



LOS RIOS

COMMUNITY
COLLEGE
DISTRICT

Los Rios CCD 2013-2014 PROGRAM REVIEW

SUPPORT SERVICES

Unit: Chancellor's Office and Education & Technology

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Submitter Date

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I. Program Review Purpose

Definition of a Support Services Unit

For the purposes of this program review document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides the necessary services to support the overall operation of the District and colleges.

Program Review Purpose

The purpose of review is to evaluate the quality of the support services provided and to use the information from the evaluation to plan program improvements. Regular program reviews are required to meet regional accreditation requirements, state requirements, and best practices. ACCJC Accreditation Standard I.B states,

The institution demonstrates a conscious effort to produce and support student learning, measures that learning, assesses how well learning is occurring, and makes changes to improve student learning. The institution also organizes its key process and allocates its resources to effectively support student learning. The institution demonstrates its effectiveness by providing 1) evidence of the achievement of student learning outcomes and 2) evidence of institution and program performance. The institution uses ongoing and systematic evaluation and planning to refine its key processes and improve student learning.

Support services units are expected to undergo a full review every three years.

Relationship of Program Review to Unit Plans

When completed, this Program Review document should provide the following to support your annual Unit Plan document:

- Unit mission statement
- Purpose statement that identifies how your unit supports creation and maintenance of an optimal student learning environment and/or provides the necessary services to support the overall operation of the District and colleges
- Findings to justify continuing or changing current operating procedures
- Justifications for requesting new resources

Program Review Due Dates

All departments must be reviewed at least once every three years during the year cited on the LRCCD Support Services Program Review Cycle. Reviews are due by June 30th of the year in which they are reviewed. A copy of the review will be maintained in the unit and the Office of Education and Technology.

Mission Statement

Provide your **unit's mission statement** below. Your statement must align with the District mission statement and should match your mission statement in your unit plan.

For reference, the following are LRCCD's Vision and Mission statements:

Vision Statement

We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

Mission Statement

Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and
- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

Provide your unit's mission statement below:

We, the Chancellor's Office staff, provide administrative leadership and support to the Chancellor, Board of Trustees, and the Office of Education & Technology. We provide customer service to our students, colleges, and the community; serve as an information resource for District related services; and serve as liaisons for districtwide staff and Chancellor's Office administrators in their absence.

III. Unit Responsibilities

List your unit's **primary assigned responsibilities**, including those related to creating and supporting an optimal student learning environment and/or the overall operation of the District and colleges. Also identify any major projects your unit is expected to support on a periodic basis (e.g. opening of new facilities, IT infrastructure upgrades, etc.).

Working collaboratively with the colleges, district units, and outside agencies, the Chancellor's Office facilitates operational processes required to:

- Prepare and distribute the monthly Board of Trustees agenda materials and minutes (as well as for retreats and special meetings). Also responsible for adequate coverage and staffing of Board meetings for minutes, recording, audio/visual support, and catering.
- Provide Vice Chancellor leadership for the following committees as Administrative Liaison: District Curriculum Coordination and District Matriculation and Student Success committees.
- Provide Vice Chancellor leadership for the following participatory governance committees: Education Technology, International Education, and District Accreditation Coordinating committees.
- Provide Vice Chancellor leadership for the following district-wide work groups as chair: Vice Presidents of Instruction and Student Services, Athletic Deans, Career Technical Education Leadership, and Information Security Officers work groups.
- Maintain up-to-date, accurate district participatory governance documents, rosters, and meeting schedules; and prepare, distribute and post agendas and minutes for the following committees and groups:

Internally:

- Chancellor's Cabinet.
- Participatory Governance Committees (Matriculation, Education Technology, etc.).
- Executive Staff meetings and retreats.
- District Office Managers.
- Vice Chancellor's Council meetings (VP's, Deans).
- District Academic Senate.
- Follow-up support for Los Rios College Federation of Teachers (LRCFT) Negotiations.
- Information Security Officers meetings.
- Academic Calendar Development Process.
- Special Task Forces as needed (e.g. data analytics, etc.).
- Accreditation self-evaluation (2014-15) and preparation for 2015 site visit.
- Provide coordination and support to Student Success and Support Program (SSSP) Workgroups.
- Adult Education Planning Grant.

Externally:

- Transfer Taskforce with CSU, Sacramento.

- Sacramento Pathways (Sacramento City College, Sacramento City USD and CSU, Sacramento).
 - Coordination with organizations such as NextEd, Sacramento Metro Chamber, etc.
- Chair, support and/or serve on hiring committees.
 - Collaborate with the District Curriculum Coordinating Committee, Curriculum Chairs and District Academic Senate regarding curriculum submitted for Board approval.
 - Post appropriate documents to the district website.
 - Facilitate and coordinate the compilation and distribution of the annual Achievements and Desired Outcomes document.
 - Coordinate the filing of appropriate documentation pertaining to the Board of Trustees elections process (every other year).
 - Distribute the Chancellor's Evaluation packets to constituents annually.
 - Coordinate routine and special events, receptions, dedications, awards, and recognitions for the Chancellor's Office (e.g. First Wednesday, Doctoral Reception, Convocation, etc.).
 - Manage schedules and calendars of the Chancellor and other executive managers.
 - Manage the Chancellor's annual community board and association membership dues.
 - Coordinate economic development community event sponsorships and arrange district representation.
 - Review and assist with the distribution of routine communications from the Chancellor's Office.
 - Make all travel arrangements for executive manager and Board members, including processing of reimbursement claims.
 - Track and submit reimbursement claims for miscellaneous business expenses for the Chancellor, executive managers and Board members.
 - Track reportable tickets and invitations for Chancellor's Conflict of Interest Form 700.
 - Review and process travel requests submitted to the Chancellor, including out of state requests.
 - Monitor department budgets.
 - Support institutional accreditation processes and liaison activities with Accrediting Commission for Community and Junior Colleges (ACCJC).

- Manage the facilities and scheduling of district office conference rooms: Board Room, Main Conference Room and Chancellor's Conference Room (including special room set up and equipment needs).
- Respond to requests from district auditors.
- Respond to inquiries, concerns, and requests from students and members of the community.
- Work together to ensure adequate office and phone coverage during business hours.
- Provide administrative support to executive managers as needed.
- Maintain office equipment and supplies.
- Order awards, plaques, and other recognition items.
- Facilitate the review, routing, and approval of grants, contracts, and memorandums of understandings (MOU's).
- Maintain list of new Transfer Degrees, Associate Degrees and Certificates.
- Provide logistical support for the student trustee and student advisory committee.

List those **district and college** operating units your unit must interact with on a regular basis in order to complete the primary responsibilities of your unit. Briefly describe the types of interaction you have with the listed units.

Communicate to share information, implement planning and address concerns and issues with the following district and college operating units:

- Human Resources
- Business Services, including fiscal services, accounting, purchasing payroll, benefits, etc.
- Information Technology
- Police Services
- Facilities Management
- College Presidents and Vice Presidents
- Los Rios Foundation
- Institutional Research
- Academic Senate
- LRCFT
- College Business Offices
- Student Services Offices
- Communications Offices
- Accreditation Liaison Officers (ALO's)

IV. Relevancy

Briefly describe why your unit's work is **relevant to the institution** with respect to how it supports an optimal student learning environment and/or overall operation of the District and colleges. State the reasons you expect the need for this program to continue.

- Support the work of the Chancellor, Board of Trustees, Vice Chancellor of Education & Technology, and Associate Vice Chancellor of Student Services.
- Ensure organizational effectiveness through project and workflow management for the Board of Trustees and administration.
- Process approval of new curriculum, timely preparation of board materials and support for meetings.
- Schedule management and coordination of committees, (e.g. Sacramento Pathways, Adult Education, Predictive Analytics, etc.).
- Support participatory governance processes and ongoing communication.
- Ensure the District's services remain up to date and accessible by students, employees and the community.
- Serve as a resource internally and externally.

V. Currency

Describe the ways in which your unit is **current** (e.g. technology use, equipment, approaches and methodologies), or what you need to do to become and remain current over the next three years.

The Chancellor's Office and Education & Technology units strive to stay current in the following areas:

- Update of the District's Strategic Plan.
- Technology (e.g. presentation capabilities, software updates).
- Compliance with new state and federal requirements.
- Accreditation standards and requirements.
- Changes to district policies and regulations.
- Professional Development (e.g. conferences, training).

In the next three years, the following will be needed to remain current:

- A process to streamline the board agendas online.
- Training in the District's new content management system and visual data analytics (as applicable).

VI. Effectiveness

1. List the types of data/information you will use to **assess how effective** your unit is in completing **each** of its primary responsibilities (e.g. student/client satisfaction surveys, audits, safety inspections, facility use information, product quality and timeliness, etc.).
 - Employee Survey (results available in August 2014).
 - Chancellor's Evaluation.
 - Desired Outcomes & Achievements.
 - Evaluation of Strategic Plan (mid-cycle review scheduled for summer 2014).
 - Approval of Curriculum, Degrees, and Certificates (met goals as required).
 - Timely completion of the Adult Education Planning Grant.
 - Results of upcoming accreditation site visit in 2015.

2. Comment on how the results of your assessments (listed in #1) **provide evidence** of your unit's effectiveness.

Not applicable at this time.

3. Identify any areas you believe **need improvement now**.

Not applicable at this time.

4. Identify any areas you believe will need improvement **to respond to expected changes** in your unit's future primary responsibilities or overall unit workload (e.g. changes created by increased enrollment, state budget allocations, additional facilities, new technologies, etc.)
 - Adult Education.

VII. Institutional Support for Unit Effectiveness

Based on your findings regarding your unit's effectiveness in meeting its primary responsibilities identify **how the District can better support** you in your improvement efforts.

- Maintain relevant professional development opportunities.
- Complete planned technology and equipment upgrades.
- Assess and replace as necessary:
 - Furniture
 - Carpet, paint, etc.
 - HVAC System

VIII. Resources Required to Improve Unit Effectiveness

Briefly summarize current resources available to your unit (e.g. staff, facilities, equipment, professional development, research data, etc.) to carry out your primary responsibilities. Identify new **resources needed** to meet or maintain program effectiveness, maintain currency, and meet anticipated growth needs. Include evidence to support your conclusions.

Current resources, which will continue to be needed, include staff, facilities, equipment, budget, and professional development.

IX. Recommendations

1. Based on your program review findings, **list your recommendations** to improve your unit. (Cite appropriate section of this report for each recommendation.)

Implement the reviews and required changes as determined in this program review.

2. Suggestions for Improving the Program Review Process

Please provide any constructive **feedback** aimed at improving LRCCD's Program Review process, including ways in which it may be more effectively aligned with other processes at the District and colleges (strategic plan, other planning, resource allocation, etc.).

X. Appendix

1. List the **sources** you used to support this Program Review document.

- Review of activities, calendars
- Board Agendas and Minutes
- Strategic Plan
- Employee Survey

2. Identify here the **supporting documents** (e-copies) you intend to include with your program review submittal.