

ASSESSMENT RETREAT

February 2, 2012

#6 ADMINISTRATIVE UNIT OUTCOMES AND ASSESSMENTS (AUOS) WORKSHEET

11:10 a.m. – 12:30 P.m.

- What have we learned from our assessments about

1. How well are we achieving our AUOs?

Administrative Services covers a vast area of core support services that benefits both faculty and students in achieving their ILOs. To that point, each department within A.S. has defined their goals and objectives. Based on reviews we have made great strides in accomplishing those metrics however, we recognize improvement is still needed and will continue to plan for better results.

2. What improvements have been made?

Each function maintains goals and as such, we are requesting improvements to services by providing higher quality, accuracy and speed in delivery of those services. For example, we are shifting custodial workers to be more aligned with the patterns of our students so that our campus facilities are clean not just in the mornings but also in heavy traffic areas at night due to late classes.

3. What is the plan for completing assessments?

Assessments have been completed and are fully captured in the online LAMC Program Review System. Although, under new A.S. leadership, all goals will be reassessed in the next month to ensure that stated goals meet the new funding realities of fiscal year 2012-2013.

4. What is the action plan to implement recommendations for improvement?

The VP of Administrative service is going to review all goals and any new recommendations. Recommendations that make sense and can be potentially implemented without SGC input, logged into the system and implemented. Moreover, recommendations that required broad campus committee input will be brought before the appropriate SGC to discuss and evaluate these types of changes to align support through proper vetting of the issues.

- Develop a plan for additional assessments and posting.