

# **District Office Administrative Services Unit Review (ASUR)**

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with  
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# Background

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- The first phase of implementation was piloted in Fall 2011 by units who 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 Fall 2012, the units who have completed the pilot process shared their experience with ASUR in a districtwide forum.
- Hand-on training is provided for the units going through the review process.
- Accreditation Standard IB.3 Improving Institutional Effectiveness (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?

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Process Includes Part A and Part B.

## Part A: ASUR

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

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## **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**

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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.

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

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- 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)
- This section guides your Administrative Services Unit through a review and analysis of current resources, along with assessment findings, to identify the following:
  - Staffing
  - Training
  - Facilities and equipment
  - Operational budget

## **IV. ADMINISTRATIVE SERVICES UNIT PLANNING PRIORITIES**

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Due to resource and time limitations, units need to focus on selected objectives for both the short term and long term.

Each unit will list 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.

## V. EXECUTIVE SUMMARY

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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.





# Part B: Annual Operational Plan

## **1. Annual Operational Plan Implementation and Support**

Review the current Districtwide 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**

## **4. Development of Management Goals and Objectives**

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

# The Response Team

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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.

## **Composition of the Response Team:**

- **1** Associate Vice Chancellor, Educational Services & Institutional Effectiveness or designee as Response Team Chair
- 1 Vice Chancellor of Finance or designee
- 1 Associate Vice Chancellor, Human Resources or designee
- 3 Managers at large selected by the Chancellor's Cabinet to represent Instruction, Student Services, and Administrative Services
- 3 Faculty: Chairs of Fresno City College, Willow International Community College Center & Reedley College Program Review Committees or designees
- 1 Classified staff selected by the California School Employees Association (CSEA)
- 1 Classified staff selected by the Classified Senate (Rotated between FCC and RC)
- 1 Institutional Researcher
- 1 Student Trustee (Rotated between the 2 Student Trustees)

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This is an annual appointment.

# QUESTIONS AND ANSWERS