

Crafton Hills College - Outcomes Assessment Report

Program/Service Area: Administrative Services Area (CBO,
Communications, Facilities Use)

Year: 2011-2012

a. Administrative Services, CBO, Communications, and Facilities Use each have two SAOs that were developed in 2009. One full assessment cycle has been completed with a second assessment cycle in the final stages of completion. These SAOs are assessed by analyzing the results of two surveys--the Administrative Services Satisfaction Survey and the Administrative Services Employee Satisfaction Survey. The CBO uses also the results from the Daily Deposit Tracking Log mentioned in Question #2 above to measure the outcomes. The following is a report on the individual SAOs. Reference the attached copy of the Administrative Services Outcomes 2011.

SAO #1 CBO - The CBO office measures the timeliness of deposits, the goal is to have 80% of deposits submitted on time. Upon assessment in November 2011, it was discovered that since the reduction of staff in the CBO, few deposits were made within 24 hours of receipt. There has been a lack of progress towards this goal.

SAO #1 Administrative Services Office - Administrative Services wants to make the District's Resource Allocation Model transparent and understandable to the campus. This SAO takes the results of the Campus Climate Survey question that asks the evaluator if they think the "Resource Allocation Model is transparent" and looks for improvement over prior year's results. The goal is to reduce strongly disagree and disagree from the campus community to 20%. The first assessment cycle was completed with the evaluation of the Campus Climate Survey in 2009. The results of the second assessment cycle were posted in November 2011 with evaluation of the results ongoing.

SAO #1 Communications - The Administrative Services Satisfaction Survey asks the evaluator how satisfied they are with the "professionalism and courtesy of switchboard services." The goal is to maintain or increase the level of those that "agree or strongly agree" at 90%. The second assessment cycle was completed in November 2011 where the results showed that 91% are satisfied with switchboard services.

SAO #1 Facilities Use - The Administrative Services Satisfaction Survey asks the evaluator "in general I am satisfied with this service." The goal of this SAO is to reduce the dissatisfaction level to below 25%. The second assessment cycle was completed in November 2011 where the results showed that 33% are dissatisfied with facilities use services.

SAO #2 CBO, Administrative Services Office, Facilities Use, and Communications - The Administrative Services Employee Satisfaction Survey asks the employee how satisfied they are with "Your ability to provide input into issues that affect your work?" SAO#2 is to reduce dissatisfied to 10%. The second assessment cycle has been completed. The first cycle completed in 2009 indicated that 52.4% of those surveyed indicated they were satisfied/highly satisfied with their ability to provide input, with 19% dissatisfied/highly dissatisfied. In 2011, 83% indicated they were highly satisfied/satisfied with 17% highly dissatisfied/dissatisfied. Although these figures are applicable to all of Administrative Services, we

have extrapolated those figures to apply to the CBO, Communications, Facilities Use, and Admin Services Offices as well.

b. The CBO has a goal of depositing funds 24 hours after receiving the funds. During 09-10, it was determined that 98% of deposits were made within 24 hours. However, since the office has been reduced to one person, this goal has not been maintained. In order to provide support to the CBO office, Admin Services has assigned the Clerical Assistant II in the Facilities Use Office to assist CBO in clerical type duties on a regular basis. Also, we have reduced the responsibilities related to the online parking permits from the CBO Office and assigned them to the Communications Office. This allows the Account Clerk to spend time focusing on deposits and duties directly related to improving the timeliness of deposits. The CBO office continues to track deposits on a daily deposit log. This allows the clerk to reconcile deposits while providing necessary data for the manager to verify that deposits are being made daily.

In an effort to improve communication and information sharing in the office (and improve every employee's ability to provide input into issues that affect their work), Administrative Services holds a short weekly staff meeting at the beginning of each week.

To improve the transparency and understanding of the Resource Allocation Model, Admin Services conducts an annual professional development training on understanding the budget. This has been held in the spring for the last 2 years.

c. The plan to continuously complete the assessment cycle is to re-administer the surveys every 2 years. As circumstances change, some adjustments/revisions to the SAOs may be warranted.