

IX.1 Program Overview and Description

The division provides the fiscal stability, functioning facilities, and other support services necessary to advance the college's goals.

IX.2 Strengths

The Admin Services division values customer service and prides itself on serving the college. Many departments within the division are dedicated to continuous improvement and actively seek feedback from stakeholders on how to improve services.

IX.3 Challenges

- 1) Communicating changes to facilities and updates processes/procedures.
- 2) Preparing a division-wide assessment that can be sent to stakeholders on campus.
- 3) Lack of clarity on some district processes and procedures including how to handle facilities emergencies

IX.4 External Influences

Some processes/procedures are driven by the district and the colleges rely on the district to share accurate and timely information. However, the district sometimes relies on the college Business Office to learn about the change and communicate it to the college. There is also a lack of clarity with the district processes which makes it difficult to quickly and efficiently complete our work.

IX.5 How assessment results have guided your program

On an annual basis, we assess the fiscal stability of the college and ensure sufficient resources are available to support its programs and services. We also review the facilities regularly ensuring that all projects stay on schedule and within budget.

IX.6 Future Plans/Goals

Admin Services plans to provide share accurate and timely information when there is a change to college processes or procedures. We are also looking for ways to streamline processes and become more efficient. Finally, we hope to hire an additional Maintenance Worker to ensure that preventative maintenance and day to day work orders are completed on time.

IX.7 Executive Summary

The division provides the fiscal stability, functioning facilities, and other support services necessary to advance the college's goals. Our goal for this next year is to improve communication to the college regarding facilities and processes. We are also looking to expand our maintenance department by hiring an additional Maintenance Worker to help service the additional 10,000 square footage that has been added over the last 12 years.