



Non-Instructional Program Review 2015-2016

Vice President's Office, Administrative Services:

Date: 05/13/2016

- Program Review Non-instructional Cycle F 2015_Vice President of Administrative Services

Sorted by: Program

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

Vice President's Office, Administrative Services

PR Section 1.0

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1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

The Office of the Vice President of Administrative Services (VPAS) supports the College's Mission, Vision, Core Values, and Goals by providing the financial and physical resources needed to ensure a safe and effective learning environment. The Administrative Services Office includes Facilities/M&O, Campus Safety, Bookstore, Bursar's Office, Business Office, Food Services, and the Mailroom/Production Center.

The VPAS Office provides specific support through the following means:

- Ensuring sufficient funding for various events/activities that support the Mission, Vision, Core Values and Goals of the College and through timely processing of the related expenditure and reimbursement documents.
 - Providing proper set-up of facility needs for all related on campus events, including properly maintaining all instructional and instructional support areas.
 - Managing the Campus Construction Program and planning for future construction projects.
 - Supporting the decision-making process through transparency in the budget development process.

PR Section 4.1 - 4.2

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4.1 - 4.2

4.1 List your SAOs and complete the expandable table below.

	Service Area Outcomes (SAO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	The VPAS collaborates on a regular basis with the District on facility and scheduled maintenance planning to ensure adequate funding and effective utilization of resources to address College facility needs.	11/12/15	For period 1/2013 – 11/2015	1/2013-11/2015	Ongoing
2.	The VPAS collaborates on a regular basis with the Vice President of Instruction to develop an allocation/planning mechanism for generating Extended Day FTES to appropriately serve the student population and/or changing program needs/demands	11/12/15	For period 1/2013 – 11/2015	1/2013-11/2015	Ongoing

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College			
Intended Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<p>1. The VPAS will collaborate with the District on facility and scheduled maintenance planning to ensure adequate funding and effective utilization of resources to address College facility needs.</p>	<p>The VPAS will attend regular meetings with the District Director of Facilities and the Vice Chancellor of Finance & Facilities.</p> <p>Criteria for Success will be securing funding for Scheduled Maintenance needs and/or establishing an adequate Scheduled Maintenance plan for future funding should funds become available.</p>	<p>The VPAS attends and participates in regular meetings with the District Director of Facilities and the Vice Chancellor of Finance & Facilities.</p> <p>Increased funding levels have been secured for scheduled maintenance initiatives.</p>	<p>Continue on a regular ongoing basis.</p>
<p>1. The VPAS will collaborate with the Vice President of Instruction (VPI) to develop an allocation/planning mechanism for generating Extended Day FTES to appropriately serve the student population and/or changing program needs/demands.</p>	<p>The VPAS and VPI will coordinate a plan based on the College's instructional needs and aligned with the College budget.</p>	<p>The VPAS and VPI coordinate a plan in conjunction with PBSC based on the College's instructional needs and aligned with the College budget.</p>	<p>Continue on a regular ongoing basis.</p>

PR Section 4.3 - 4.6

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4.3 - 4.6

4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

Improvements included increased funding, completion of scheduled projects, increased collaboration and an approved budget aligned with instructional needs.

4.4 What challenges remain to make your SAOs more effective?

Action need to continue on an ongoing basis in each of the areas noted.

4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>)

The SAO's support College Goal #1 to promote excellence in learning by providing the fiscal and physical resources necessary to support student learning.

4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

No quantitative evaluation methods are currently being used to evaluate the department's effectiveness. Qualitative methods include focused discussions with the area's managers, the President's Executive Staff, members of the Planning & Budget Steering Committee and the Facilities Advisory Group, as well as other Deans, Managers, faculty, and staff.

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

The results of the qualitative evaluation methods revealed that overall the department is effective but some areas could be improved upon. This is explained in more detail in the following section.

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

The results of the evaluation methods revealed that there was inconsistency in guidance provided related to coding for of budget and actual transactions. Modifications have been made to improve in this area, including providing budget updates and answers to inquiries in Faculty Senate meetings, Deans' Council meetings, Managers' meetings, President's Open Forums, etc.

PR Section 6.0 SAP w/o Resource Requests**Program Review Non-instructional Cycle F 2015_Vice President of Administrative Services**

Action Plans

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	Prioritize the College's facilities master plan.
List College goal/objective the plan meets:	College Goal #: Objective #:
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The VPAS will work with various constituency groups to complete the review and update of the facilities component of the Comprehensive Master Plan. The updated list will identify project needs and include a sequencing plan. Upon endorsement, this list will become the College's Facilities Master Plan to be used for construction planning purposes for any potential future funding sources.
What <i>Measurable Outcome</i> is anticipated for this SAP?	The creation of an updated facilities plan, endorsed by PAC.
What specific aspects of this SAP can be accomplished without additional financial resources?	This entire goal can be accomplished without any additional financial resources.

STRATEGIC ACTION PLAN # 2	
Strategic Action Plan Name: (formerly called short-term goal)	Develop ongoing funding plan for technology replacements.
List College goal/objective the plan meets:	College Goal #: Objective #:

<p>Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.</p>	<p>In collaboration with PBSC members, the VPAS is to develop an ongoing funding plan for technology replacements. The plan with identify annual needs to replace computer equipment (instructional and non-instructional) and allocate ongoing funding to meet the annual requirements.</p>		
<p>What <i>Measurable Outcome</i> is anticipated for this SAP?</p>	<p>The creation of an ongoing funding plan for technology replacements that is endorsed by PBSC and PAC.</p>		
<p>What specific aspects of this SAP can be accomplished without additional financial resources?</p>	<p>This entire goal can be accomplished without any additional financial resources.</p>		

<p>STRATEGIC ACTION PLAN # 3</p>			
<p>Strategic Action Plan Name: (formerly called short-term goal)</p>	<p>Develop new construction and renovation project approval process that is inclusive and transparent.</p>		
<p>List College goal/objective the plan meets:</p>	<p>College Goal #: Objective #:</p>		
<p>Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.</p>	<p>In collaboration with College constituency groups, the VPAS is to develop a process for the approval of new construction and renovation project designs and specifications. The process is to be inclusive and transparent and intended to result in completed projects meeting the expectations and needs of user groups.</p>		
<p>What <i>Measurable Outcome</i> is anticipated for this SAP?</p>	<p>The creation of an approval process for plans and specifications of new construction and building renovations that is endorsed by PBSC and PAC.</p>		
<p>What specific aspects</p>	<p>This entire goal can be accomplished without any additional financial</p>		

of this SAP can be accomplished without additional financial resources?	resources.
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