

Austin Community College Master Plan Cluster Groups
Master Plan 2010-2012

Cluster groups are composed of multiple units that share the same broad function; the eleven cluster groups include the following:

<u>Business Services</u>	<u>Instruction/Credit</u>
<u>Campus Operations/Support Services</u>	<u>Instruction/Non-Credit</u>
<u>Evaluation & Professional Development</u>	<u>Institutional Effectiveness</u>
<u>External Affairs</u>	<u>Instructional & Information Technology</u>
<u>Facilities & Operations</u>	<u>Student Services</u>
<u>Human Resources</u>	

Business Services Cluster Group

Definition/Service

It is the mission of the Business Services Cluster to give sound financial planning not only for the current fiscal year, but for future financial implications to the college. It is our goal to provide good customer service to the students whom we serve, vendors who provide services to us, and fellow employees of the college whom we work with daily.

Units Included

- Budget Planning/Control
- Accounts Payable/Receivable
- Cashiering
- Purchasing
- Fixed Assets
- Investment
- Auxiliary
- E-Commerce
- Insurance

Campus Operations and Support Services Cluster Group

Definition/Service

The Campus Operations and Support Services Cluster is composed of diverse units whose purpose is to provide: the infrastructure and activities that keep ACC campuses and centers available and helpful to the College's student, faculty, staff, and community constituencies across the ACC Service Area. Cluster activities include campus safety and security, food and vending services, and duplication services, as well as marketing and community response initiatives. Campus Operations and Support Services keep buildings open, services functioning, and provide the ACC presence that works within our local communities.

Units Included

- Campus Operations (Managers)
- Extension Centers
- Duplication

- Communication
- Food Service
- Vending
- Campus Police
- estaffing

Evaluation and Professional Development Cluster Group

Definition/Service

The Evaluation and Professional Development Cluster coordinates and provides employee evaluation support services and professional development opportunities for all ACC employees.

Units Included

- Evaluation and Professional Development

External Affairs Cluster Group

Definition/Service

Strategic development and evaluation of programs to extend and enhance ACC's external image with key constituencies in support of the College's mission, values, and Master Plan initiatives.

Units Included

- ACC Foundation Grants
- Marketing and Public Relations
- Public Information
- Media Relations
- Governmental Relations
- Annexation
- Business & Community
- Educational Partnerships

Facilities & Operations Cluster Group

Definition/Service

Our mission is to develop and maintain a safe, functional, and attractive campus for the students, faculty, staff, and visitors of Austin Community College and to create an environment that encourages learning and supports the College's tradition of excellence. If education is to flourish, our buildings and grounds must be attractive, clean, safe, and energy efficient. Our goal is to provide superior service and maintain the campuses and facilities at a high standard that is exemplified by that tradition of excellence.

We can accomplish this only by developing and employing:

- Sound business practices
- Simplified, accountable and cost-effective operating procedures
- Innovative planning strategies
- New and proven technologies

- Ethical business practices
- A well-trained and service-oriented workforce

Our success is measured by the level of customer satisfaction attained, achievement of cost-effective management and use of physical resources, fostering of links with industry and other key governmental and regulatory agencies, and the pride and satisfaction of its employees.

Units Included

- Facilities & Construction
- Buildings & Grounds
- Maintenance
- Custodial Services
- Environmental Health and Safety

Human Resources Cluster Group

Definition/Service

The purpose of the Human Resources Cluster Group is to review, analyze and develop automated systems and employee programs to ensure organizational effectiveness and efficiency and to enhance customer service to employees.

Units Included

- Compensation
- Benefits
- Records
- Employment
- Payroll Services

Instruction / Credit Cluster Group

Definition/Service

The purpose of the Credit Instruction Cluster Group is to provide residents of the College service area access to high-quality college-credit instruction, in multiple formats and delivery modes, that leads directly to careers or to university transfer.

Units Included

- Academic Transfer Programs
- Workforce Education Programs
- Developmental Education
- Early College Start
- Distance Learning
- International Programs
- ESL (credit and non-credit)

- Adult Education

Non-Credit Instruction Cluster Group

Definition/Service

The purpose of the non-credit instruction cluster group is to bring college and community resources together to provide needed quality, timely, and practical educational services.

Units Included

- Continuing Education Administration
- Community Programs
- Customized Training
- Workforce Development Center
- Teacher Education
- Business Assessment Center
- Business Operations

Institutional Effectiveness Cluster Group

Definition/Service

The institutional effectiveness cluster provides support and integration of planning and evaluation processes to ensure continuous improvement college-wide.

Units Included

- Office of Institutional Effectiveness & Accountability
- Internal Audit

Instructional and Information Technology Cluster Group

Definition/Service

The Instructional and Information Technology Cluster provides educational and technological resources and support to academic, workforce, and administrative programs.

Units Included

- Library Services
- Instructional Computing and Technology Services
- Instructional Development Services
- Information Technology
- Video Support Services

Student Services Cluster Group

Definition/Service

The purpose of the Student Services Cluster is to provide access to and success in higher education through student support services.

Units Included

- Admissions & Records
- Advising
- African American Cultural Center
- Assessment
- Campus Student Support & Success Systems
- Community Outreach
- Counseling
- El Centro
- Financial Aid
- Learning Labs
- Office for Students with Disabilities
- Recruitment
- Student Life
- Support Centers
- Testing