Service Area Outcomes Retreat

Administrative Services
Thursday, April 7 2016
Welcome

Danny Villanueva
Vice President of Administrative Services
Outcomes for the Day

- Reflect on how SAOs make a difference every day
- Review the Strategic Master Plan (SMP) goals
- Review SAOs and align with SMP goals
- Review relevant data
- Update assessments with current data
- Analyze Results
How Do SAOs Make a Difference Every Day?
Deborah Paulsen, SLO Coordinator
If Los Angeles Mission College were a small town...
Facilities would be... 

the yellow pages
Plant Facilities would be...

the yellow pages

• events and parties
• repair anything under the sun
• safety and compliance
Reprographics/Mailroom and Receiving would be...
Reprographics/Mailroom and Receiving would be...

- copies and mail
- deliveries
- communications
The Business Office would be...
Business Office and Receiving would be...

- Pay Bills
- Loans
- Photo ID
Your office would be...

What small town business?

What services do you provide?
Strategic Master Plan

Dr. Sarah Master
Dean of Institutional Effectiveness
Strategic Master Plan

Goals:
Strategic Master Plan

Goals:

1) Expand access to educational programs and services and prepare students for success.
Strategic Master Plan

Goals:

2) Strengthen institutional effectiveness through a culture of evidence-based decision making, planning, and resource allocation, process assessment, and activities that promote professional development and collegiality.
Strategic Master Plan

Goals:

3) **Improve quality** of educational programs and services to increase students’ success in attaining their educational goals.
Strategic Master Plan

Goals:

4) Maintain fiscal stability through effective planning and evaluation, and encourage a greater focus on revenue enhancement.
Strategic Master Plan

Goals:

5) Sustain user-friendly and innovative technology to meet the needs of students, faculty, and staff.
Strategic Master Plan

Goals:

6) Increase community engagement and expand business, community, and civic partnerships.
Review of SAOs
Dr. Stephen Brown
Assistant SLO Coordinator
Overview

SAOs should help answer the following:
Overview

SAOs should help answer the following:

• Are the *primary* services we provide effective and of high quality?
Review of SAOs

a. Do they describe an important intended result of a major unit function?
b. Are they achievable and measurable?
c. Are they student-centered?
d. Do they use action verbs?
e. Are they aligned with a college SMP goal?
Review of SAOs

Suggested SAO:
Students will report improved satisfaction with [insert unit name] services.

Add benchmark.
Faculty/Staff and Student Survey
Patricia Chow, Research Analyst
Faculty/Staff and Student Survey

Available surveys:

• Faculty/Staff Survey (2013, 2014, 2015)
• LAMC Student Survey (2013, 2015)
• LACCD District Student Survey (2014)
• LAMC Supplemental Student Survey (2014)
Faculty/Staff and Student Survey

Review the survey data for your unit and discuss:

• Are there any patterns or themes with regard to areas your unit excels in or needs to improve?

• Has your student satisfaction rating improved over time?
Review & Update
Past SAO Assessments
Plan New Ones
Report Out and Lunch