



Campus Services Quality Review Report Staff Services Center

Manager: Albert Miranda

Names of people who contributed to this report: Albert Miranda, Yadira Cazales, Greg Eng, Robert Riffle, Christina Mix, Miguel Miranda, Jose Siordia

Date: 1/17/17

Date of previous quality review: Spring 2013

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 126 respondents who have used the services offered by the Staff Services Center.

	% 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	56.9%	35.8%	92.7%	92.2%	+0.5%
Timeliness of response	66.9%	30.6%	97.5%	95.0%	+2.5%
Clarity of procedures	61.9%	33.1%	94.9%	91.1%	+3.8%
Quality of materials	64.4%	33.1%	97.5%	94.1%	+3.4%
Staff helpfulness	66.1%	33.1%	99.2%	89.4%	+9.8%
Staff knowledge	67.2%	31.1%	98.4%	95.0%	+3.4%
Overall quality of service	62.4%	36.0%	98.4%	92.2%	+6.2%

Response: Overall, the survey showed very positive outcomes. The rating went up significantly in almost all areas. The hours of operation, is the one area that had the lowest increase, but with a 92.7% excellent or good rating, we feel very good about these results. The replacement of some of the old copiers and certainly the new staff, have made a significant difference on the services provided by this office and the overall perception of the campus community. The staff helpfulness had an increase of almost 10%. We also saw an large increase on the quality of service that we also attribute to the new copiers and staff dedication and the pride they take in their work.

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: The previous quality review was not too bad. Most areas had a combined result of excellent and good percentage above the 90% with the exception of staff helpfulness. In part this was due to the fact that the employees in that area reported to three different managers. This may have at times triggered negative responses to the faculty and staff the department served. There is more cross training and willingness to help and assist each other now that they all report to the same supervisor.

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 Staff Service Center is to create, provide and maintain a clean, safe, friendly and efficient environment for faculty and staff in the mailroom, copy center and evening operation.

AUOs: Still being developed.

Part 4. Faculty/Staff Involvement

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

Response: The staff reviewed the survey results and creative comments associated with the operation of the Staff Service Center. They seemed pleased and satisfied with the comments and rating received. The results were very positive and reaffirmed that their team efforts, dedication and positive attitudes was very positively received by those who took the survey.

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: The goals from the previous review were certainly met. The new copiers have improved the efficiency, effectiveness and delivery time while no complaints have been reported all year. The staff worked very well as a team and survey results have validated the improvements made.

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: Maintain and improve the quality of services provided by the Production room.

Supports plan(s): Strategic Plan Area B

Objective 1: Keep copiers regularly serviced and maintained

Person(s) responsible: Production Coordinator.

Timeframe: Summer 2017

Fiscal resources needed (if not applicable, indicate N/A): A budget has already been allocated for the maintenance service.

Objective 2: Coordinate workload between the day and evening staff

Person(s) responsible: Production Coordinator

Timeframe: December 2017

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

Objective 3: Keep copiers on the campus equipment replacement plan for future needs of a proactive and systematical replacement.

Person(s) responsible: Physical Plant Director

Timeframe: 2018/ 2019 Budget year

Fiscal resources needed (if not applicable, indicate N/A): Funding will be required to purchase the replacement copiers once the existing equipment has reached their life expectancy.

Goal 2: Improve the services and support provided to the adjunct faculty and evening instructional programs.

Supports plan(s): Strategic Plan Area B

Objective 1: Cross train production and mailroom personnel on the duties and responsibilities of the admin assistant who provide the support and administrative services for the part time (adjunct faculty during the day time.

Person(s) responsible: Administrative Assistant I

Timeframe: Summer of 2018

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

Objective 2: Request additional personnel through the classified needs assessment process to provide office support for adjunct faculty between the hours of 7:00 AM to 4:00 PM.

Person(s) responsible: Physical Plant Director

Timeframe: 2018/2019 budget year

Fiscal resources needed (if not applicable, indicate N/A): Funding will be required to increase the 50% administrative assistant position to 100% .

Objective 3: Provide the needed support for adjunct faculty during the hours of 7:00 AM to 4:00 PM from the Physical Plant location at times when we are not able to provide the support from the Staff Service Center.

Person(s) responsible: Physical Plant Director

Timeframe: Summer 2017

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

Goal 3: Improve the distribution of parcels, collection and delivery of mail

Supports plan(s): Strategic Pan Area B

Objective 1: Modify and re-organize the existing mail boxes for better access and clarity.

Person(s) responsible: Maintenance Manger

Timeframe: December 2017

Fiscal resources needed (if not applicable, indicate N/A): Minimal resources may be required for the needed modifications.

Objective 2: Provide additional service/equipment to transport large mail deliveries or production orders.

Person(s) responsible: Mailroom coordinator

Timeframe: Summer 2018

Fiscal resources needed (if not applicable, indicate N/A): Resources will be needed for the purchase of carts to help with the transportation of large mail deliveries or production orders.

Objective 3: Closely monitor and manage the parcel deliveries from UPS, FEDEX and other parcel delivery services.

Person(s) responsible: Mailroom coordinator

Timeframe: December 2017

Fiscal resources needed (if not applicable, indicate N/A): 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: Some minor modifications of the facilities will be required to improve the services provided by the Staff Service Center

Technology: There are minimal requirements for technology.

Personnel: Additional staffing is needed for the adjunct support services during the hours of 7:00 AM and 4:00 PM. Increasing the classified position from 50% to 100% should solve that issue.

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: We do not have an estimate on the modification needed, but most likely the cost can be managed within our existing budget. The replacement of the copiers will be submitted through the one time funding request and supported by the equipment replacement plan. The increase of employment from 50% to 100% will be submitted at a later date. We missed the time line to submit it on this year's classified needs assessment. In the mean time we will continue our efforts to improve the quality and efficiency of our service within our existing staff and budget.

Part 9. Reviewer and Reviewer's Comments

Reviewed By: Karen Cant

Reviewer's Comments: No comments provided.