# Administrative Services Program Review 2017/18 UPDATE

#### **President's Office**

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# **General Information (Administrative Services Program Review 2017/18 UPDATE)**

#### President's Office

# 2017/18 Administrative Services Program Review UPDATE

#### **PROGRAM REVIEW DATA AND RESOURCES**

## Participants (REQUIRED)

President's Office:

Lead Writer: Sara Beth Cain

Liaison: Pamela T. Luster

Manager/Service Area Supervisor: Tim McGrath

#### Updates (REQUIRED)

#### **President's Office**

Pamela Luster, President
Sara Beth Cain, EA to the President
Cloris Johnson, Sr. Clerical Assistant
Giovanni Garcia, Administrative Technician (new hire)

Office of the Vice President of Administrative Services, Rachelle Agatha, VPA
Office of the Vice President of Instruction, Tim McGrath, VPI
Office of the Vice President of Student Services, Ashanti Hands, VPSS
Office of Institutional Effectiveness, Dean Madeleine Hinkes, Associate Dean Bridget Herrin

Office of Resource Development, Krista Stellmacher Office of Communication, Jennifer Kearns, PIO

Claudia Perkins, Site Compliance Officer

#### **President's Operational Structure: Executive Offices**

The President's Operational Structure is composed of three Vice Presidents, as well as a Dean, Associated Dean, Director, Information Officer, Site Compliance Officer, and Supervisor. With the exception of the Site Compliance Officer, these staff members meet with the President frequently to give updates on their departments. The Site Compliance Officer meets with the President at least twice a semester and as needed for specific issues.

The President maintains an Executive Staff which is composed of the managers and supervisors that report directly to the President: Tim McGrath, Vice President of Instruction; Ashanti Hands, Vice President Student Services; Rachelle Agatha, Vice President of Administrative Services; Madeleine Hinkes, Dean of Institutional Effectiveness; Bridget Herrin, Associate Dean of Research and Planning; Krista Stellmacher, Director of Resource Development; Sara Beth Cain, Executive Assistant to the President (Supervisor), and Jennifer Kearns, Information Officer (Supervisor). The Executive Staff meets each Monday to discuss policy and procedures, including designing agendas for shared governance and managers' meetings, to ensure operational and administrative tasks are completed in a timely manner.

# President's Office Mission:

The mission of the President's Office of San Diego Mesa College is to provide leadership for the daily operation in alignment with the Mission, Vision, and Values of the college, and to engage in collaborative processes and participatory governance with staff, faculty and other offices within the San Diego Community College District.

The **President's Office overall goal** is to create and nurture a culture that recruits, advances, and retains an outstanding and diverse faculty and staff, and promotes a respectful, supportive, and participatory campus climate of faculty, staff, and student engagement.

#### President's Office Vision:

To provide a professional and positive climate for faculty, staff, and students

#### President's Office Values:

San Diego Mesa College celebrates Honesty, integrity, trust, transparency, sustainability, individuality, diversity, and creativity in a community of educational excellence.

#### **Institutional Commitment**

San Diego Mesa College is committed to providing a learning community where freedom of thought and personal and intellectual growth is valued by all.

Administrators, faculty, and staff are committed to the development of students as individuals and as citizens of the world. We value teaching and learning relationships, support services, and co-curricular programs that contribute to meaningful personal growth in our students and to their quest for knowledge.

#### President's Office Strengths and Challenges:

Strengths: The Office of the President provides a professional and positive climate for faculty, staff, and students. The President's Office strives to maintain a friendly, approachable, and positive environment with open lines of communication by responding to the inquiries and concerns of students, staff, faculty and the surrounding community. The President's Office is committed to sustaining a community of educational excellence by providing a learning environment where freedom of thought and personal/intellectual growth is valued.

Challenges: The challenges facing the President's Office in achieving our college goals include keeping our technology updated and adequate staffing to serve our students.

#### Outcomes and Assessment (REQUIRED)

Form: Outcomes and Assessment 2017/18 - Administrative Unit Questions (See appendix)

#### **♦ IE Data Analysis (REQUIRED)**

Form: IE Data Analysis - Program Review 2017/18 - Student Service/Administrative Unit Questions (See appendix)

# Program Goals

#### President's Office Goal Set 2014-2015

#### **Outcome**

Outcome	Mapping
Sustain and create new opportunities to support collaboration, learning, growth, diversity and equity.	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 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 3.1, Strategic Goal 3.2, 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
Sustain and create new opportunities to increase two-way communication on the San Diego Mesa College Campus	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 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 3.1, Strategic Goal 3.2, 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
Create new student pathways for success	CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 3.1, Strategic Goal 3.2, 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
Increase opportunities for professional development for faculty and staff	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 2.4, Strategic Goal 2.5, Strategic Goal 3.1, Strategic Goal 3.2, 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

# **Objectives and Plans**

**Actions** 

#### President's Office Goal Set 2014-2015

Outcome

Goal: Sustain and create new opportunities to support collaboration, learning, growth and diversity

▼ Action: Sustain and create new opportunities to support collaboration, learning, growth, diversity and equity.

Describe the actions needed to achieve this objective:

Continue to support existing conferences, retreats and workshops such as:

- 1) Classified Development Conference
- 2) President's Cabinet Retreat held twice each semester with attendance by shared governance staff and committee representatives
- 3) Participation by San Diego Mesa College faculty and staff to professional development workshops such as the Leadership Academy.

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

President's Office

Provide a timeline for

the actions:

Describe the

End of Spring 2018 semester

Surveys (i.e., follow-up survey following

assessment plan you will use to know if the objective was achieved and effective:

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

Time, staff support and collaboration with office of IE

Goal: Sustain and create new opportunities to increase two-way communication on the San Diego Mesa College Campus

▼ Action: Sustain and create new opportunities to increase two-way communication on the San Diego Mesa College Campus

Describe the actions needed to achieve this objective:

Manage and update President's Office webpage on the San Diego Mesa College website to post meeting notes, upcoming events and deadlines, policies and updates related to students, faculty, staff and the community. Examples include "First Mondays on the Mesa" electronic newsletter, Breakfast with the President, etc.

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

President's Office

Provide a timeline for

End of Spring 2018 Semester

the actions:

Describe the

Surveys

assessment plan you will use to know if the objective was achieved

and effective:

Other):

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Time and staff support

# Goal: Create new student pathways for success

Action: Create new student pathways for success

Describe the actions needed to achieve this Support the advancement of the HIM

baccalaureate degree.

objective:

Who will be responsible

President's Office

for overseeing the completion of this

objective:

Provide a timeline for

End of Spring 2018 Semester - first graduating

the actions:

HIM Cohort s in May 2018.

Describe the

Cohort end-of-year reports

assessment plan you will use to know if the objective was achieved and effective:

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

Collaboration with IE, Student Services and Instruction departments

#### Goal: Increase opportunities for professional development for faculty and staff

Action: Increase opportunities for professional development for faculty and staff

Describe the actions needed to achieve this objective:

Training (i.e., customer service, computer office software), and multiple-focused workshops throughout the year. Collaboration with Professional Development Coordinator.

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

President's Office

Provide a timeline for

the actions:

Describe the assessment plan you will use to know if the End of Spring 2018 Semester

Surveys from participants following training

President's Office

objective was achieved and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Faculty and staff support, funding, facilities

# **⋄** Goals Status Report (REQUIRED)

**Action Statuses** 

#### President's Office Goal Set 2014-2015

Outcome

Goal: Sustain and create new opportunities to support collaboration, learning, growth and diversity

▼ Action: Sustain and create new opportunities to support collaboration, learning, growth, diversity and equity.

Describe the actions needed to achieve this objective: Continue to support existing conferences, retreats and workshops such as:

- 1) Classified Development Conference
- 2) President's Cabinet Retreat held twice each semester with attendance by shared governance staff and committee representatives
- 3) Participation by San Diego Mesa College faculty and staff to professional development

workshops such as the Leadership Academy.

Who will be responsible

for overseeing the completion of this

President's Office

objective:

Provide a timeline for

the actions:

End of Spring 2018 semester

Describe the

assessment plan you will use to know if the objective was achieved Surveys (i.e., follow-up survey following Classified Development Conference)

and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty,

Time, staff support and collaboration with office of IE

Status for Sustain and create new opportunities to support collaboration, learning, growth, diversity and equity.

**Current Status:** 

Other):

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

Creating new opportunities for collaboration and growth with the Mesa College faculty, staff and administrators is an ongoing goal.

next steps:

Goal: Sustain and create new opportunities to increase two-way communication on the San Diego Mesa College Campus

Action: Sustain and create new opportunities to increase two-way communication on the San Diego Mesa College Campus

Describe the actions needed to achieve this objective:

Manage and update President's Office webpage on the San Diego Mesa College website to post meeting notes, upcoming events and deadlines, policies and updates related to students, faculty, staff and the community. Examples include "First Mondays on the Mesa" electronic newsletter, Breakfast with the President, etc.

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

President's Office

Provide a timeline for

the actions:

End of Spring 2018 Semester

Describe the

assessment plan you will use to know if the objective was achieved Surveys

and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference,

Time and staff support

Software, Facilities, Classified Staff, Faculty, Other):

Status for Sustain and create new opportunities to increase two-way communication on the San Diego Mesa College Campus

**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:

Increasing the two-way communication on the San Diego Mesa College Campus will have stages that are completed, however, there will always be improvements added and changes made to completed stages as necessary. This is an ongoing goal.

## Goal: Create new student pathways for success

Action: Create new student pathways for success

Describe the actions needed to achieve this objective:

Support the advancement of the HIM baccalaureate degree.

President's Office

Who will be responsible for overseeing the completion of this

objective:

Provide a timeline for

the actions:

End of Spring 2018 Semester - first graduating

HIM Cohort s in May 2018.

Cohort end-of-year reports

Describe the

assessment plan you will use to know if the objective was achieved

and effective:

Collaboration with IE, Student Services and Instruction departments

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty,

Status for Create new student pathways for success

**Current Status:** 

If the Current Status

was marked

Other):

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:

In Progress

Creating new student pathways for success is an ongoing goal at San Diego Mesa College. For future Program Reviews, Guided Pathways and its direction to organize our efforts for student pathways for success will be added to this goal.

### Goal: Increase opportunities for professional development for faculty and staff

▼ Action: Increase opportunities for professional development for faculty and staff

Describe the actions needed to achieve this objective: Training (i.e., customer service, computer office software), and multiple-focused workshops throughout the year. Collaboration with Professional Development Coordinator.

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

President's Office

Provide a timeline for

End of Spring 2018 Semester

the actions:

Surveys from participants following training

Describe the assessment plan you will use to know if the objective was achieved

and effective:

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

Faculty and staff support, funding, facilities

Status for Increase opportunities for professional development for faculty and staff

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: Professional Development strategies and techniques for faculty, staff and administrators is an ongoing goal. With the hiring of a new Professional Development Coordinator, the President's Office collaboration between our two departments will be added to the future Program Review.

# ⟨ Closing the loop on prior year resource allocations (REQUIRED)

No funding was received for the President's Office.

# **Request Forms**

- **MARC & Facilities Requests**
- Classified Staff Requests
- Faculty Position Request 1
- Faculty Position Request 2
- Faculty Position Request 3