

Chapter 4 – Administrative Services

Planning, Assessment, Improvement

For the Administrative Services area, the process of non-instructional program review has been challenging as well as beneficial. The process of Program Review has been performed in various other areas besides Instruction (such as Student Services) in the past, but Administrative Services has not conducted a comprehensive Program Review anytime in the recent past. As a result, the process of working with the managers has been all about training. This is something that most of us do automatically with each of our units, but to understand it in terms of a formal process of mission, goals, indicators, and measures it has been difficult to get people to understand and really grasp. What is really wanted? How does it all apply? Etc.

The Vice President for Instruction was extremely helpful in this process. She was able to give us clear and specific examples that made the process much more understandable. She also helped us with re-writing our goals/indicators/measures for each of the units involved.

For this reporting period, the process and results are less about specific changes adapted as a result of the process, although there are a number of those (please see VPAS Program Reviews ____). It was more about getting us all to an understanding level of how to make this all work (which we are still in the process of doing). For example, most of us didn't understand the difference between an indicator and a measure – those were just buzz words in the instructions. The biggest benefit I feel we've gained as an area is that the next iteration of the program review process will begin at a level of understanding that will allow us to dig down deeper within the operations level of each of our units and further refine the goals/indicators/measures to be even more effective at improving our programs.

The other thing to point out is that there is unanimous consent in our area that this process related to the new accreditation process does help inform us of how to do our jobs better. The old process felt more like major 'make-work' once every 5 or 10 years.

The following examples are examples of the direct support the Administrative Services provides to the Core Themes of the College:

Core Themes
Direct Support

1. Transfer

- a. SMARt Bldg Design
- b. Book Rental Program implemented
- c. Opportunity Grant

Office space created near TriO and Persistence Grant offices

2. Workforce

- a. A&W Bldg
- b. Remodeled Carpentry area
- c. Sand Shed Construction

Carpentry students involved in planning and construction

3. Basic Skills

- a. Whiteside carpet replacement
- b. Fenced back entry (for safety)

4. Community Service

- a. Bishop Center Roof
- b. Bishop Center Stage
- c. Banquet Facility in HUB
- d. Riverview Greenhouse
- e. Emergency Response Partnerships

All

- a. New Child Care Facility
- b. Added Parking (220+ spots)
- c. New HUB Predesign
- d. GHC Alert
- e. HUB Facelift
- f. Student Government - West Wing Hub Remodel

Office space created to move away from WorkFirst