



ADMINISTRATIVE SERVICES COUNCIL

Wednesday, July 24, 2013

1 – 2 p.m., College Conference Room

Meeting Summary

Attended: Caroline Althaus, Joe Balestreri, Irene Bauza, Kurt Brauer, Ken Emmons, Tim Flood, Lisa Gibson, Joe Goodman, Crystal Hong, Genie Montoya, Carol Rapolla

Recorder: P. Sparks

Meeting Commenced: 1 p.m.

1. Program Review

Tim provided an overview and timeline for Program Review. He provided via email the prior year's program review documents for each department to review.

Section 1 – SLO Update

Tim referred the Council to Section 1 – SLO Update to review the previous year's SLO(s), the assessment tool utilized, the action plan, when it was done, and ultimately the results. Tim provided samples as follows:

Bookstore:

SLO - Students will know how to access the online bookstore to purchase books and to get ISBN numbers to make informed book purchases.

Assessment – Actual number of on line books ordered versus the previous years.

Business Communication Services:

SLO – Students will know how to purchase their parking permits online.

Assessment – Actual number of purchases versus the previous years. Did it increase or decrease?

Once we gather the data the appropriate SLO Action Plan will be checked.

Section 2 – Unit/Program Update

1.a - Patty will fill out the top section with our enrollment numbers, WSCH, FTES, FTEF, Retention and success rate data. That will be the same for each department.

Tim reminded the Council that this is a look at last year, July 1, 2012 to June 30, 2013.



1.b - Key Performance Indicators (KPIs). Tim explained KPIs are Student Satisfaction Surveys and other data that is pertinent as to how we evaluate our program outcomes and services. All of the Departments will use the Student Satisfaction Survey results as one component of their KPI data.

Samples

Food Services – Number of students employed, sales, dollars per check, Board of Health reports/audits

Facilities – Number of projects completed in maintenance, capital construction

Business Communication Services - Number of facility requests we received, documents processed timely

2. Reflect upon the 3-year enrollment trends and KPI data. Briefly discuss overall observations and any areas of concerns.

Tim stated that noteworthy trends can be found in the Student Satisfaction Surveys. It is not a bad thing to report that you have a decrease in satisfaction percentages. This is hard data and there are times where it will fluctuate. Offer an explanation of why satisfaction went down, recommend a solution and remember it is okay to brag about the things that went right.

Development and Service Standards

3. Has there been any change in the status of your unit/program, specifically.
 - a. Have new programs, partnerships, or initiatives been created by your unit/program? If so, please describe

Sample

Bookstore: Increased textbook rental program, hiring of staff

Printing: On-line submittal program

Tim stated that here is where you can list your changes implemented in processes, marketing, or different services offered to students.



b. Have recent activities in other units/programs impacted your unit/program? If so, please describe

c.

Another thing that impacted everyone on campus was the increase in sections.

Outcome Assessment

4. Give an example of how your assessment of Administrative Services Outcomes led to improvement of your course or program offerings (through a development of planning activity, etc.)

Samples

Facilities: Completed projects entered through Activity Proposals and how they serve students, i.e. landscaping projects and how they were incorporated into a number of class sections. This was so successful that the project expanded.

Custodial: Evaluating the use of green clean products and how they are incorporated. Assisting in the removal of hazardous materials (this can also be an area the Grounds and Maintenance can elaborate on). Identifying equipment to reduce chemical use.

Food Services: Change in menu items to meet the needs of student demands for healthier food (ASGC).

BCS: Started the Facilities Use Forms Task Force to review and improve forms, make adjustments to better serve the internal and external communities.

Budget Analyst: Sending the Tentative Budget out electronically this year.

Tim stated that there are so many good things our departments are doing this is a great place to elaborate.

Student Support and Campus Resources

5. Do any recent changes in your discipline/program necessitate new or updated computer technology, software, or equipment? If so, please describe.

Tim explained this where you should document your needs, i.e., computer and equipment remembering to tie them in with the your goals. Hint – if you need equipment, it must be in program review. For instance if you need to cycle out parts, need high speed floor cleaning equipment, computer equipment, printers, if you need it align helping accomplish out goals – for example, “To better serve students and/or to ensure a safe environment for students. Don’t make this a wish list without reason.



6. Have any recent changes in facilities impacted your unit/program or services you provide? If so, please describe

Samples

Custodial: Cart Storage

Grounds and Maintenance: Construction where we changed carpet to tile, HVAC upgrades, fire alarms, added access control.

BCS: Change in office assignments

Budget Analyst: Relocation of office and the challenges it has presented.

Bookstore: Changes in the floor plan to better serve students, additional registers.

Staff Professional Development

7. Highlight how this past year's professional development activities have resulted in improvement in service and currency in the field.

If you have gone to a professional development activity, explain here how it helped improve service in your areas. For instance, safety training, customer service training, and specialized training within your areas, like Tracdat.

8. Describe how, over the past year, your faculty and staff and helped shaped the direction of the college and/or the discipline (e.g., writing grants, serving on college/district committees and task forces, Academic Senate representation, presenting at conferences, etc.).

If you or your staff served on a hiring committee, task force, council, Classified Senate, or participated in the Educational Master Plan or Facilities Master Plan, this is where you indicate what you did and how it shaped or improve your area, the college, and/or the district.

9. Have you had, or do you anticipate over the next couple of years, any staffing changes? If so, please provide a brief summary of the changes.

If you received or lost staffing last year, list it and how it affected your area.

Samples

College Cashier: One-person operation currently. Elaborate on what it used to be and what it is now using FTE .

Budget Analyst: Added a staff member, how did that affect services.



Grounds and Maintenance: Added staff, but over the next couple years anticipate growth and the need for more staffing.

Custodial: Added staff, lost staff, what are the needs and why.

Challenges, Strengths, and Goals

Tim stated that each of these areas should be five to six sentences long.

Many of our areas were hit with staffing issues, budget cuts, working with less and doing more and this can be related in the challenges area. In the strengths area you can speak to how the department overcame staffing issues and budget cuts. Goals can be hiring staff, purchasing equipment, and even professional development/training to move your departments forward to better serve, staff and the community.

Tim referred the Council to Section 3A – Program Review Recommendations. He stated that Patty Sparks will populate this form. He explained that there will be few recommendations for our departments because we fared very well, in the high 90s in the satisfaction surveys.

Tim asked that as you are looking at goals for next year to please review the Grossmont College Annual Planning Goals. He provided them in a handout, *Grossmont College Annual Planning Goals*.

All activity proposals for next year will tie into the college's goals. He explained the goals set for 2014-15 are as follows:

- Goal 1 - Better serve students in historically under-served populations
- Goal 3 – Provide an exceptional learning environment to promote student success
- Goal 4 - Promote student success for historically under-served populations
- Goal 7 - Develop and maintain an exceptional learning environment

We will always be able to tie into Goal 3 and 7. Assisting with club events, keeping clean classrooms, printing requests, and like areas. With these recommendations will come requests for equipment, etc.

Tim is asking each department to really think about what they need as far as equipment, etc., and he will be able to meet with each department and find the best place to document it.

Timeline

The Council discussed the time line and can have the drafts to Tim Flood on September 20.

Meeting Adjourned: 2:00 p.m.