ADMINISTRATIVE SERVICES DIVISION OUTCOMES 2009-10

Service Area Outcomes	Campus Business Office	Administrative Services	Switchboard	Facilities Use	Maintenance	Grounds	Custodial	Bookstore	Cafeteria
OUTCOME #1	**Quality-Service Failures** (Timely Deposits)	**Campus Climate Survey** (Budget information is accessible througout CHC)	**Campus Climate Survey** (Professionalism, courtesy, and accuracy of switchboard services)	**Satisfaction Survey** (In general, I am satisfied with this service)	**Campus Climate Survey** (Maintenance and upgrades of all campus buildings)	**Campus Climate Survey** (Pleasantness and maintenance of grounds despite impact of construction)	**Campus Climate Survey** (Quality of housekeeping services in your work area)	**POS Survey** (Bookstore is a high quality service)	**POS Survey** (Cafeteria is a high quality Service)
Development	July-09	Complete	August-09	Complete	Complete	Complete	Complete	Complete	Complete
Assessment Cycle (1st Cycle)	September-09	Complete	September-09	Complete	Complete	Complete	Complete	Complete	Complete
Evaluation (1st Cycle)	September-09	June-09	September-09	Complete	Complete	Complete	Complete	Complete	Complete
Evaluation Results		Strongly Disagree: 11.9% Disagree: 22.8% No Opinion: 28.7% Agree: 22.8% Strongly Agree: 4% Not Asked: 9.9%		Strongly Agree: 16.0% Agree: 44.0% Neutral: 12.0% Disagree: 28.0%	Quite Dissatisfied: 9.9% Mildly Dissatisfied: 21.8% Indifferent: 20.8% Mostly Satisfied: 35.6% Very Satisfied: 11.9%	Quite Dissatisfied: 3.0% Mildly Dissatisfied: 2.0% Indifferent: 9.9% Mostly Satisfied: 39.6% Very Satisfied: 45.5%	Quite Dissatisfied: 11.9% Mildly Dissatisfied: 24.8% Indifferent: 16.8% Mostly Satisfied: 32.7% Very Satisfied: 13.9%	Strongly Disagree: 0.0% Disagree: 1.2% No Opinion: 8.1% Agree: 27.9% Strongly Agree: 60.5%	Strongly Disagree: 0.0% Disagree: 0.0% No Opinion: 14.0% Agree: 37.2% Strongly Agree: 48.8%
Goal 2009-10		Reduce Strongly Disagree and Disagree total to 20%		Decrease Disagree to 20%	Improve Mostly Satisfied and Very Satisfied to 75%	Maintain Satisfied and very Satisfied at 85%	satisfied, and very satisfied to 70%	Maintain agree and strongly agree to total 88%	Maintain agree and strongly agree to total 85%
Strategy		Develop Budget Committee, publish documents, increase Financial 2000 access and provide training		Help event facilitators understand their role in the coordination of the event; develop facilities use procedures and standard processes	Improve response time to maintenance requests from 10 days to 5 days; implement survey and feedback to requesters	Increase grounds staff when the maintained acreage increases; obtain equipment (through bond funds) to maintain new landscaping and increase productivity	Develop time study (run schedule) to evaluate current assignments; and adjust manpower as necessary as a result of the study; communcate cleaning standards to campus	Maintain existing practices and procedures	Install credit card transaction machine
Documentation		Meeting minutes and training records		Meeting Agendas and Minutes	Maintenance Connection Software Reports	Inspection Records	Meeting minutes and agendas		
OUTCOME #2	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)	**Employee Satisfaction Survey** (Your ability to provide input into issues that affect your work)
Development	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
Assessment Cycle (1st Cycle)	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
Evaluation (1st Cycle)	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
Evaluation Results	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%	Highly Satisfied: 9.5% Satisfied: 42.9% Neutral: 28.6% Dissatisfied: 19.0%
Goal	Reduce Dissatisfied result to 10%	Reduce Dissatisfied result to 10%	Reduce Dissatisfied result to 10%	Reduce Dissatisfied to 15%	Reduce Dissatisfied to 15%	Reduce Dissatisfied to 15%	Reduce Dissatisfied to 15%	Reduce Dissatisfied result to 10%	Reduce Dissatisfied result to 10%
Strategy	Discuss issue regularly at staff meetings and provide opportunities for input	Discuss issue regularly at staff meetings and provide opportunities for input	Discuss issue regularly at staff meetings and provide opportunities for input	Hold monthly staff meetings, address and follow up with concerns; request input on campuswide issues (implement shared governance)	Hold monthly staff meetings, address and follow up with concerns; request input on campuswide issues (implement shared governance)	Hold monthly staff meetings, address and follow up with concerns; request input on campuswide issues (implement shared governance)	Hold monthly staff meetings, address and follow up with concerns; request input on campuswide issues (implement shared governance)	Discuss issue regularly at staff meetings and provide opportunities for input	Discuss issue regularly at staff meetings and provide opportunities for input
Documentation	Meeting minutes	Meeting minutes	Meeting minutes	Meeting minutes	Meeting minutes	Meeting minutes	Meeting minutes	Meeting minutes	Meeting minutes

How does process tie to resource allocation process? Goals, and resources required for goals, will be included in the annual planning review process, which will then result in consideration during the resource allocation process.