# Schools and Divisions Program Review 2018/19 (Comprehensive)

**Vice President of Administrative Services Office** 

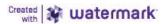
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## General Information (Schools and Divisions Program Review 2018/19 (Comprehensive))

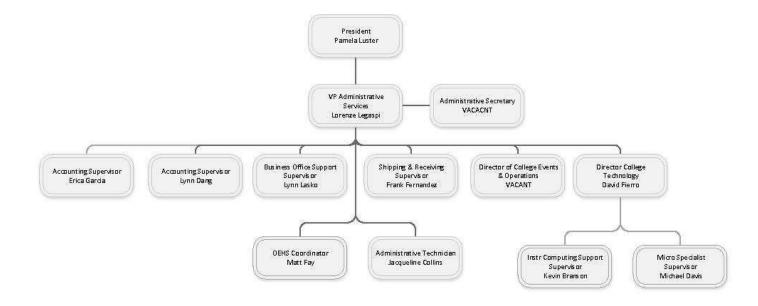


### 2018/19 Schools and Divisions Program Review

- Program Review Data and Resources
- Submission Information (REQUIRED)
  - Name of Lead Writer Lorenze Legaspi
  - Name of Liaison Ailene Crakes
  - Name of Manager/Service Area Supervisor Lorenze Legaspi
- √ Faculty/staff (REQUIRED)

### San Diego Mesa College Administrative Services

Current



6/21/18

In your office area:

- Number of Full-Time Classified Professionals 3
- Number of Full-Time Supervisory & Professional Administrators 5
- Number of Full-Time Management Employees 1

#### School or Division Overview (REQUIRED)



Form: 2018/19 Comprehensive Program Review Schools and Divisions Overview Section (See appendix)

#### Outcomes and Assessment (REQUIRED)

Form: 2018/19 Comprehensive Program Review Schools and Divisions Outcomes and Assessment Section (See appendix)

#### Analysis (REQUIRED)

Form: 2018/19 Comprehensive Program Review Schools and Divisions Analysis Section (See appendix)

#### School and Division Goals (REQUIRED))

resident of Administrative Services Goal Set 2018-19	
Outcome	
Outcome	Mapping
Understanding of Outcomes Departments within Admin. Services understand the difference between goals and outcomes and created measurable outcomes.	<b>CA- Mesa College Strategic Directions and Goals:</b> Strategic Goal 1.1, Strategic Goal 5.1
Successful On-boarding The Administrate Secretary and Director of Campus Events and Operations feel competent in their positions and feel camaraderie with other administrative services employees.	<b>CA- Mesa College Strategic Directions and Goals:</b> Strategic Goal 1.1, Strategic Goal 2.1, Strategic Goal 5.1
Collegial Service The departments within Administrative Services will work collaboratively together to provide collegial support to each other, the campus constituents, and community.	<b>CA- Mesa College Strategic Directions and Goals:</b> Strategic Goal 2.1, Strategic Goal 2.4

### Action Plans (REQUIRED)

**Actions** 

Vice President of Administrative Services Goal Set 2018-19

Outcome

**Goal: Understanding of Outcomes** 

Departments within Admin. Services understand the difference between goals and outcomes and created measurable outcomes.

▼ Action: Outcome Training

Describe the actions needed to achieve this objective: Department representatives will attend training on the differences between

eded to achieve this outcomes and goals.

Who will be responsible Lorenze Legaspi

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for overseeing the completion of this objective:

Provide a timeline for

the actions:

August 2019

Describe the

Admin. Service departments will have measurable outcomes.

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):

Staffing time and trainer.

#### Goal: Successful On-boarding

The Administrate Secretary and Director of Campus Events and Operations feel competent in their positions and feel camaraderie with other administrative services employees.

#### **Action: Process Documentation**

Describe the actions needed to achieve this objective:

Lorenze and future Admin. Secretary will create a template for process documentation. Staff in each branch of administrative services will document processes to provide during the on-boarding of new employees. During the onboarding period if there is process that is identified but not documented, new hire and appropriate staff will complete the process documentation template.

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

VPA, Admin. Secretary, Area Supervisors

Provide a timeline for the actions:

Documentation Template: July 1, 2019 Process Documentation: Spring 2020

Process Documentation Review: Annual Cycle

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

We will assess the amount of processes documented and the use of documentation repository.

List resources needed achieve this objective

Staff time and digital documentation repository (shared drive or website)



and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

#### ▼ Action: Train New Employees

Describe the actions needed to achieve this

New members to Admin. Services will receive not just technical training but also

training in collegiality and inclusion.

objective:

Who will be responsible

for overseeing the completion of this

Provide a timeline for

objective:

•

the actions:

Spring 2020

Lorenze Legaspi

Describe the

Describe the

Survey the employees for feelings of competence and collegiality.

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,

Staff time and trainers

#### **Goal: Collegial Service**

Other):

The departments within Administrative Services will work collaboratively together to provide collegial support to each other, the campus constituents, and community.

#### ▼ Action: Training

Describe the actions needed to achieve this objective: Pre assessment of departmental climate

Training

Vice President of Administrative Services Office

Who will be responsible Lorenze Legaspi

for overseeing the completion of this

objective:

Provide a timeline for

the actions:

Training in Spring 2019 and Assessment in Fall 2020

Describe the Surveys

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

and effective:

Facilitated Dialog Pre/Post

List resources needed achieve this objective and associated costs

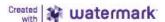
(Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Facilitator - need funds if external

Time for Training

### ♠ Closing the Loop (REQUIRED)

Form: 2018/19 Comprehensive Program Review Schools and Divisions Closing the Loop (See appendix)



### **Request Forms**

- **BARC & Facilities Requests**
- Classified Position Request
- Faculty Position Request

### **Reviewers**

### 

Form: Schools and Divisions Liaison's Review 2018/19 (Comprehensive)

### Manager's Review

Form: Schools and Divisions Manager's Review 2018/19 (Comprehensive)



### **Appendix**

- A. 2018/19 Comprehensive Program Review Schools and Divisions Overview Section (Form)
- B. 2018/19 Comprehensive Program Review Schools and Divisions Outcomes and Assessment Section (Form)
- C. 2018/19 Comprehensive Program Review Schools and Divisions Analysis Section (Form)
- D. 2018/19 Comprehensive Program Review Schools and Divisions Closing the Loop (Form)

## Form: "2018/19 Comprehensive Program Review Schools and Divisions Overview Section"

**Created with**: Taskstream

Participating Area: Vice President of Administrative Services Office

### (REQUIRED) School/Division Name

Vice President of Administrative Services Office

### (REQUIRED) List the programs, offices and/or departments in your school/division.

Departments within Administrative Services:

- Business Services
- Business Office Support
- Student Accounting
- College Technology Services
- Shipping and Recieving
- Events and Operations
- Occupational, environmental health and safety (OEHS)

### (REQUIRED) Discuss the strengths of your school/division.

The strengths of the departments within Administrative Services are the technical abilities of individuals and cross training within departments.

Individuals within each area are competent and well-trained in their specific areas. This strength may be attributed to proper classification of staff and related minimum qualifications. Furthermore the Administrative Services supervisors and director provide training as needed to their direct reports.

Another strength is that most departments have adequate staff to ensure departmental coverage of service through cross training. Business Services, Business Office Support, Student Accounting, College Technology Services, Shipping and Receiving, all have either a supervisor or director, and sufficient Classified Professional to complete the necessary day-to-day needs of the college. The Occupational, Environmental Health and Safety and Events and Operations departments are relatively new and appropriate staffing levels are still being determined.

### (REQUIRED) Discuss the challenges to your school/division.

The challenges to the departments within Administrative Services include; PeopleSoft the new Enterprise Resource Planning (ERP) Finance and Human Capital Management (HCM) systems, lack of cohesiveness between departments, need for documentation of processes, and changing requirements.

SDCCD has struggled in the implementation of PeopleSoft ERP Finance and HCM modules. The ERP Finance system is cumbersome by not being end-user friendly. Reports are technical

and inconsistent, this creates a challenge to Business Services for training casual users on budget management. The HCM module has been delayed to Summer 2018, thus the Business Office Support department is still awaiting training for the new system. I anticipate a quick turnaround from departmental training to when Business Office Support is expected to train the campus community.

The second challenge that is present in Administrative Services is a lack of cohesiveness between departments. The departments at times operate in silos and require the VPA role to facilitate communication between the departments. The need for VPA facilitation creates a lengthened time to resolving issues.

Another challenge is that there is a need for process documentation. Turnover within the departments led to a decrease in institutional history and knowledge. To ensure that processes are followed consistently and completely, processes must be documented.

The last challenge is the ever-changing environment of regulations and requirements. The departments of Administrative Services typically serve the end-user and are responsible for executing regulation changes, this creates a challenge in the need to be nimble and responsive to both meet a regulation requirement and the need of the student/faculty/staff/community end user.

### (REQUIRED) External influences

Discuss external influences (Collegewide and beyond).

External influences include State Regulations and ERP Finance and HCM implementation.

Every year, the funding of California Community Colleges is dependent on State tax revenue and legislative influence. Fiscal Year 2018/19 marks the first year of the implementation of the Student Centered Funding Formula (SCFF), with this new funding model comes a paradigm shift in how community colleges are funded, from enrollments to performance, level of need, and enrollment. The VPA will work with the District Office to monitor and anticipate any changes in funding. Moreover there are a myriad of other requirements and changes to funding that must be considered annually.

The second external influence is related to the District led ERP Finance and HCM modules implementation. San Diego Mesa College Administrative Service is committed to learning and adapting to a new systems and related changes to procedures.

### (REQUIRED) How does your school/division contribute to the College's mission?

The link to the College mission is provided in the Directions.

The Vice President of Administration unit's mission aligns closely with the Mesa College mission of 1) empowering students to reach their educational goals, 2) promoting student learning and achievement, and 3) collaborate to foster scholarship, leadership, and responsibility to effect positive change.

The VPA Unit's role is to provide leadership and assistance for the overall administrative and business functions of the College. The VPA unit collaborates and coordinates budget development and aims to educate and empower campus leaders in understanding financial and budget reports. The VPA unit strives for process improvement and innovation in practices while utilizing and implementing advanced technology efficiently and effectively. We support all areas of the college in business, employment processes, technology, purchasing and inventory, facilities and construction, parking, and auxiliary functions. Our role is to ensure fiscal accountability and sustainability.

### (REQUIRED) Describe one or more areas that your school/division is focusing on. You will refer to this response in the Analysis Section.

Administrative Services will be focusing on documenting processes and strengthening a culture of collegiality.

# Form: "2018/19 Comprehensive Program Review Schools and Divisions Outcomes and Assessment Section"

Created with: Taskstream

Participating Area: Vice President of Administrative Services Office

### (REQUIRED) School/Division Name

Vice President Administrative Services

(REQUIRED) We are halfway through our 6-year cycle. Is your office on target to complete AUO assessment by Spring 2022? Please attach your schedule for AUO assessment, with explanations as needed.

Refer back to Direction #3 on how to attach documents.

Administrative Services is currently working on rewriting the unit outcomes.

2018/19 - Create AUOs

2019/20 - Create/Administer Assessment Tools

2020/21 - Assess AUOs

2021/22 - Implement goal changes to achieve desired outcomes

### (REQUIRED) Please list your AUOs.

Administrative Services is currently working on rewriting the unit outcomes.

Preliminary potential outcomes may include:

- 1. Departments within Admin. Services create measureable outcomes.
- 2. Departments within Admin. Services will thrive in a collegial collaborative environ.
- 3. The Administrate Secretary and Director of Campus Events and Operations feel competent in their positons and feel camaraderie with other administrative services employees.

### (REQUIRED) What have your completed assessments revealed about your area?

Assessments are still to be created/updated for VPA.

However previous assessments include assessing VPA's involvement in PeopleSoft Finance. The VPA has been participating in monthly District-wide Finance and Budget Meetings where information regarding PeopleSoft Finance is discussed and disseminated. The VPA will continue to attend these and other related meetings to achieve a previous outcome of PeopleSoft Finance involvement.

### (REQUIRED) If issues or problems were identified, what is your plan for implementing change?

The outcomes listed were more reflective of goals.

For example: We might have increased the number of trainings, but employees trained still do not understand the function.

In this example, we met a goal of increased training but the outcome of a more knowledgeable community was not attained.

### (REQUIRED) Based on your assessments, have you identified resource needs?

None

### (REQUIRED) As you review the outcomes assessment process across your school/division, what impact do you see?

I see a need to review the difference betwen outcomes and goals.

### Please provide any other comments.

Resources for collegiality training will be required.

## Form: "2018/19 Comprehensive Program Review Schools and Divisions Analysis Section"

**Created with**: Taskstream

Participating Area: Vice President of Administrative Services Office

### (REQUIRED) School/Division Name

Vice President Administrative Services

(REQUIRED) Using the data dashboards, discuss how students are doing in your school/division. Please refer to indicators of success, retention, persistence, etc.

The link to the dashboards is provided in the Directions section.  $\ensuremath{\text{N/A}}$ 

(REQUIRED) Given your stated area(s) of focus in your Overview section, has your office/school/division introduced new or different actions that may have affected changes in these indicators? Please describe.

As this is my sixth month here at Mesa, though I have only very minimally introduced new and different actions that may affect change in culture and process documented. I look to the remainder of the 2018/19 and to next fiscal year to introduce an Admin. Services Council to bring departmental leaders together and engage in a systematic approach to process documentation.

In addition to identifying new and different actions to affect change, I have continued to address previous goals of participating in PeopleSoft Finance discussions by learning about the capabilities and shortcomings of the system and through discussions with various district personnel.

### (REQUIRED) Describe the trends in Enrollment for your school/division. What changes might you foresee in the next 2-3 years?

Though we have seen a decrease in Full Time Equivalent Students (FTES) college-wide, I anticipate that within the next 2-3 years we will experience a recession which historically has increased enrollments.

### (REQUIRED) How do you create an environment that fosters equity, diversity, and inclusion?

Equity, diversity, and inclusion will be at the forefront of the collegiality trainings that we will engage in over the next year. Moreover through the screening process for two integral positions, Administrative Secretary and Director of Campus Events and Operations, screening and interview questions will focus on and be assessed to ensure cultural competency.

(REQUIRED) How does your school/division help to prepare students for success beyond your classrooms?

Through the Student Accounting function, Admin. Services assists with the administration of financial aid and scholarship resources to our students.

(REQUIRED) In what ways can the college support your school/division in our effort to encourage major and career exploration early on in a student's college experience?

N/A

(REQUIRED) Are there any data sets that are not already provided in the dashboards that you could use to inform your school/division?

A comprehensive Full Time Equivalent Faculty (FTEF) dashboard will help run budget vs. cost scenarios.

## Form: "2018/19 Comprehensive Program Review Schools and Divisions Closing the Loop"

**Created with:** Taskstream

Participating Area: Vice President of Administrative Services Office

### (REQUIRED) School/Division Name

Vice President Administrative Services

(REQUIRED) Document all resources received in past year for your office area, along with significant resources received by your school/division.

None

(REQUIRED) How have these resources benefited programs and students?  $_{\mbox{\scriptsize N/A}}$