# Support Services Review

2013    Campus Mgt NRG     Bel Smith

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 primary services of the Campus Manager's Office are listed below.

    • Lead the functions and operations of the campus which includes the campus administrative office, Duplication/Mailroom and Building Services
    • Interacts and collaborates with campus police, maintenance, contract custodial, food and vending services, academic/workforce departments, student and support services
    • Coordinates campus-wide room scheduling
    • Approves, processes and coordinates requests for use of college facilities by internal and external groups
    • Plans, coordinates and monitors on-campus maintenance, renovation and construction projects in collaboration with Facilities and Operations and Environmental Health and Safety (EHS) departments
    • Coordinates with Campus Police and EHS regarding campus security, safety and emergency issues
    • Serves as a liaison to, and regularly communicates with, faculty, staff, students and community members regarding College policies, procedures and processes.
    • Assists Executive Vice President of College Operations with Campus Advisory Committee meetings and proceedings

    The impact of the services listed above promotes an atmosphere that is welcoming, conducive to both teaching and learning and thereby contributes to the College's mission of student success.

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?
    A SWOT was conducted on February 15, 2013 in conjunction with the Dean of Student Services.  Participants included stakeholders from the various campus departments as well representation from Environmental Health and Safety and Purchasing (Contract Management).

STRENGTHS

Communication/Responsiveness
• Campus Manager's Office is very proactive in responding to Departments
• Responds to any issue. Directs and assists all groups. Always available
• Efficiently communicates to students and staff on campus events, etc
• Gives good info and updates to NRG campus
• Campus Manager's office is open until 10:40pm and on weekends

# Support Services Review

• Organized
• Friendly staff
• Filled with servant leaders

Professional
• Handle meeting duplication/mailroom needs of faculty staff/students
• Mailroom and duplication staff are efficient and highly supportive
• Handles emergencies well
• Manager keeps us informed of building issues
• Responsive to requests/reports regarding building maintenance
• Building services keeps the grounds and buildings clean
• Building services responsive to needs of staff when requests are made
• Campus Administration responds quickly to student and staff concerns
• Serve as a communication hub for campus community (guests, students, staff, and faculty)
• Promptly responds to emails
• Keeps the campus aware of events upcoming
• Campus news and announcements
• Referring students, faculty, and staff to appropriate offices/depts.
• Good customer service (pleasant, receptive)

Scheduling
• Organize classroom usage well
• Manage space demands to schedule the classes to accommodate the largest number of students at a campus
• Scheduling academic courses
• Scheduling events

## WEAKNESSES

Space Concerns
• Need conference rooms on campus for meetings, etc.
• Although NRG does an excellent job within the system; but the system is broken needs change in scheduling
• Need more space for classrooms
• Limited resources to adequately meet volume
• The imbalance in scheduling between academic programs and (transfer) workforce programs

# Support Services Review

Custodial
• Night/weekend services should be ACC employees…not contractors
• Building Contract Services…have no way to easily contact them/follow-up on issues is not good/ timely
• Bathrooms – 1st floor in EACH bldg. need more attention more frequently
• Contract cleaning services – not flexible in responding to dept. needs/scheduling tasks

Training
• Desk staff seem to need a "what to do list" when the campus manager is out of the office
• Not everyone knowledgeable of ACC policies/procedures


OPPORTUNITIES


Space
• More public computers for ACC community and Wireless Access campus wide
• Build a conference or multi-purpose space
• Parking garage
• Larger parking spaces
• Add new buildings
• Provide meeting space
• Trash the portables (portable bldgs.) build real classrooms!
• More office & classroom space
• Build bldg. – 3 story for more classroom and meeting (large) space
• Build up to create more space for classrooms and meeting spaces
• Continue to push for expansion! (space)
• New Student Services Building including conf. room

Money
• Provide more resources in staff and budget
• More money for campus needs
• A benefactor w/o conditions/limitations
• Replace lost staff due to hiring freeze
• More building attendants for campus during peak hours


THREATS


Funding
• Decreased enrollment

# Support Services Review

• Small budgets
• State funding
• Unsuccessful bond election
• Lawmakers force new laws that affect enrollment
• Budget cuts state/federal
• Texas Legislature
• Not enough money
• State budget cuts that affect campus facility improvements
• Hiring freeze
• Limited campus hours

Space
• Board/College Administration focus on new campuses vs old/existing campuses
• No meeting space to collaborate/train at NRG
• No classroom space!!!
• No space
• Insufficient parking
• No student space for hanging out between classes
• Not enough room to build more


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?

Because communication, responsiveness, professionalism and scheduling are recognized as strengths based upon the responses from the SWOT analysis, I will focus on minimizing weaknesses, seizing opportunities, and counteracting threats from the above mentioned areas.

Space
The current reality is that Northridge is an older campus with limited space and high enrollment.  On a semester-by-semester basis we generally utilize campus classrooms and labs from open until late evening hours weekdays.   When there are special requests for room reservations for meetings, student organizations, employee groups, faculty/staff requests, study or tutoring opportunities beyond the Learning Lab, the Campus Manager's office does everything within its power to accommodate.  However, we are well aware that there are space needs during peak operating hours that go unmet.  Concerns regarding space will be addressed in the following manner:  the ACC Facilities Master Plan, an upcoming bond election under consideration by the ACC BOT and the opening of several new campuses within the Northridge campus service area.  All will aid in the overcrowding and lack of space.  Portable buildings and conference rooms are out of our control.

Training

# Support Services Review

Although the majority of the SWOT attendees acknowledged the Campus Manager's office staff was responsive and provided accurate and up-to-date information, the area of staff training was identified as a deficiency by a few members in attendance.  To address this area:

1.  Night and weekend staff will be brought in for training during day hours. They will be exposed to situations that occur frequently during the week and given tools to handle those situations.

2.  Each staff member (day/night/weekend) will become more familiar with tasks delegated to others in the office.

3.  Time sensitive completion of the review of various segments of the ACC website will be instituted in an effort to help staff members assist students, faculty, community members and all who come to the Campus Manager's office in search of information.

4.  Increase regularly scheduled meetings for policies and procedures review.

Custodial Staffing

1.  Meet regularly with ISS supervisors and ACC Building Services Supervisor to discuss jobs well done and jobs in need of improvement.

2.  Meet regularly with ACC Custodial Contract Manager (Purchasing Office) to ensure contract compliance and campus staffing needs are met.

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?

| Improvement | Measure | Baseline | Target | Current |
|---|---|---|---|---|
| Campus Manager will increase internal training opportunities for Campus Administrative office staff to better respond to inquiries from faculty, staff, students and members of the community at large regarding ACC policies and procedures. Increase office staff review of ACC policies and procedures, website reviews and training days. | Verbal/email comments received in the Campus Manager's office regarding the dissemination of information from Campus Administrative office staff and results from Customer Satisfaction Survey. | Development and implementation of a Customer Satisfication Survey | Survey link available via campus web page to capture satisf action level of walk-in or phone visitors seeking college information | Not Available |

# Support Services Review

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| Increase in service frequency of first floor restrooms on campus to enhance appearance and odor. Also meet regularly with custodial contractor, ACC Contract Manager and Building Services Supervisor to discuss areas that meet/ exceed expecations as well as those areas that do not meet expectations. | Verbal/email comments received in the Campus Manager's office regarding the dissemination of information from Campus Administrative office staff and results from Customer Satisfaction Survey. | Develop ment and impleme ntation of Customer Satisfactio n Survey | Satisfacto ry results from Customer Satisf action Survey | Not Available |
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5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?
   The Northridge Campus Manager's office planned improvements contribute to the Mission and Intended Outcomes of ACC because the improvements:

   • Foster a better relationship between CAMA and other departments on campus.
   • Provide an enhanced experience for students, faculty, staff, and the community from a more knowledgeable and better prepared administrative staff.
   • Prominently display characteristics of servant leadership through the use of intense and receptive listening, awareness, commitment to growth, and stewardship.

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