

District Office Administrative Services Unit Review (ASUR) and Annual Operational Planning

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The Purpose of ASUR

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In order for any organization to continuously improve, it must assess its effectiveness on a systematic, ongoing basis.

The primary objective of the District Office Administrative Services Unit Review process is to assess and assure quality in the services provided for each Administrative Services Unit customers and the District as a whole; and to ensure development and alignment of Administrative Services Unit objectives to the goals and objectives in the 2012-2016 Districtwide Strategic Plan.

This is a similar process as the colleges and centers' program review process, although this process is specifically customized for a district office.

In addition, Administrative Services Unit Review is intended to be the foundation for District Office integrated planning that also includes: Administrative Services Unit annual resource allocation requests, annual operational planning, and annual management goals and objectives.

Its Relationship to Accreditation

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The District Office supports the effective operation of the colleges in their effort to provide instructional and support services to their students. Specifically, the departments at the District Office strive to offer high-quality services to other District departments, the colleges and the community to advance the colleges' and District-wide goals.

Additionally, 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. (**ACCJC Standard I B. 3. – Improving Institutional Effectiveness**)

Background

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- The first phase of implementation was piloted in Fall 2011 by units who volunteered. All units participate on a 4-year cycle.
- In Fall 2012, the units who have completed the pilot process shared their experience with ASUR in a districtwide forum.
- Hands-on training is provided each semester for the units going through the review process, with an emphasis on the SCCCD 2012-2016 Strategic Plan.
- 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 2 Parts: A and 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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Every employee within the unit participates as a team in this process and has ongoing dialogue and contributed to the development of the self-study report.

The unit discusses how their purpose, mission and services supports Districtwide strategic goals.

The units describe the specific services the unit provides, and the customers who receive these services.

The units describe the historical trends and external factors, including the trends for customer need for services and how they measured the changes in demand for these services.

They also identify if there is a cyclical nature to the demand for services and external factors presently or in the future that have or will materially impact the unit's operation.

II. ADMINISTRATIVE SERVICES UNIT SERVICE ASSESSMENT

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Each unit will utilize a standardized survey created by the district institutional researcher and based on the results of the survey, address both the strengths and weaknesses the unit possesses and what plans the unit has developed to meet any areas of improvement.

The unit has the opportunity to customize the survey with additional questions.

The unit also identifies their distribution group for participating in the survey.

Results of the survey must be responded to within the self-study report.

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)
- 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

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, indicating 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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The executive summary includes significant findings from your review of your unit background and history, self-assessment, resource needs and unit priorities.



Highlights of Positive Outcomes

- A districtwide ASUR response team recommended that a Districtwide Grants Process Task Force be established to develop a districtwide process for initiating grant applications. The Notice of Intent to Apply (NOI) process was developed as a result of input from faculty and the Vice President's Council, which includes representatives from instruction, student services, and campus business operations. In addition, the NOI process will identify how grant outcomes will meet college and district strategic goals. This process was reviewed by Chancellor's Cabinet on September 9, 2013 and was approved by Chancellor's Cabinet on September 30, 2013.
- FCC Program Review committee has adopted the ASUR template with some modifications for their non-instructional programs participating in program review.
- Districtwide forum fall 2012 that highlighted the process and experiences of units that participated.

Schedule for Training & Presenting

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Semester	Training	Present to Response Team
Fall 2011	-Ed. SVS & Inst. Effectiveness -Information Systems -State Center Consortium Center for International Trade -Grants -Admissions and Records	Spring 2012
Spring 2012	-Environmental Health & Safety -Police	Fall 2012
Fall 2012	-Purchasing -Accounts Payable -Maintenance Services.	Spring 2013
Spring 2013	-Human Resources -Personnel Commission -Accounting Services/Accounts Receivables.	Fall 2013
Fall 2013	-Payroll -Transportation	Spring 2014
Spring 2014	- Ed. SVS & Inst. Effectiveness (rescheduled) -International Education (rescheduled) -Grounds Services -Warehouse	Fall 2014
Fall 2014	-Office of the Chancellor/ Public & Legislative Relations/ Foundation -Office of Finance and Administration -Construction Services. -Human Resources (rescheduled)	Spring 2015

The Response Team

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Districtwide

- 1 Associate Vice Chancellor, Educational Services & Institutional Effectiveness or designee as Response Team Chair: Jothany Blackwood
- 1 Vice Chancellor of Finance or designee: Ed Eng
- 1 Associate Vice Chancellor, Human Resources or designee: Diane Clerou
- 3 Managers at large selected by the Chancellor's Cabinet to represent Instruction, Student Services, and Administrative Services: Doris Griffin, Jennifer Johnson, and Donna Berry

Membership

- 3 Faculty: Chairs of Fresno City College, Willow International Community College Center & Reedley College Program Review Committees or designees: Tabitha Villalba, Eileen Apperson-Williams, and Michael Stannard
- 1 Classified staff selected by the California School Employees Association (CSEA): Michael Bourbonnais
- 1 Classified staff selected by the Classified Senate (Rotated between FCC and RC): Dan Hoffman
- 1 Institutional Researcher : Robin Torres
- 1 Student Trustee (Rotated between the 2 Student Trustees) Ben Anderson

Part B: Annual Operational Plan

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- All District Office units are scheduled to submit their Annual Operational Plans by the first week of December each academic year.
- The annual operational plans are submitted to the Chancellor's Management Group who has the responsibility of prioritizing all requests utilized selected guiding principles by mid- January .
- The prioritized list is integrated into the budget development in January as appropriate.
- In last year's prioritization process, the guiding principles were *Safety, Legislative or Accreditation, Critical Staffing, and Student Success*.
- The guiding principles for the next budget development have not been determined at this date.

Sample of Annual Operational Plan



GOAL 1 Student Success				
SCCCD is committed to supporting and assisting students in achieving their educational goals by offering premier academic, career technical training, and student support programs that enhance students' abilities to succeed in an increasingly complex and interconnected world.				
Districtwide Objective	Administrative Services Units /Management Objective(s) (Action Steps)	Performance Measures	Administrative Services Units Needs: Additional Monetary and Non-Monetary Resources Requested	Responsible Person
1.1 Develop strategies to address unique needs of matriculating recent high school graduates and older students to ensure their academic success.				

Next Steps

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- All DO Units have been contacted to work on their annual operational plans for submission by December 6, 2013.
- In January 2014, the Chancellor's Management Group will begin the prioritization process.
- The prioritized list will be submitted to the Chancellor for consideration for integration into the budget process to ensure planning priorities are linked to resources for integrated planning.

QUESTIONS AND ANSWERS