

# Program Review & Planning (PRP)

## PART 1: BASIC UNIT INFORMATION

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions:

Unit Name:	Business and Contract Services
Department Name:	Business and Contract Services
Division Name:	Finance & Administrative Services

Please list all participants in this Program Review:

Name	Position
Ron Perez	Acting Manager, Business & Contract Services
Jenny Akins	Supervisor, Purchasing
Debbi Claypool	Sr Contracts Administrator
Vacant	Contracts Administrator
Chris Wick	Risk Management Technician
Amber Cross	Sr Buyer
Teresa Amavisca	Sr Buyer
Teresa Wacker	Sr Buyer
Christy Carter	Buyer
Vacant	Sr Office Assistant

## SECTION 1: Program/Unit Mission Statement

What is your Program/Unit's mission statement ([click here for information on how to create a mission statement](#)):

Finance and Administrative Services is dedicated to providing quality service to the District's administration, faculty, and staff in support of an engaging teaching and learning environment for our students. We are committed to operating in a manner that is based

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upon integrity, transparency and equity while recognizing the central role of administrative support services in the success of the institution and in ensuring the public's trust.

**Describe how your mission aligns with and contributes to the College's Vision and Mission.**

The Business and Contract Services Department mission supports faculty and staff in providing an engaging teaching and learning environment for students of diverse origins, experiences, needs, abilities, and goals.

**SECTION 2: Program/Unit Description**

**Staffing**

<u>Full-time Staff</u>		<u>Part-time Staff</u>	
Total Number of Full-time Staff	10	Total Number of Permanent Part-time Staff	1
Number of Classified Staff	8	FTE of Part-time Staff	
Number of CAST Staff	1	FTEF of Part-time Faculty	
Number of Administrators	1		
Number of Full-time Faculty	0		

As part of this PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. Attach a copy of the chart when you are submitting your review.

OR

If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C; Supervisor Position A with direct reports, Position A, Position B, Position C)

Attached

**What additional temporary hourly or contract staff support this unit and/or department:**

One part time employee providing office support to risk management, contracts and purchasing.

**Program/Unit Description**

**Who utilizes your services?**

Faculty and staff.

**What services does your program/unit provide (Describe your program/unit)?**

Risk Management, Contract Services and Procurement. Includes bids and request for qualifications and services.

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PART 2: PROGRAM/UNIT ASSESSMENT

SECTION 1: Service Area Outcomes

List the Service Area Outcomes (SAOs) for your program/unit.

Provide contracts, risk management and purchasing services to the campus population.

For each SAO, describe when the SAO was last assessed and summarize what you learned from the assessment. (If you plan to assess the SAO this year, identify when you plan to assess it.)

A survey was prepared, sent out to the campus and results were submitted to assess effectiveness of the department.

What improvements have you implemented or plan to implement as a result of your SAO Assessments?

Timely conversion of requisitions into purchase orders.

SECTION 2: Other Assessment Data

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit:

Quantitative Data

Measure	Values					Definition/Description of Measure
	2012-13	2013-14	2014-15	2015-16	2016-17	

Qualitative Data:

Describe any qualitative measures you use and summarize the results.

Looking at staffing, purchase order, requisition to ensure a balanced workload and any additional staffing needs.

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What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above.

Shift of workload to provide an equal distribution of work among all staff.

### SECTION 3: Achievements and Other Relevant Information

Describe your program's achievements or proudest moments this past year. Where possible, describe how these achievements are related to our students and their success!

Successfully completed year-end close on time

Describe any recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit? What effect will these changes have on your program/unit?

None

In addition to (or in response to) the changes listed above, what in-house policies, procedures, and processes need to be updated, created, or deleted?

None

## PART 3: PROGRAM/UNIT EVALUATION AND THREE YEAR PLANNING

Program Evaluation and Planning is completed in two steps.

### Section 1: Overall Evaluation of Program

Reflect on your program/unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

1. What are our greatest strengths?
2. What are our best opportunities?
3. What is our preferred future, what do we aspire to do?
4. What are the measurable results that will tell us we've achieved that vision of the future?

### Section 2: Establish Goals and Strategies for the Next Three Years

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing your goals for this upcoming three year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion.

### SECTION 1: Overall Evaluation of Program

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**1. Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results (SOAR) and summarize your discussion below.**

<b>Strengths:</b>	High quality team provide support and guidance to the campus community in the area of business and contract services.
<b>Opportunities:</b>	Provide yearly training to campus on risk management, contracts and purchasing
<b>Aspirations:</b>	Reduce the time it takes to turn a requisition into a purchase order
<b>Results:</b>	Overall positive survey results from the District.

**SECTION 2: Progress on Prior Goals**

List current or prior goals your program/unit has been working on and provide an update by placing an "X" in the appropriate status box.

Goal	Completed	Ongoing	No longer a goal
Provide training to campus		X	
Increase operational effectiveness		X	

Add any comments related to your work on prior goals, if needed (e.g., successes, challenges, reasons for eliminating a goal).

NA

**SECTION 3: Establish Goals and Strategies for the Next Three Years**

**1. New Goals: Please list all goals for this three-year planning cycle:**

Goal #1	
<b>Goal</b>	Increase operational effectiveness
<b>Strategies for implementation</b>	Realign workload
<b>Timeline for implementation</b>	Ongoing throughout the 2018-19 academic year
<b>Outcome(s) expected (qualitative/quantitative)</b>	Timely services to the campus

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Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.	None
Of the resources described above, which ones are reallocated and which ones are new or needed?	None

**2. How do your goals align with your unit's mission statement?**

New services and equipment are needed as we monitor our customers' needs and position ourselves to fulfill those needs; to keep abreast of changing technologies and market trends for the institution.

**3. How do your goal align with the College's Strategic Plan Goals & Values? [Click here for 2019 Strategic Plan](#)**

By providing high quality products to our faculty and staff, we support and encourage students who are pursuing transfer readiness, general education, basic skills, career and technical training, aesthetic and cultural enrichment, and lifelong education.

**4. How do your goals align with the College's value of diversity?**

Our services support the process of teaching and learning for diverse students through the products we create.

**PART 4: RESOURCES**

Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, changes in policies or procedures). How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program

**SECTION 1: Reallocation or Reassignment of Resources**

Summarize any reallocation of resources you are making based upon your three-year plan, your current operations, and any upcoming factors in legislation. Describe the impact of the reallocation of resources to your unit.

N/A

**SECTION 2: Need for Additional Resources**

As a result of this program review and planning process, describe any additional resources you need to improve the effectiveness of your unit/program.

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Resource	Which goal/strategy in your three-year plan does this resource request support?	Which goal/objectives in the college's Strategic Plan does this resource request support?	Brief description of the need for this resource / Impact on other areas of the college (see technology, equipment, other needs)
<b>Staffing Needs - If you have a staffing need, Identify if the staffing need is to replace a position or if the need represents a new position. Further explanation /prioritize. How does it align with North and South Centers/ Define what it is you need staff to do.</b>			
None			
<b>Technology Needs - If you have a technology need, use the last column to describe both the need for the resource AND identify if the technology need may require any of the following:</b> <ol style="list-style-type: none"> <li>1) Extra wireless access</li> <li>2) Integration with existing technology (hardware and software, such as PeopleSoft)</li> <li>3) Operational maintenance and support</li> </ol>			
None			
<b>Equipment Needs (other than technology) - If you have equipment needs, use the last column to describe both the need for the resource and any possible impact to facilities.</b>			
None			
<b>Other Needs - If you have identified other needs, use the last column to describe both the need for the resource any any possible impact to facilities or other units on campus.</b>			
None			

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PART 5: FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Division / Planning Council

Person/Group/Council Who Reviewed PRP	Department/VPFAS/FAS Leadership Team
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Date	October 24, 2018
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Feedback

1. Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:

Provide timely service to staff, faculty and students

2. Areas of Concern, if any:

None

3. Recommendations for improvement:

Monitor and gage changes to ensure improvement. Access and reaccess.



