

#4

COMPLETE

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Page 1: I. Service Area Overview and Update

Q1

I.1 Service Area for Review:

Administrative Services

Q2

1.2 Lead Author:

Nicole Salgado

Q3

I.3 Collaborator(s):

Francisco Gonzalez and Michael Erickson

Q4

Respondent skipped this question

Manager(s):

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the 2021 program reviews on the program review webpage.

The Administrative Services division continued its efforts to adapt to the conditions caused by the pandemic. Our hours and services were adjusted as the campus fluctuated between remote, hybrid, and in-person services. Some of the changes and achievements include:

- Continued to make improvements to paperless processes: Worked with Grossmont, district, and other departments to Identify all business processes that will remain paperless or transition to a paperless process. This list has been submitted to the IEPI work group. Piloted e-signature software to determine the best method of paperless signatures.
- Increased communications to students, staff, and faculty related to construction site impacts, facilities, updates to business services processes/forms, or updates to department services (e.g. mailroom, duplicating, bookstore).
- Launched a project to consolidate several processes (e.g. space requests, keys, etc) into one single streamlined project.
- Business Office were trained on how to program the key fobs which will be rolled out in 2022.
- Cashier's office continued taking payments over the phone and in-person.

Fiscal Stability:

- Developed a balanced budget in 20/21 and 21/22.
- Increased the contingency reserves by \$1,559,759
- Ensured a positive ending balance after all commitments of \$860,288

Facilities:

- Continued fire mitigation to improve safety to the campus and surrounding community.
- Continued safety measures such as deep cleaning, sanitizing, installing plexiglass, and adjust areas for social distancing.
- Completed regular maintenance on buildings
- Continued work on facilities projects on campus – F1, F2, Additional Fan Support
- Resumed on-campus events
- Set up outdoor areas for instruction, student services, events, and waiting areas.

Q6

II.1. Administrative service areas collect data in many different ways. Please discuss the access, success and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations.

The Administrative Services department uses several types of data/information to evaluate our progress.

Fiscal stability is evaluated by:

- maintaining a balanced budget on an annual basis;
- the dollar amount in the contingency reserve;
- the dollar amount in STRS/PERS reserves;
- and the ending balance after all commitments.

This data is collected at the end/beginning of each fiscal year. This data are central to the fiscal stability of the organization.

In Facilities, we are concerned with the safety and condition of our campus. To assess the safety/condition, we track the regular maintenance of our buildings and completion of projects. This includes information such as:

- the number of findings during any inspections
- the number of required fire/water assessments completed
- the completion of projects
- the number of trainings completed by each staff member

In prior years, little data was collected about the Business Services areas (duplicating, mailroom, cashiers, business office, food services, and bookstore). Over the past year, we began tracking the number of process, trainings, and forms that were improved in each of these areas. In future years, we also hope to include survey results.

- the number of processes transitioned to paperless/touch-free
- the number of trainings provided
- the number of forms/processes that are reviewed or updated

Q7

II.2. How has this data impacted the goals set in your Spring 2020 comprehensive program review?

In prior years, the data collected was limited to fiscal related data (e.g. dollar amount in contingency reserves, dollar amount of ending balance) and very minimal data existed for facilities or other operational areas. The fiscal data collected supported our #1 goal from the Spring 2020 comprehensive program review which is to ensure fiscal stability. However, we are still looking at the best data to track the other three goals of the division:

Goal 2 – Support and provide oversight to the college-wide facilities projects

Goal 3 - Improve communication to the college community for facilities and processes/procedures.

Goal 4 - Improve the structure of the Division to improve the operations of the college

We began tracking the additional data listed above (see question II.1) to support and evaluate goals two through four. Each year, we review the data collected to determine whether it demonstrates progress toward our goals. For instance, we also began including the findings from facilities inspections as we believe this was a good indicator of the quality of our buildings/ internal processes.

For Goal four, we had limited data available to assess the structure of the Division. We are currently reviewing national staffing standards by square footage/acreage for Facilities, Maintenance, and Operations to determine appropriate levels of staffing.

For other operational areas, it has been difficult to assess the structure of the division given the unique hours/demands caused by the pandemic. We have historically evaluated the structure of Business Services by our ability to provide services to the campus with current staffing. However, many of the services offered from our division are provided in-person. The fluctuation between remote, hybrid, and on-campus hours has made it difficult to assess whether we are adequately staffed and able to provide services to the campus. Also, the needs of the college have been in flux as other departments have found new methods.

Q8

Respondent skipped this question

OPTIONAL: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Q9

II.3. Please describe the most significant or impactful ways your service area worked across the college to advance the college's student success & equity goals and strategic priorities over the past year?

The Administrative Services division adapted its service modality and hours (i.e. remote, hybrid, or in-person) to the ever-changing needs of the college. Over the past year, the division has been able to advance the following strategic priorities:

Organizational Health – Improved processes and services

- Continued to make improvements to paperless processes: Worked with Grossmont, district, and other departments to Identify all business processes that will remain paperless or transition to a paperless process. This list has been submitted to the IEPI work group. Piloted e-signature software to determine the best method of paperless signatures.
- Increased communications to students, staff, and faculty related to construction site impacts, facilities, updates to business services processes/forms, or updates to department services (e.g. mailroom, duplicating, bookstore).
- Launched a project to consolidate several processes (e.g. space requests, keys, etc) into one single streamlined project.
- Business Office were trained on how to program the key fobs which will be rolled out in 2022.
- Cashier's office continued taking payments over the phone and in-person.

Organizational Health - Fiscal Stability

- Developed a balanced budget in 20/21 and 21/22.
- Increased the contingency reserves by \$1,559,759
- Ensured a positive ending balance after all commitments of \$860,288

Organizational Health - Facilities:

- Continued fire mitigation to improve safety to the campus and surrounding community.
 - Continued safety measures such as deep cleaning, sanitizing, installing plexiglass, and adjust areas for social distancing.
 - Completed regular maintenance on buildings
 - Continued work on facilities projects on campus – F1, F2, Additional Fan Support
 - Resumed on-campus events
 - Set up outdoor areas for instruction, student services, events, and waiting areas.
-

Q10

II.4. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience and operational improvements in the future?

The past year has demonstrated that Administrative Services can successfully support the college in a remote or hybrid environment.

- Paperless processes – we continued to improve our paperless process for all business processes. This includes utilizing OneDrive and Adobe e-Sign; updating forms; and consolidating processes for an user-friendly, streamlined process.
- Adapted services to a remote, hybrid environment – as we transitioned to a paperless environment, the need for services such as Duplicating has declined. We have begun offering scanning services as a replacement service.
- Improved communication to other departments on campus – working in a remote, hybrid environment required Administrative Services to increase communication with departments. As a result, the switchboard and business services were more familiar with services/hours and were better able to assist students.
- Training via Zoom – Participation in trainings and meetings increased with zoom.
- Supported the colleges facilities – the college's facilities were still able to be serviced and maintained.
- Increased use of outdoor areas for student/staff use – the installation of the outdoor wifi gave students/staff the opportunity to work outside.

Page 3: III. Previous Goals: Update

Q11

1. Previous Goal 1:

Ensure fiscal stability of the college

Q12

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q13

In Progress - will carry this goal forward into next year

3. Goal Status

Page 4: III. Previous Goals: Update continued

Q14

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q15

Respondent skipped this question

Do you have another goal to update?

Page 5: III. Previous Goals: Update continued

Q16

Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

- maintain a balanced budget on an annual basis;
 - track the dollar amount in the contingency reserve;
 - track the dollar amount in STRS/PERS reserves;
 - track the ending balance after all commitments.
-

Q17

Yes

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q18

1. Previous Goal 2:

Support and provide oversight to the college-wide facilities projects.

Q19

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q20

In Progress - will carry this goal forward into next year

3. Goal Status

Page 7: III. Previous Goals: Update continued

Q21

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q22

Respondent skipped this question

Do you have another goal to update?

Page 8: III. Previous Goals: Update continued

Q23

Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

- Improve communication to the college community related to facilities and processes/procedures.
 - Track the number of findings during any inspections
 - Track the number of required fire/water assessments completed
 - Track the completion of projects
 - Track the number of trainings completed by each staff member
-

Q24

Yes

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q25

1. Goal 3:

Improve communication to the college community for facilities and processes/procedures.

Q26

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q27

In Progress-will carry this goal forward into next year

3. Goal Status

Page 10: III. Previous Goals: Update continued

Q28

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q29

Respondent skipped this question

Do you have another goal to update?

Page 11: III. Previous Goals: Update continued

Q30

Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

- Track the number of processes transitioned to paperless/touch-free
 - Track the number of trainings provided
 - Track the number of campus-wide communications regarding facilities and/or updates on processes or procedures
 - Track the number of forms/processes that are reviewed or updated
 - Track the number of webpages updated on intranet
-

Q31

Yes

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q32

1. Goal 4:

Improve the structure of the Division to improve the operations of the college

Q33

Organizational Health

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q34

In Progress-will carry this goal forward into next year

3. Goal Status

Page 13: III. Previous Goals: Update continued

Q35

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Page 14: III. Previous Goals: Update continued

Q36

Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

-To determine appropriate staffing levels, assess the structure using national staffing standards by square footage/acreage for Facilities, Maintenance, and Operations

- For other operational areas, it has been difficult to assess the structure of the division given the unique hours/demands caused by the pandemic. We have historically evaluated the structure of Business Services by our ability to provide services to the campus. However, many of the services offered from our division are provided in-person. The fluctuation between remote, hybrid, and on-campus hours has made it difficult to assess whether we are adequately staffed and able to provide services to the campus.

Page 15: IV. New Goals

Q37

No

Would you like to propose any new goal(s)?

Page 16: IV. New Goals continued

Q38

Respondent skipped this question

1. New Goal 1:

Q39

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q40

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q41

Respondent skipped this question

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Q42

Respondent skipped this question

5. Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q43

Respondent skipped this question

6. How will this goal be evaluated?

Q44

Respondent skipped this question

Do you have another new goal?

Page 17: IV. New Goals continued

Q45

Respondent skipped this question

1. New Goal 2:

Q46

Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q47

Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q48

Respondent skipped this question

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Q49

Respondent skipped this question

5. Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q50

Respondent skipped this question

6. How will this goal be evaluated?

Q51

Respondent skipped this question

Do you have another new goal?

Page 18: IV. New Goals continued

Q52 Respondent skipped this question

1. New Goal 3:

Q53 Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q54 Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q55 Respondent skipped this question

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Q56 Respondent skipped this question

5. Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q57 Respondent skipped this question

6. How will this goal be evaluated?

Q58 Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q59 Respondent skipped this question

1. New Goal 4:

Q60 Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q61 Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q62 Respondent skipped this question

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Q63 Respondent skipped this question

5. Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q64 Respondent skipped this question

6. How will this goal be evaluated?

Page 20: Resources Needed to Achieve Goal(s)

Q65 Classified Staff Resource Needs

What resources is your program requesting this year to achieve the program's goal(s)?

Page 21: Resources Needed to Achieve Goal(s) continued

Q66 Respondent skipped this question

1. Administrator Position Request 1:a. Description

Q67 Respondent skipped this question

b. Please share how this position will advance one or more of your service area's current goal(s):

Q68 Respondent skipped this question

2. Administrator Position Request 2:a. Description

Q69 Respondent skipped this question

b. Please share how this position will advance one or more of your service area's current goal(s):

Page 22: Final Check

Q70

I am ready to submit my program review

Are you ready to submit your program review? If you would like to go back and review a section, select a section and click "Next."
