INSTRUCTIONS

The purpose of the Annual Program Review is to prepare a document to summarize the current status of an Administrative Service program. It should include an indication of significant changes and for planning purposes note any anticipated program needs for the next academic year.

Program Description: This section should briefly address the function(s) of the Program

Goals and Activities: This section should focus on program goals targeted this academic year. Information on program activities (types and frequency), measures of student participation and evidence of service delivery should be included.

PLOs Assessment Process: Provide a summary of the data collected that documents the progress that has been made in the development and assessment of (PLO) Program Learning Outcomes.

Staffing Information: This section should summarize current staffing in the program. Anticipated staffing needs for the next academic year may also be noted.

Technology Information: This section should summarize current technology use in the program. Anticipated technology needs for the next academic year may also be noted.

Budget Information: This section should summarize current equipment use in the program. Anticipated equipment needs for the next academic year may also be noted. Please limit these projections to anticipated major expenditures.

Other: This section should address any changes in areas not noted above. This might include information on community needs, state regulations, and new initiatives with direct bearing on the program’s activities.
## 2012-2013 Annual Program Review

**PROGRAM: Administrative Services**

**ADMINISTRATOR:** Greg Nelson

**EVALUATION YEAR (CIRCLE ONE):** TWO  THREE  FOUR

### Program description

The Administrative Services/Business Services Department serves the mission of the Institution by coordinating the needs and responsibilities of all business and administrative service areas. These activities will ensure appropriate fiscal and budgetary control and management; campus purchasing processes; MOU and contract administration; special purpose accounts tracking; as well as grants and categorical program compliance. This office also maintains associated students accounts funds; facilitates campus facility usage for internal (non-instructional) and external facility rentals; and maintains the allocation of campus vehicles to campus/District employees.

### PSLOs and/or SLO Assessment process

Survey data on customer satisfaction within college staff
Survey data on customer satisfaction with neighborhood associations
Survey data from outside vendors that use our facilities
Survey data from student population

### Goals and Activities

**Goal 1:** Implement new software for budget request submissions with ability to link assessment/program review data along with being electronic submittal/approval process that can also produce reports from database for use by business services and finance committee.

Activity: Work with EVC and DO to procure and implement software for the next round of budget hearings in 2014

**Goal 2:** Create more fluency in Spanish in business services with training and software applications.

Activity: Using software applications, allow for employees to self-pace teach themselves Spanish and other languages to better service students

**Goal 3:** Streamline administrative procedures for easier compliance with budget managers.

Activity: participate in review and changes of Section 6 of board policy/procedure review and notate accurately the requirements of the DO and Business Service sfor the benefit of managers.
| Staffing information | Greg Nelson, VPAS  
Vacant, Business Services Supervisor  
Heidi Hoffman, Accounting Technician  
Linda Jimenez, Business Services Coordinator  
Corinne Salazar, Administrative Assistant |
<table>
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<tr>
<td>Technology information</td>
<td>The department is in need of software for dictation for the numerous meetings that are attended and meeting minutes need to be documented. Also, as part of one of our goals the need for a foreign language software is required for 3 users. A new digital recorder for recording meetings is needed and the replacement of a VOIP phone in business services is also required.</td>
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| Budget information | 1. Rosetta Stone – Spanish- CD-Rom or Instant Download (All staff)  
$3.99.99  
• Level 1-5  
• For conversational purposes with students  
2. Dragon Dictation – Premium Edition (Admin. Secretary)  
$179.99  
• Assist in producing meeting minutes faster.  
• Admin serves on four committees that meet bi-monthly.  
3. Phillips Voice Tracer Digital Recorder with Zoom Mic System  
$119.99  
• Assist in producing precise meeting minutes.  
• Admin serves on four committees that meet bi-monthly.  
4. Supplies for Budget Hearings  
$300.00  
• 5” binders (quantity 14)  
• Table of Content dividers (quantity 14)  
• Writing pads  
• Pens  
Replacement of Cisco IP Phone 7941 (Heidi Hoffman) |
| Other: | |
| The Program Review Committee validates the review and forwards to the institution's Integrated Planning Process. |
| SIGNATURE: | DATE: |