



DISTRICT OFFICE ADMINISTRATIVE SERVICES UNIT REVIEW

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Introduction

1. Why will we implement it?
2. What is District Office Administrative Services Unit Review?
3. How will we implement it?
4. When will we begin implementation?



Why will we implement it?

Accreditation Standard IB.3 Improving Institutional Effectiveness

Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges (ACCJC/WASC)

The District Office supports its assessment of progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation.

Evaluation is based on analyses of both quantitative and qualitative data.

What are the Elements of the Review Process?

Process Includes Part A and Part B.

Part A: The Administrative Service Unit Review

There are ten steps in Part A.



The Self-Study and Review Report includes:

- I. DESCRIPTION OF THE DEPARTMENT: PURPOSE, MISSION, AND SERVICES PROVIDED
- II. DEPARTMENT / UNIT SERVICE ASSESSMENT
- III. DEPARTMENT / UNIT RESOURCES AND DEVELOPMENT
- IV. DEPARTMENT / UNIT PLANNING PRIORITIES
- V. EXECUTIVE SUMMARY

I. DESCRIPTION OF THE PURPOSE, MISSION, AND SERVICES PROVIDED

Purpose and Mission:

Describe the purpose and mission of this department / unit. How do the purpose, mission and services support District-wide goals?

Services Provided:

Describe the specific services this department /unit provides, and the customers who receive these services. Address how each service is provided to the identified customers. Include in your description of services the specific position titles and major position responsibilities that support each service. Provide a current organization chart. Identify any manuals, publications or marketing efforts the department / unit uses to communicate its services.

Historical Trends and External Factors:

What has been the trend for customer need for your department / unit's services? How have you measured the changes in demand for these services? Is there a cyclical nature to the demand for services? Are there external factors presently or in the future that have or will materially impact your department / unit's operation? If material, indicate a historical background to the department / unit operation if that would provide a context regarding how the department / unit currently operates.

II. ADMINISTRATIVE SERVICES UNIT SERVICE ASSESSMENT

This section addresses methods the department has recently conducted or is currently conducting in conjunction with the completion of this Program Review to assess the effectiveness of the services it provides. One way to evaluate the services provided by District Office departments / units is to survey its customers. If you choose this method, please work with your manager and District Research to develop a survey document. Provide a summary of the results of a recent survey conducted for this review, or any other instrument the department has conducted for use in the review process.

PLAN

Based on the results of the survey, or other instrument used (and please be specific what those instruments are), address both the strengths and weaknesses the department / unit possesses what plans the department / unit has developed to meet any areas of improvement.

III. ADMINISTRATIVE UNIT RESOURCES AND DEVELOPMENT

It is important that the institution effectively and efficiently uses its human, physical, technological and financial resources to achieve its educational purposes, including stated student learning outcomes and improvement of institutional effectiveness. (ACCJC Standard III - Resources)

REVIEW

1. Does the department / unit have sufficient permanent and hourly staffing (FTE)? Complete the following table reporting staffing for the past three fiscal years. (The HR department has provided full-time position amounts.) Address any recent changes in staffing and the reason for the changes and the impact it has had on the department operation. If appropriate, address staffing changes prior to 2006-2007 if those changes materially impact department / unit services.

Employee Group	2006-2007	2007-2008	2008-2009
Managers			
Supervisors			
Confidential			
Classified			
Total			
Contract / Hourly Staff			

2. What training does the department / unit need and what would be the most appropriate method to obtain that training?
3. What additional facilities and equipment are required to maintain or improve the effectiveness of the department / unit? Please include technology needs. Include a list of equipment your department currently maintains.

III. RESOURCES AND DEVELOPMENT CONT'D

- Below is a budget and spending trend for the past three fiscal years. Please explain any significant changes in budget and spending patterns. Based on historical spending patterns and changes in department services, what specific budget modifications (both budget reductions and augmentations) are needed? How will these budgetary modifications improve the effective rendering of department / unit services?

Category	2006-2007				2007-2008				2008-2009			
	Beginning Budget	Final Budget	Spent	Variance	Beginning Budget	Final Budget	Spent	Variance	Beginning Budget	Final Budget	Spent	Variance
Hourly Staff												
Supplies												
Travel												
Contracts												
Equip.												
Contingency												
Total												

PLAN

Write planning objectives for addressing the review of staffing, training, facilities/equipment and budgetary needs.

IV. ADMINISTRATIVE UNIT PLANNING PRIORITIES

Due to resource and time limitations, department / unit need to focus on selected objectives for both the short term and long term. Below please list your department / unit plans in priority order with indication of the month and fiscal year in which the plans will be initiated and if additional resources are required.

Department/Unit Action Plan

Districtwide Objective	Department Objective	Budget Implication: Additional Resources	Responsible Person	Month/ Fiscal Year
Year 1				
Year 2				
Year 3				
Year 4				
Year 5				

V. EXECUTIVE SUMMARY

Please provide below an executive summary of your department / unit's review and plan. Include significant findings from your review of your department / unit background and history, self-assessment, resource needs and department / unit priorities.



The Administrative Service Unit Review: 10 Steps

1. Annual District Office Orientation to Administrative Service Unit Review.
2. Annual Orientation Meeting for Administrative Service Units Implementing Administrative Service Unit Review.
3. Annual Formation and Orientation of the Administrative Service Unit Review Response Team.
4. Administrative Service Unit Review Implementation and Preparation of the Report.
5. Administrative Service Unit Meeting with the Manager and/or Vice Chancellor to Review the Administrative Service Unit Review Report.
6. Administrative Service Unit Meeting with the Response Team to Discuss the Administrative Service Unit Review Report.
7. Meeting of the Response Team to Complete the Response Team Report.
8. Final Edits and Submission of the Final Administrative Service Unit Review Report to the Supervising Vice Chancellor.
9. Submission of the Final Administrative Service Unit Review Report to the Chancellor.
10. Reporting Administrative Service Unit Review Findings.

Part B: Annual Operational Plan



- There are five steps in Part B: Annual Operational Plan.
- These plans will provide the necessary information regarding additional resource needs for the budget allocation process
- Each Administrative Services Unit will develop annual objectives in alignment with the current District-wide Strategic Goals and Objectives. Feedback received from the *Self-Study – Review and Planning Report* survey, the Administrative Services Unit review process, objectives not-yet-met, objectives identified in the *Self-Study – Review and Planning Report* and other Administrative Services Unit objectives that have surfaced over the previous year should be used in developing annual objectives.
- The Administrative Services Unit goals and objectives should have measurable outcomes that may be used to assess Administrative Services Unit performance. New resources required to achieve the objective, if any, should be identified, and the primary person responsible for implementation should be noted. Any goals and objectives requiring additional resources must be identified and feed into the resource allocation process.

Annual Operational Plan: 5 Steps

1. Annual Operational Plan Implementation and Support

The Associate Vice Chancellor, Workforce Development and Educational Services or designee will meet with Administrative Services Units upon request to review the current District-wide Strategic Goals and Objectives and ensure support and guidance.

2. Annual Operational Plan and Report: Department/Management Objectives and Action Steps/ Performance Measures/Budget Implications and Additional Resources

The Annual Operational Plan will consist of Administrative Services Unit objectives for the coming year that are aligned with the District-wide Strategic Goals and Objectives, performance measures that provide evidence of the achievement of the objective, new resources required to carry out the stated objective, and those persons responsible for the completion of the objective.

3. Annual Operational Plan Submissions to Supervising Managers

Upon the signing and completion of the Annual Operational Plan by the Administrative Services Unit Team, the manager submits the plan to the supervising Associate or Vice Chancellor for review.

Upon the supervising Associate or Vice Chancellor's review signature, a copy of the finalized Annual Operational Plan, with the Summary Response attached, is forwarded to the Administrative Services Unit manager, the supervising Associate or Vice Chancellor, and the Chancellor's Office.

4. Development of Management Goals and Objectives

The Administrative Services Unit goals and objectives should be used in the development of individual management goals and objectives.

5. Report to the Board of Trustees on District-wide Strategic Directions Accomplishments

A report on the accomplishments of these annual objectives will be delivered to the Board of Trustees each year.

Sample:

- Provide support for planning activities (*Objective*)
- Develop and implement planning calendar (*Action Step*)
- Facilitate meetings as requested (*Action Step*)

GOAL 1				
Access and Awareness: State Center Community College District will be the community college learning institution of choice in its service area.				
Districtwide Objective	Administrative Service Units /Management Objective(s) (Action Steps)	Performance Measures	Administrative Service Units Needs: Additional Monetary and Non-Monetary Resources Requested	Responsible Person
1.1 Manage enrollment, and increase student retention, persistence and completion.				

HOW WILL WE IMPLEMENT THE ADMINISTRATIVE SERVICES UNIT REVIEW?

- The first phase of implementation will pilot the process commencing in Fall 2011.
- The pilot will be lead by the following units who have volunteered: Information Systems and Workforce Development and Educational Services, including State Center Consortium, Center for International Trade, International Education, Grants, and Admissions and Records.
- In Spring 2012, the units who have completed the pilot process will share their experience with the District office.
- There will be additional intensive, hand-on training for the units going through the review process this fall.
- The District Office will then follow a schedule for the Administrative Services Unit review that was approved by the Chancellor's Cabinet.

When will we begin implementation?

- The second phase of implementation will be on a four-year cycle from 2012-2013 through 2015-2016.
- The following Administrative Service Units will implement Administrative Services Unit Review commencing:
 - **January 2012:** Environmental Health & Safety and Police.
 - **August 2012:** Purchasing/Accounts Payable and Maintenance Services.

When will we begin implementation? Cont'd

- The following Administrative Service Units will implement Administrative Service Unit Review commencing:
 - **January 2013:** Human Resources and Accounting Services/Accounts Receivables.
 - **August 2013:** Payroll and Transportation.
 - **January 2014:** Grounds Services and Warehouse.
 - **August 2014:** Office of the Chancellor/ Public & Legislative Relations/ Foundation, Office of Finance and Administration, and Construction Services.

The Response Team

The charge of the Response Team is to provide recommendations and commendations to the administrative unit based on its *Self-Study - Review and Planning Report* and to accept or decline additional resource requests based on the Annual Operational Plan.

Proposed composition of the Response Team, pending approval by Chancellor's Cabinet:

- Associate Vice Chancellor, Workforce Development & Educational Services or designee as Response Team Chair
 - Vice Chancellor of Finance or designee
 - Associate Vice Chancellor, Human Resources or designee
 - 3 Managers at large selected by the Chancellor's Cabinet to represent Fresno City College, Reedley College and North Centers
 - 2 Faculty: Chairs of Fresno City College & Reedley College Program Review Committees (Aligns Colleges' Program Review process to DO Administrative Services Unit Review process).
 - 1 Classified staff selected by the California School Employees Association (CSEA)
 - 1 Classified staff selected by the Classified Senate
 - 1 Student Trustee (This may be rotated between the 2 Student Trustees)
- 11 Members

This is an annual appointment.

QUESTIONS AND ANSWERS

