

Administrative Services Program Review 2015/16 UPDATE

Dean, Learning Resources Office

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General Information (Administrative Services Program Review 2015/16 UPDATE)

2015/16 Administrative Services Program Review UPDATE

PROGRAM REVIEW DATA AND RESOURCES

UPDATES (REQUIRED)

Since the 2014-2015 program review, the leadership of the LRC, provided by the dean, has changed four times over the last year. There were two acting deans, there was one permanent dean who resigned due to personal reasons, and currently the Vice President of Instruction is serving as the acting dean. The inconsistency in leadership has been difficult for the LRC but the supervisors, staff and faculty have all stepped in to leadership roles to ensure that the services of the LRC continue to meet campus needs. The search for a permanent dean is taking place at this time and the anticipated hiring date is in the first part of 2016.

To accommodate space for LOFT (Learning Opportunities for Transformation Center) and to better serve student and faculty needs, AV Services was consolidated with the library circulation counter on the first floor of the LRC. The AV department no longer exists, but the services consolidated from it were renamed Media Services, as a segment of library services. In addition, the consolidation of two service counters into a single service counter allowed for adequate staff coverage after positions were lost resulting from retirements. Hours of operation for library services were ~~also~~ extended to Saturdays and staff schedules were adjusted accordingly. Saturday services include some limited computer and classroom support. To provide a seamless delivery of services, the Circulation Desk schedule was re-structured to mitigate staff shortages on Mondays due to extended hours of operation.

Due to the transfer of the Technical Services and Systems Librarian from Mesa to Miramar, and the retirement of the Instructional Designer, the staffing for the LRC has dramatically been impacted during the last year. Also, in spring 2015, under a campus reorganization, the IT department was moved from the LRC to a newly created IT Department under the direction of the Vice President of Administrative Services. There was a reduction of three key staff members in the LRC over the last year. Hiring committees for a cataloging and technical services librarian and a (help with the title of the second position please) have begun the process of filling two vacant positions.

An issue for the LRC Dean's office involves office coverage when the school's Senior Secretary is out of the office because of the key role this position plays not only for the dean but for the entire LRC staff and the campus (the role of faculty evaluation for all instructional and student services schools). Back up coverage continues to be an issue even with the hiring of a permanent dean.

Administrative Unit Level/AUO Assessment (REQUIRED)

The LRC AUOs that were created in 2014-2015 were for the IT aspect of the LRC. Over the last year, this department was moved to their own independent department under the Vice President of Administrative Services.

Two of the goals outlined in last year's program review included the redesign of the circulation counter and provide a learning environment for teaching and learning.

Goal 1: Circulation Counter

Currently, the staff is working with District Facilities Office and the District Architect on the redesign/reconfiguration of the circulation desk on the first floor. The plan is to proceed with some type of reconfiguration during the summer of 2016. The assessment of this work will occur in 2016-2017 after the work has been completed and staff has a chance to assess the impact on use of the LRC.

Goal 2: Creating an Environment for Teaching and Learning

Under the teaching aspect, plans have gone ahead under the Title V grant to create the Learning Opportunities for Transformation Center (LOFT) on the fourth floor. The Department of State Architect (DSA) recently approved the LOFT plans and the work is tentatively scheduled for the summer of 2016. This space will create a unique setting for faculty

and staff to develop pedagogical approaches to meet current and future student learning needs and in particular those of underrepresented students. The LOFT will be assessed by the Title V program review.

Under the student learning aspect, over the last year the Writing Center was created to complement the Language Center on the second floor to better serve student needs. Workshops are offered to students to better prepare them to meet their writing needs. The English Department/Tutoring Center and the Language Department will both assess these two centers in the LRC in their program reviews.

IE Data Analysis (REQUIRED)

There is no data currently available regarding the LOFT as it is still under construction.

Writing Lab data will be included in the English/Tutoring program review.

Language Lab data will be included in the Languages program review.

Circulation data will be provided in the LRC program review.

Building usage data - 668,579 individuals using the LRC during the academic year of July 1, 2014-June 30, 2015. . Disaggregated data collected during the last four weeks of Spring 2015 revealed that approximately 28% of individuals included in gate count used the LRC for study purposes (individual and/or group). This figure does not include students using computers in Reference or CIL areas (*Source: LRC Gate Count & LRC Patron Counts-Study Areas*).

Administrative Unit Goals

Dean, Learning Resources Office Goal Set 2014-2015

Outcome

Outcome

Provide secure computing

Mapping

CA- Mesa College Strategic Directions and Goals:
Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.4,
Strategic Goal 1.5, Strategic Goal 2.4, Strategic Goal 4.1,
Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4,
Strategic Goal 5.1, Strategic Goal 5.2,
Institutional Learning Outcomes: Technological
Awareness:

Provide timely technical service to administration, faculty, staff and students

CA- Mesa College Strategic Directions and Goals:
Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3,
Strategic Goal 1.4, Strategic Goal 1.6, Strategic Goal 2.1,
Strategic Goal 2.4, Strategic Goal 4.1, Strategic Goal 4.2,
Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.2,
Strategic Goal 6.1,
Institutional Learning Outcomes: Communication:, Critical
Thinking:, Technological Awareness:

Collaborate with technology users in the college to establish the technology infrastructure

CA- Mesa College Strategic Directions and Goals:
Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3,
Strategic Goal 1.4, Strategic Goal 1.6, Strategic Goal 2.1,
Strategic Goal 2.4, Strategic Goal 4.1, Strategic Goal 4.2,
Strategic Goal 4.3, Strategic Goal 5.2, Strategic Goal 6.1,
Institutional Learning Outcomes: Communication:,
Technological Awareness:

Re-Design Circulation Counter
a redesign and remodel of the circulation counter to accept media operations and to improve work flow efficiency.

CA- Mesa College Strategic Directions and Goals:
Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3,
Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6,
Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 4.3,
Strategic Goal 4.4, Strategic Goal 5.2, Strategic Goal 6.1,

Provide learning environment for teaching and learning services for students and faculty in areas of learning programs: instruction, tutoring, student services and other related areas.

Institutional Learning Outcomes: Communication:, Technological Awareness:

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 3.1, Strategic Goal 3.3, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1, Strategic Goal 6.2, Strategic Goal 6.3,

Institutional Learning Outcomes: Communication:, Critical Thinking:, Global Awareness:, Personal Actions and Civic Responsibility:, Self-awareness and Interpersonal Skills:, Technological Awareness:

Objectives and Plans

Actions

Dean, Learning Resources Office Goal Set 2014-2015

Outcome

Provide secure computing

▼ Action: Provide secure computing

Describe the actions needed to achieve this objective : assess life limits of equipment that supports computing: Servers, PCs, etc

Who will be responsible for overseeing the completion of this objective: Dean/Supervisor

Provide a timeline for the actions: Assessment; replacement plan; budget determinations

Describe the assessment plan you will use to know if the objective was achieved and effective: Equipment replaced in a timely manner

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Hardware such as computers, servers and other data infrastructure equipment

Provide timely technical service to administration, faculty, staff and students

▼ Action: Provide timely technical service to administration, faculty, staff and students.

Describe the actions needed to achieve this objective : Develop an online problem reporting system.

Who will be responsible for overseeing the completion of this objective: Director of I.T./Supervisor

Provide a timeline for the actions: To complete before end of Spring 2015

Describe the assessment plan you will use to know if the objective was achieved and effective: When Online system records trouble ticket requests and completion times.

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Software to be development and installed in primary leadership positions; and are subsequently assigned to I.T. Staff to follow up.

Collaborate with technology users in the college to establish the technology infrastructure

▼ **Action:** Collaborate with technology users in the college to establish the technology infrastructure

Describe the actions needed to achieve this objective : Survey faculty and staff for infrastructure needs

Who will be responsible for overseeing the completion of this objective: Dean/Supervisor

Provide a timeline for the actions: Collaboration with faculty and staff; review needs; implement plans

Describe the assessment plan you will use to know if the objective was achieved and effective: plans are completed

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Budget for infrastructure needs

Re-Design Circulation Counter

a redesign and remodel of the circulation counter to accept media operations and to improve work flow efficiency.

▼ **Action:** Purchase equipment required for the re-design/re-model

Describe the actions needed to achieve this objective : Collaborate with the District Facilities Office and Library Personnel to select supplies and vendor for this task

Who will be responsible for overseeing the completion of this objective: Acting IT Director (or as designated by the VP Administration and VP Instruction)

Provide a timeline for the actions: Calendar year 2015

Describe the assessment plan you will use to know if the objective was achieved and effective: Furniture/supplies/vendor selected

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Counter materials: furniture, book sensitizers, computer equipment, software and other supplies as needed for the completion of this task.

📅 **Goals Status Report (REQUIRED)**

Action Statuses

Dean, Learning Resources Office Goal Set 2014-2015

Outcome

Provide secure computing

▼ **Action:** Provide secure computing

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List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Hardware such as computers, servers and other data infrastructure equipment

Status for Provide secure computing

Current Status: Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps: Under the reorganization of the IT department, this goal was moved to the Vice President of Administrative Services and will be covered under the IT program review.

Provide timely technical service to administration, faculty, staff and students

▼ **Action:** Provide timely technical service to administration, faculty, staff and students.

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If the Current Status was not marked Completed, what are the implications and next steps: Under the reorganization of the IT department, this goal was moved to the Vice President of Administrative Services and will be covered under the IT program review.

Collaborate with technology users in the college to establish the technology infrastructure

▼ **Action:** Collaborate with technology users in the college to establish the technology infrastructure

Describe the actions needed to achieve this objective : Survey faculty and staff for infrastructure needs

Who will be responsible for overseeing the completion of this objective: Dean/Supervisor

Provide a timeline for the actions: Collaboration with faculty and staff; review needs; implement plans

Describe the assessment plan you will use to know if the objective was achieved and effective: plans are completed

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Budget for infrastructure needs

Status for Collaborate with technology users in the college to establish the technology infrastructure

Current Status: Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps: Under the reorganization of the IT department, this goal was moved to the Vice President of Administrative Services and will be covered under the IT program review.

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a redesign and remodel of the circulation counter to accept media operations and to improve work flow efficiency.

▼ **Action:** Purchase equipment required for the re-design/re-model

Describe the actions needed to achieve this objective : Collaborate with the District Facilities Office and Library Personnel to select supplies and vendor for this task

Who will be responsible for overseeing the completion of this objective: Acting IT Director (or as designated by the VP Administration and VP Instruction)

Provide a timeline for the actions: Calendar year 2015

Describe the assessment plan you will use to know if the objective was achieved and effective: Furniture/supplies/vendor selected

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Counter materials: furniture, book sensitizers, computer equipment, software and other supplies as needed for the completion of this task.

Status for Purchase equipment required for the re-design/re-model

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps: Currently, the administrative staff is working with District Facilities Office and the District Architect on the redesign/reconfiguration of the circulation desk on the first floor. The plan is to proceed with some type of reconfiguration during the summer of 2016. Some components of the initial input for the library circulation area that was provided to the permanent dean may be considered. The assessment of this work will occur in 2016-2017 after the work has been completed and library staff has a chance to assess the impact on use of the LRC. An example of what a reconfiguration can achieve can be described as a single centralized service counter that combines library circulation, reference, media services and library technical assistance. The resulting space saved from the consolidation of counters allows for regaining some of the quiet study area that students lost when adding the Writing Center to the LRC. Concurrently, centralized library services will improve the experience for everyone entering the building seeking information or library materials.



Closing the loop on prior year resource allocations (REQUIRED)

The LRC Dean's office did not make any resource allocation requests last year.

BARC Request 1

BARC Request 2

BARC Request 3

BARC Request 4

BARC Request 5

Facilities Request 1

Facilities Request 2

Facilities Request 3

Classified Staff Request 1

Classified Staff Request 2

Classified Staff Request 3

Faculty Position Request 1

Faculty Position Request 2

Faculty Position Request 3

Manager's Preliminary Review

I didn't see that you completed the goals objective section nor did you make any BARC, Faculty or Staff requests.
(this review is misplaced)

re-submitted for manager review 1/28/16

Manager's Final Review

Hi Tim, the LRC Dean's Office program review is ready for your review.

-Cathy

Liaison's Preliminary Review

Hi Andy,

Tim and I just finished the LRC Dean's Office program review. I sent it through TaskStream for Tim's review as the manager. I am sending it through to you for review as our liaison. Let us know if you have any questions. Thank you.

-Cathy

Liaison's Final Review

submitted by Madeleine Hinkes 1/29/16