



LOS RIOS

COMMUNITY
COLLEGE
DISTRICT

Los Rios CCD

2013-2014 PROGRAM REVIEW

SUPPORT SERVICES

Unit: Los Rios Foundation

Submitted by: Beverly Sandeen 7/21/14
Submitter signature Date

Approved for Submission: Beverly Sandeen 7/21/14
Unit Administrator Date

Review Approved: *Susan T. Louie* 7/23/14
Chancellor/District ALO 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:

The mission of the Los Rios Foundation is to invest in the students of the Los Rios Community Colleges to help them achieve their aspirations through education.

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.).

The Los Rios Foundation and the Resource and Economic Development Office are responsible for fundraising strategy and implementation for the Los Rios Community College District. The unit seeks to gain financial support from corporations, foundations, governmental agencies, and individuals to benefit students and to meet institutional goals. The Foundation maintains donor records in a global database and has fiduciary responsibility for investing and managing endowed funds as a separately incorporated 501(c)3 organization.

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.

The Los Rios Foundation interacts regularly with the college advancement offices, providing them with support with the Raiser's Edge database and gift processing and reporting. The foundation interacts regularly with fiscal and business services as well, in order to reconcile fundraising totals and to provide accurate reporting of funds raised.

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.

The foundation helps raise funds that add the margin of excellence to programs and course offerings, and scholarships in the form of grants and emergency aid are raised in order to help students complete their studies in a timely way.

Providing a mechanism through which corporations, foundations, and individuals can support the Los Rios colleges is the primary reason for the foundation's existence, as well as stewarding and maximizing donated funds and providing opportunities for volunteer leaders and donors to engage in the work of the district and colleges.

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.

We utilize a donor database that is shared by the four colleges and the district as a way to efficiently steward , cultivate, and recognize our donors and alumni.

We also use web-based fundraising giving opportunities for donors. We intend to expand our online giving opportunities and potentially use the district Facebook page for crowdsource giving in the future.

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.).

Fundraising totals (through monthly benchmarking); alumni and donor database updating.

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

Following the district's capital campaign, the giving totals have fallen overall, however this assists in recognition of the need for a campaign or initiatives to focus on the needs of our students, faculty, and staff in order to garner more private support in the future.

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

Fundraising focus and development of marketing tools to help prospective donors understand the needs of our students, faculty, and staff.

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.)

Training for personnel on major gift fundraising, and planning for another campaign or set of initiatives to provide focus for the fundraising efforts.

Development of annual fundraising plans and goals.

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.

The district can continue to support the meetings of the advancement staff members and the college leaders to become trained on best practice fundraising and to focus on developing goals and outcomes with regard to fundraising efforts.

Also, exploring ways in which the advancement staff might have fewer distractions away from fundraising in order to optimize the fundraising operations at each college would be beneficial.

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.

Resources for training and for data base upgrades and expansion of capabilities.

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.)

Develop a training program for fundraisers and college leaders

Develop plans for each college with regard to fundraising goals and expectations

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.).

No suggestions at this time.

X. Appendix

1. List the **sources** you used to support this Program Review document. (included with program review submittal)
 1. Sample fundraising dashboard.
 2. Los Rios Foundation Board roster.
 3. Most recent quarterly investment report for the Foundation investment portfolio.
 4. Most recent Los Rios Foundation committee reports: Executive Committee, Finance Committee, Board Development.

2. Identify here the **supporting documents** (e-copies) you intend to include with your program review submittal.
 1. Quarterly investment reports for the Foundation investment portfolio.
 2. Los Rios Foundation committee reports; Executive Committee, Finance Committee, Board Development.