3: Provide calendar listing the president's office hours and open events hosted by the president (i.e. Opening Day, Holiday Breakfast, Commencement, etc.)

Person(s) responsible: All

Timeframe: June 30, 2018

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

**Reminder:** If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.

## 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: N/A

Technology: N/A

Personnel: N/A

## 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: N/A

## Part 9. Reviewer and Reviewer's Comments

Reviewed By: N/A

Reviewer's Comments: N/A