Unit Name: Campus Manager CYP
Unit Review Leader: Linda Haywood
Today's Date: Monday, December 16, 2013

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.
1.1 What is your Mission? (What is the purpose of the unit? What do you do?)
Campus Operations is an integral support function that provides the infrastructure necessary to operate
ACC campuses and centers, and to serve students, faculty, staff and community constituencies across the
ACC District Service Area.
1.1.1 How does the mission of the unit support the mission of the college?
These functions are an important element in supporting the colleges Vision/Mission/Values Statement
and the intended outcomes that are listed in Board Policy A-1.
and the interface outcomes that are listed in Board Folicy // 1.
1.2 Please tell us who you serve.
(Faculty, staff, external partners, distance learning, students, etc.)
Serving students, faculty, staff and the ACC District Service Area and Community.

1.3 What services or products does the unit provide?
College Operations enhances operations and support services for all ACC campuses and centers. Provide
and expand opeations and services to support programs, faculty, and students for comprehensive day, evening, and weekend campuses.
1.3.1 What is the impact of your unit's activities on students or other key stakeholders?
Provide a welcoming, clean, safe at secure environment at all ACC campuses and facilities.
Provide a welcoming, clean, safe at secure environment at all ACC campuses and facilities.
Provide a welcoming, clean, safe at secure environment at all ACC campuses and facilities.
Provide a welcoming, clean, safe at secure environment at all ACC campuses and facilities.
Provide a welcoming, clean, safe at secure environment at all ACC campuses and facilities.

1.4 Does your unit provide services to distance learning students?YES ✓ NO □
1.4.1 How do you serve distance learning students?
Campuses and Centers provide classroom/facilities space for Distance Learning Orientation and Faculty sessions with students.
1.4.2 How are the services provided to distance learning students different from the services provided to on-campus students?
There is no difference in the services that the Campuses and Centers provide to Distance Learning students.
1.5 If the unit offers support services such as supplemental instruction, advising, outreach, counseling, referral, tutoring, library instruction, etc, please list below.
The unit does not offer support services
1.6 What communication tools, methods, and strategies does your unit use to share news, updates, projects, and other information within the unit, across other college areas, to
Campuses and Centers provide communication thru campus listserves and campus newsletters.

1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

- SSI1 Increase persistence (term-to-term & fall to fall)
- SS12 Complete developmental and adult education course progression to credit courses
- SSI3 Increase completion of all attempted courses with a "C" or better
- SS14 Increase degree/certificate graduates and transfer rates
- SSI5 Increase success equity across all racial/ethnic/gender/income groups

Institutional Effectiveness

- <u>IE1</u> Balanced instructional offerings among the College's mission elements;
- **IE2** A teaching and learning environment that encourages students to be active, life-long learners;
- <u>IE3</u> Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;
- <u>IE4</u> Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;
- <u>IE5</u> Job placement from career workforce programs into family-wage careers;
- <u>IE6</u> Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.

Goal	Unit Goal					Board	d Polic	y A-1				
#	(description)											
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	Operate all campuses and centers to support the staff, students, community, and ACC stakeholders.			ר			٦	٦		>		>
UG2												
UG3												
UG4												
UG5												

> this table will link to other areas in this report

➤ If you need more space than this table allows, contact OIEA for a separate form.

1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal	Unit Goal	Outcome #		Measure #	Unit Measure
#	(description)		(description)		(description)
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.		Example outcome: Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making.		Example measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.
UG1 suppor	Operate all campuses and centers to		Maintain safe and secure campuses and centers.	UM1.1.1	Measure the Pass/Fail scoring on emergency evacuation/safety drills during the year.
				UM1.1.2	Measure the number of Emergency Response Team members trained per year.
			Maintain an effective, efficient, and clean operation.	UM1.2.1	Measure the percentage of completed requests submitted each year through the CleanTelligent system.
	support the staff, students, community, and ACC stakeholders.				Measure the percentage of completed work orders submitted each year through Building Maintenance Micromain system.
		UO1.3		UM1.3.1 UM1.3.2	
				UM1.4.1	
		UO1.4		UM1.4.2	
				UM1.5.1	
		UO1.5		UM1.5.2	
		1102.4		UM2.1.1	
		UO2.1		UM2.1.2	
		UO2.2		UM2.2.1	
		002.2		UM2.2.2	
UG2	$ _{\mathcal{O}}$	UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1 UM2.4.2	
		1103.5		UM2.5.1	
		UO2.5		UM2.5.2	

Goal		Outcome #		Measure #	
#	(description)		(description)		(description)
		UO3.1		UM3.1.1	
				UM3.1.2	
		UO3.2		UM3.2.1	
				UM3.2.2	
UG3 0	UO3.3		UM3.3.1		
003	063 0			UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
		UO4.1		UM4.1.1	
				UM4.1.2	
		UO4.2		UM4.2.1	
				UM4.2.2	
1,,,,,		UO4.3		UM4.3.1	
UG4	U			UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
		U05.1	UM5.1.1		
				UM5.1.2	
		UO5.2		UM5.2.1	
				UM5.2.2	
		UO5.3		UM5.3.1	
UG5	0			UM5.3.2	
		UO5.4		UM5.4.1	
				UM5.4.2	
		UO5.5		UM5.5.1	
				UM5.5.2	

> this table will link to other areas in this report

[➤] If you need more space than this table allows, contact OIEA for a separate form.

- 1.7 Tell us about your unit's resources.
 - > Think about all the staff, including administrative support staff, instructional associates, technicians, etc., as well as non-staffing resources.
 - > If you have multiple budgets, please combine them for the table below.

Classification	# staff	Budgeted Amount (total)
Administrators		
Classified Employees	9.00	\$ 292,718.00
Professional Technical Employees	1.00	\$ 79,148.00
Adjunct Faculty		
Full Time Faculty		
Hourly Employees	2.00	\$ 15,427.00
All other salary lines	NA	\$ 12,449.00
All Fringe Benefits	N/A	\$ 9,691.00
All other operating expenses	N/A	\$ 356.00
Totals	12.00	\$409,789.00

1.8 Is the current staffing adequate for your unit's needs?
YES NO
1.8.1 If no, please describe additional staffing needs.
The interpretation of
1.9 Are the current facilities adequate for your unit's needs?
1.9 Are the current facilities adequate for your unit's needs?
YES NO
· · · · · · · · · · · · · · · · · · ·
YES NO

1.10 Are the unit's technology and equipment resources adequate?
YES NO
1.10.1 If no, please describe technology and equipment needed for the unit.
7
1.11 What other information, if any, do you believe is important for your unit to consider in
1.11 What other information, if any, do you believe is important for your unit to consider in
1.11 What other information, if any, do you believe is important for your unit to consider in planning?

2 Analysis

Based on sources of data, information and experience, please describe your unit's present and future needs and challenges.

- 2.1 What sources of quantitative and/ or qualitative data are you using to identify challenges and needs?
 - > (Surveys, Point of Services (POS) unit feedback, ,Council for the Advancement of Standards in Higher Education (CAS) standards, Association of College Administration Professionals (ACAP) best practices, research from journals, articles, external databases, research projects, presentations, conferences, white papers, etc.)

The Executive Vice President, College Operations worked with all Campus Managers and discussed some priorities and determined this first round of the ASP and the First Unit Level Goal, Outcomes, Measures. All Campus managers units will share the same Unit Level information. Each Campus will then develop campus specific objectives (improvements) which will support the Unit Level data. This will allow the Division to start analyzing comparable data and support the Division/ Unit Level Goals, Outcomes, Measures jointly.

- 2.2 What are the strengths and weaknesses for the unit?
 - > (What activities does the unit do well? What services, products, or decisions have been successful recently? What internal resources or situations are limiting the unit's ability to achieve its goals?)

N/A		

- 2.3 What are the opportunities and threats for the unit?
 - > (What events or conditions within or outside the college might the unit be well-positioned to address? What events or conditions outside the unit or college might pose difficulties and limit the unit's ability to achieve its goals? What opportunities for growth and/ or innovation exist for the unit.

N/A		

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2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description)	Unit Baseline	Unit Current Data	Unit Target	Unit Current Status	Outcome # (linked from 1.3.2)
	(linked from 1.3.2)	data (for the unit	(for the unit	data (for the unit	(% of target	
		measure)	measure)	measure)	data)	
	Example unit measure: Measure usage of TIPS by computing average					
	number of TIPS users per month for fiscal year.					
UM1.1.1	Measure the Pass/Fail scoring on emergency evacuation/safety drills	0.00	20.00	20.00	1	UO1.1
	during the year.					
UM1.1.2	Measure the number of Emergency Response Team members trained per	0.00	20.00	20.00	1	UO1.1
	year.					
UM1.2.1	Measure the percentage of completed requests submitted each year through	0.00	10.00	20.00	0.5	UO1.2
	the CleanTelligent system.					
UM1.2.2	Measure the percentage of completed work orders submitted each year	0.00	10.00	20.00	0.5	UO1.2
	through Building Maintenance Micromain system.					
	0				#VALUE!	UO1.3
UM1.3.2	0				#VALUE!	UO1.3
UM1.4.1	0				#VALUE!	UO1.4
UM1.4.2	0				#VALUE!	UO1.4
UM1.5.1	0				#VALUE!	UO1.5
UM1.5.2					#VALUE!	UO1.5
UM2.1.1					#VALUE!	UO2.1
UM2.1.2					#VALUE!	UO2.1
UM2.2.1					#VALUE!	UO2.2
UM2.2.2					#VALUE!	UO2.2
UM2.3.1					#VALUE!	UO2.3
UM2.3.2					#VALUE!	UO2.3
UM2.4.1					#VALUE!	UO2.4
UM2.4.2					#VALUE!	UO2.4
UM2.5.1					#VALUE!	UO2.5
UM2.5.2					#VALUE!	UO2.5
UM3.1.1					#VALUE!	UO3.1
UM3.1.2					#VALUE!	UO3.1

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit	Unit Current Data (for the unit	Unit Target data (for the unit	Unit Current Status (% of target	Outcome # (linked from 1.3.2)
		measure)	measure)	measure)	data)	
UM3.2.1					#VALUE!	UO3.2
UM3.2.2					#VALUE!	UO3.2
UM3.3.1					#VALUE!	UO3.3
UM3.3.2					#VALUE!	UO3.3
UM3.4.1					#VALUE!	UO3.4
UM3.4.2					#VALUE!	UO3.4
UM3.5.1					#VALUE!	UO3.5
UM3.5.2					#VALUE!	UO3.5
UM4.1.1					#VALUE!	UO4.1
UM4.1.2					#VALUE!	UO4.1
UM4.2.1					#VALUE!	UO4.2
UM4.2.2					#VALUE!	UO4.2
UM4.3.1					#VALUE!	UO4.3
UM4.3.2					#VALUE!	UO4.3
UM4.4.1					#VALUE!	UO4.4
UM4.4.2					#VALUE!	UO4.4
UM4.5.1					#VALUE!	UO4.5
UM4.5.2					#VALUE!	UO4.5
UM5.1.1					#VALUE!	UO5.1
UM5.1.2					#VALUE!	UO5.1
UM5.2.1					#VALUE!	UO5.2
UM5.2.2					#VALUE!	UO5.2
UM5.3.1					#VALUE!	UO5.3
UM5.3.2					#VALUE!	UO5.3
UM5.4.1					#VALUE!	UO5.4
UM5.4.2					#VALUE!	UO5.4
UM5.5.1	0				#VALUE!	UO5.5
UM5.5.2	0				#VALUE!	UO5.5

Measure # (linked from 1.3.2)	Unit Baseline data (for the unit	Unit Current Data (for the unit	Unit Target data (for the unit	Unit Current Status (% of target	Outcome # (linked from 1.3.2)
	measure)	measure)	measure)	data)	

2.5.3	If you have qualitative data that cannot be entered in data table above, please describe them								
	,								

3 Objectives (improvements) Table

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome
	Example: Develop a new	Example: Measure			Example: Review of activity		
	workshop curriculum to	participation in OIEA			accessing TIPS indicated		
	train faculty and staff on	workshops by computing			that most TIPS users were		
	how to access enrollment-	number of participants at			OIEA staff; need to expand		
	related data through TIPS.	OIEA training sessions			use of TIPS to more staff and		
		during fiscal year.			faculty.		
OB1.1	Develop a safety committee comprised of students, staff, faculty, campus emergency response team members, campus police, maintenance staff, and Environmental Health & Safety representatives to achieve our goal of an "Injury Free ACC" and to promote a culture of wellness and safety on campus.	Each safety committee meeting will include: 1. a safety inspection to identify hazards and make recommendations/corrective action/work orders to correct conditions. 2. a safety or wellness training component. 3. a review of injury reports and corrective measures taken since the previous meeting.	0.00	20.00	The safety committee has struggled to maintain representation from all stakeholders. For instance, it is difficult to find a time for regular student and faculty participation.	Campus Manager	UO1.1
OB1.2		Each safety committee meet	ing will hav				UO1.2
OB1.3		,					UO1.3
OB1.4							UO1.4
OB1.5							UO1.5
OB2.1							UO2.1
OB2.2							UO2.2
OB2.3							UO2.3
OB2.4							UO2.4
OB2.5							UO2.5
OB3.1							UO3.1
OB3.2							UO3.2
OB3.3							UO3.3
OB3.4							UO3.4

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome
OB3.5							UO3.5
OB4.1							UO4.1
OB4.2							UO4.2
OB4.3							UO4.3
OB4.4							UO4.4
OB4.5							UO4.5
OB5.1							UO5.1
OB5.2							UO5.2
OB5.3							UO5.3
OB5.4							UO5.4
OB5.5							UO5.5

3.2	Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?
YES	√ NO
3.2.1	If not, please describe your unit plans to successfully implement this objective (improvement).

3.3 Objectives and Key Strategies with Timeline and Costs

(NO more than 3 strategies for each objective (improvement) Related Related Facilities Related Staffing Objective Other Related Related Related Equip/Tech **Total Objective Objectives Objective Key Strategy** Timeline Needs Needs Needs Key Needs costs (details) (details) (details) (Improvements) (Improvements) Strategy # (details) OIEA staff will develop Example Year 1 Prof development 100 content for a new TIPS **OB1.1** training workshop. OIEA staff will create a short Year 2 Adobe Connect \$ 1,500 Example video that will be posted on the website demonstrating **OB1.1** how to use TIPS. Example OIEA staff will offer at least Year 3 \$ 1,400 classroom space one new workshop through **OB1.1** Professional Development Office. The Safety Committee will OKS1.1.1 Year 1 Utilize distance Guidance from CYP Computer investigate the opportunity to learning Develop a safety use technology for virtual Technician. classroom. committee meetings in order to have comprised of input from all stakeholders. students, staff, faculty, campus emergency response team members, campus police. maintenance staff, OB1.1 and Environmental Health & Safety representatives to achieve our goal of an "Injury Free ACC" and to promote a culture of wellness and OKS1.1.2 safety on campus. OKS1.1.3 OKS1.2.1

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS1.2.2								OB1.2	
OKS1.2.3									
OKS1.3.1									
OKS1.3.2								OB1.3	
OKS1.3.3									
OKS1.4.1									
OKS1.4.2								OB1.4	
OKS1.4.3									
OKS1.5.1									
OKS1.5.2								OB1.5	
OKS1.5.3									
OKS2.1.1									
OKS2.1.2								OB2.1	
OKS2.1.3									
OKS2.2.1									
OKS2.2.2								OB2.2	
OKS2.2.3									
OKS2.3.1									
OKS2.3.2								OB2.3	
OKS2.3.3									
OKS2.4.1									
OKS2.4.2								OB2.4	
OKS2.4.3									
OKS2.5.1									
OKS2.5.2								OB2.5	
OKS2.5.3									
OKS3.1.1									
OKS3.1.2								OB3.1	
OKS3.1.3									
OKS3.2.1									
OKS3.2.2								OB3.2	
OKS3.2.3									
OKS3.3.1									

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS3.3.2								OB3.3	
OKS3.3.3									
OKS3.4.1									
OKS3.4.2								OB3.4	
OKS3.4.3								1	
OKS3.5.1									
OKS3.5.2								OB3.5	
OKS3.5.3									
OKS4.1.1									
OKS4.1.2								OB4.1	
OKS4.1.3								1	
OKS4.2.1									
OKS4.2.2								OB4.2	
OKS4.2.3								1	
OKS4.3.1									
OKS4.3.2								OB4.3	
OKS4.3.3								1	
OKS4.4.1									
OKS4.4.2								OB4.4	
OKS4.4.3								1	
OKS4.5.1									
OKS4.5.2								OB4.5	
OKS4.5.3								1	
OKS5.1.1									
OKS5.1.2								OB5.1	
OKS5.1.3								1	
OKS5.2.1									
OKS5.2.2								OB5.2	
OKS5.2.3								1	
OKS5.3.1									
OKS5.3.2								OB5.3	
OKS5.3.3									
OKS5.4.1									

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS5.4.2								OB5.4	
OKS5.4.3									
OKS5.5.1									
OKS5.5.2								OB5.5	
OKS5.5.3									

Total Cost

\$ 3,000

Estimate

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
3.4 Desc	cribe how the evaluation r	neasures	are appropriate	and relevant for	the proposed ob	jectives (improve	ements).		
						,			
0.5.	21 - 4 16				/ . I. ! (!)	P. P. G. L.		12 . (1 2 .	
3.5 Desc	cribe the process used to	evaluate t	ne results of you	<u>r improvements</u>	(objectives), and	d indicate who pa	articipate	in the revie	·W. I
									l

4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

(son	ne data linked to table 3A)						
Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Develop a safety committee comprised of students, staff, faculty, campus emergency response team members, campus police, maintenance staff, and Environmental Health & Safety representatives to achieve our goal of an "Injury Free ACC" and to promote a culture of wellness and safety on campus.	Each safety committee meeting will include: 1. a safety inspection to identify hazards and make recommendations/corrective action/work orders to correct conditions. 2. a safety or wellness training component. 3. a review of injury reports and corrective measures taken since the previous meeting.	0.00	0.00	20.00	0%	UO1.1
OB1.2		Each safety committee meeting will have a safety or wellness training component.	0.00	0.00		#VALUE!	UO1.2
OB1.3						#VALUE!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1						#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB2.5						#VALUE!	UO2.5

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB3.1						#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1						#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5						#VALUE!	UO5.5

4 Evaluation and Reporting

4.2 Briefly summarize the degree to which the targets were met.

$ ilde{m{ iny}}$ Note the key strategies or activities designed to implement the objectives (i	improvements)	
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Due to changes in the collegewide planning and the required assesments, we have changed the focus to be at the divisional level. Our previous SSR Mini Imporvement Plan project was executed and eleven safety committee meetings with training and inspections were conducted. 674 work orders were submitted to correct deficiencies. 651 of the work orders have been completed.

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

A culture of safety and wellness has been fostered on campus with participation from staff and students. The result is a safer environment more conducive to learning.

4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

N/A