Support Services Review

2013   Campus Mgt RRC   Judy Van Cleve

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 to lead and supervise the functions and operations of the Campus and its administrative offices.   Services provided by the Campus Manager's office include the following.

    1. Coordinates campus-wide room scheduling
    2. Approves, processes and coordinates requests for use of college facilities
    3. Organizes and schedules on-campus services and activities provide by internal/external customers
    4. Plans, coordinates, and monitors on-campus services provided by Maintenance and renovation and construction project in collaboration with F/O and EHS departments
    5. Coordinates with EHS for inspections and trains campus emergency response team
    6. Coordinates with Campus Police regarding campus safety and security
    7. Assists in developing College-wide operational polices through College wide committee
    8. Serves as a liaison to and regularly communicates with faculty, staff, students
    9. Supervises the distribution of faculty, staff, and student material related to the Campus
    10. Assists EVP with Campus Advisory Committee meetings and events

    The outcome of these services is staff, faculty, and students will have a well organized and safe work and learning environment.

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?
    The Round Rock Campus Dean of Student Services and the Campus Manager chose to hold a joint SWOT in an attempted to draw a large and more diverse Campus staff than we could if we held a separate SWOT.

I was please by the number of staff that attended the SWOT and their enthusiasm in answering the different SWOT questions.   However in reviewing the SWOT results it was not always clear to what department the participant were addressing their remarks.

The group broadly focused on Communication, Facilities, Customer Services and Resources provided by the Campus Manager Office, Student Services, College wide offices and State wide offices. There were numerous remarks about College and State wide issues that the Campus Manager's office can have no impact. It is from specific remarks about Campus based Communications and Customer Services that I will build my department's responses to questions

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three and four.

When an existing staff moves to a new Campus it takes time to establish new relationships and communications channels. Strong relationships among staff and good communications channels among departments are the building block that allows the focus of staff and faculty to be on student success.

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?

1. Campus Manager will work with all Round Rock Campus departments to schedule and hold an annual meeting or meetings prior to the fall semester to disseminate important information, plan events, share issues of mutual concern and strategize on how to implement solutions.

This will be done to address the following SWOT concerns.

Weaknesses – Not enough department to department interaction and communications.
Opportunities – Investigate cross-training opportunities across departments.
Threats – Not partnering with community programs.

2.   Campus Manager will work with Campus Operations to develop a virtual Customer Satisfaction survey for the Campus Manager's Offices to document and find solutions for issues brought to the Campus Manager's office.

This will be done to address the following SWOT concerns.

Weaknesses – Need a formal way to document concerns brought to and about the Campus Manager's Office.
Opportunities – Same as above
Threats – Same as above

3.   Campus Manager will work with ACC IRT, IT, Public Information and Marketing to determine the possibility of installing virtual bulletin boards on the second and third floors of building 1000, 2000 and 3000.

This will be done to address the following SWOT concerns.

Weaknesses – Need better/more creative means to get students to pay attention to signs.
Opportunities – Better social media to keep students informed.
Opportunities – Help the college strength is RRC sustainability efforts by reducing the need for posting multiple paper flyers.

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Threats – Lack of internal and external planned partnerships, the ones we have are not visible to students.

4. Campus Manager will work with Campus Police and Facilities to facilitate improvements to parking lots, sidewalks, and traffic signage.

This will be done to address the following SWOT concerns.

Weakness – Traffic congestion and lack of sidewalks from student parking is hazardous.
Threats – Stop expanding and take care of current needs.

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

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Campus Manager will work with all Round Rock Campus departments to schedule and hold an annual meeting or meetings prior to the fall semester to disseminate important information, plan events, share issues of mutual concern and strategize on how to implement solutions.
 	
This improvement will be done to address the following SWOT concerns.
 	
Weaknesses – Not enough department to department interaction and communications.
Opportunities – Investigate cross-training opportunities across departments.
Threats – Not partnering with community programs.
	Outcome: A better informed staff will be better able to help students succeed.
	
	Measure:
	a. Campus Manager will hold meeting and in conjunction with departments, document discussions, identity issues, prioritize issues, and reach consensus on what issues to work on for the next year.
	
	b. Campus Manager will use data from three areas to determine outcomes.
	   1. Use data from departments that currently have on campus customer satisfaction surveys
	   2. Use data from new Campus Manager's Customer Satisfaction survey
	   3. Use data from individual or group meeting with Round Rock Campus Departments
		One joint meeting per year.	One joint meeting per year.	Meeting based on need.

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Campus Manager will work with ACC IRT, IT, Public Information and Marketing to determine the possibility of installing virtual bulletin boards on the second and third floors of Building 1000, 2000 and 3000. This will be done to address the following SWOT concerns. Weaknesses – Need better/ more creative means to get students to pay attention to signs. Opportunities – Better social media to keep students informed. Opportunities - Help the college strengthen it RRC sustainability efforts by reducing the need for posting multiple paper flyers. Threats – Lack of internal and external planned partnerships, the ones we have are not visible to students.	Outcome: A better informed student has a better chance for success. Measure: a. Document meetings held with ACC IRT and IT to determine all technical issues and if project is feasible. b. Document meeting held with Public Information and Marketing to define any ACC policy and procedures that would apply to the project. c. If project is feasible, develop an implementation proposal and timeline for project completion.	Have vertual bulletin boards on the first, second, and third floors of Buildings 1000, 2000, and 3000.	Add virtual bulletin boards to the second and third floors of Building 1000, 2000, 3000.	Have virtual bulletin boards on the first floor of Buildings 1000, 2000, 3000, and 5000.

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Campus Manager will work with Campus Police and Facilities and Construction to facilitate improvements to parking lots, sidewalks, and traffic signage. This will be done to address the following SWOT concerns. Weakness – Traffic congestion and lack of sidewalks from student parking is hazardous. Threats – Stop expanding and take care of current needs.	Outcome: Provide faculty, staff, students, and visitors to the Round Rock Campus a safe learning environment. Measures: a. Unit will hold meeting with Campus Police and Facilities to identity issues and prioritize any health safety issues. b. Unit will document when meeting are held and provide minutes discussing issues and any time line for implementations.	All RRC parking lots, sidewalks, and crosswalk sould be safe.	All parking lots, sidewalks, and crosswalks are safe.	Some parking lots, sidewalks, or crosswalks are said not to be safe.

5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?
   The planned improvements will contribute to the Mission and Intended Outcomes of the College of promoting student success by providing better avenues for communication and the dissemination of information, by providing a well trained and cooperative staff, and by providing a well organized and safe learning environment.