

Username mlee@austincc.edu
Unit Review Leader: Marilyn E. Lee Taylor
Unit Name: Campus Manager

1.

What improvements have been planned/implemented:

1. Improve & strengthen the Rio Grande Campus operations by setting office goals and objectives. Develop a professional development modular with the College Professional Development Office for the RGC Campus Administrative Office Staff (day, evening & weekend staff). Request a position/office manager for the Campus Administrative Offices.

2. Create a process in which the RGC Campus Administrative Office can host campus cultural & historical events and activities on the campus.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

1. Benefit the unit: ensure that we are all employees are providing faculty, staff, students & the community the most accurate & current information; provide quality customer service to all; team building; improve communication techniques & coordination of district-wide services & processes. Office Manager would oversee the internal office operating systems & cultural/historical events as well as other events held on the campus by various offices/departments.

2. Benefit the unit: develop a sense of community within the campus environment as well as to educate the campus faculty, staff & students regarding the various culture & history of these events & activities on the campus.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

1. Measures: Better understanding of the Campus Operations; staff will produce quality work & quality customer service; become more of a team; more productive & efficient; and a better understanding of the ACC District.

2. Measures: Attendance & participation will determine how successful the cultural/historical events will be (Cinco de Mayo, Black History, Diez y Seis, Juneteenth, July 4th, etc.) providing speakers, entertainment, food, pamphlets etc.

3a. Baseline data: the data used to determine improvements were needed

1. Baseline data: As a supervisor you always know the strength & areas of improvements of your team; the professional development workshop is based on input provided by campus administrative office staff and myself. Also the College is constantly changing or adding new processes/guidelines and procedures which office staff must be trained in order to implement them; therefore this will be an ongoing/annual professional development refresher. training.

2. Baseline data: These types of events were held by Student Life & their objectives have

changed & these types of activities should be held on each campus. There are limited cultural/historical events/activities which are based out of a particular office (s) on a particular campus in which students, faculty & staff do not have the ability to travel between classes.

3b. Target goals: the data that shows your improvements have achieved your goals

1. Target goals: Less or not complaints: staff will operate more as a team; more productive and efficient; planning and organizing will become a priority and the flow of the Campus Administrative Office processes will be smoother with an open flow of communication and exchange of information.

2. Faculty, staff and students will become more educated on the various cultures and become more aware and have a better understanding of others of a different cultural & their history.

3c. Current data: where you are currently in reaching your target

1. Current data: I have met with the professional development office and they are in the process of creating my modular for the Rio Grande Campus Administrative Office Staff. The office manager position will have to go the budget request.

2. Currently this is a goal and discussions will need to take place with the appropriate individual (s) as well as a budget established prior to implementation.

Narrative:

1. Process is very simple: I will identify the needs of improvement for my staff & work with the Professional Development Office to create a modular to address their deficiencies & ways to improve. Improvements will be noticeable immediately the overall office morale will be improved as well because they will feel more confident in their abilities and they will trust their team members to hold them accountable and to have their "back".