

Support Services Review Template

Update Year: 2012

Unit Name: Dean, Mathematics and Sciences

Today's Date: May 31, 2012

Unit Review Leader: David Fonken

Five Fundamental Questions

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

The Office of the Dean of Mathematics and Sciences provides campus-based support for students, faculty and staff at the Northridge campus and college-wide support for mathematics and science students, faculty and staff at all other ACCD locations.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?

attached

3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next five years?

One of the ways we support full-time mathematics and science faculty is by tracking workload and doing data entry at the start of each semester to be sure they are paid appropriately and on the correct dates for their teaching, release time and overloads. We do a pretty good job of this, but there are occasional errors in communication or data entry. Sometimes these result in a delay of correct overload pay until after the first pay check of the semester and then a supplemental check is needed to fix things. Starting with the Fall 2012 semester, we propose to audit this pay process 30 days after the start of each semester and document cases that required supplemental pay checks. We expect analysis of these exceptional cases will lead to improvements in our process that will reduce the number of pay errors and the number of supplemental checks needed to correct them.

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Accurate first pay check for full time faculty each semester	Fewer supplemental pay checks needed to correct errors	Percent of faculty for which a supplemental pay check is required to correct an error.	n/a	Less than 5% each semester in 95% of all semesters	n/a

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5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?

Reducing the number of supplemental pay checks conserves College resources that can then be used for more constructive activities