

# North Florida Community College Assessment Report

Departmental Unit: Administrative Services

Mrs. Amelia Mulkey

Assessment Period Covered: 2005 – 2006

<b>Section 1</b>	<b>Section 2</b> (must be completed for <u>each</u> outcome listed)	<b>Section 3</b> (completed one for <u>each</u> outcome listed)
<i>Intended Unit Outcomes:</i>	<i>Assessment of Outcomes</i>	<i>Use of Results: Explain use of the assessment results to improve administrative unit</i>
<p>1.) Auxiliary Services – Improve customer service and cost effectiveness.</p>	<p>Means of assessment and criteria for success: (list all assessment criteria used for this objective)</p>	<ol style="list-style-type: none"> <li>1. Duplication – secure supervision of this function in the academic area to provide greater service to faculty. Study workload to assess employment needs.</li> <li>2. Snack Bar – Remodel area for greater student accessibility, study price levels to ensure profit.</li> <li>3. Bookstore – Request that HR provide customer service training to employees and provide greater supervision.</li> </ol>
	<p>Results of assessment activities:</p>	<ol style="list-style-type: none"> <li>1. The Snack Bar and Duplication functions will continue to improve under the supervision of the academic and student activities departments.</li> <li>2. Remodeling of the Bookstore has provided a greater access for students and staff, as well as space for more goods. Customer service training was well received by the employees in this area. During 2006-07 the purchasing procedures and pricing structure of the bookstore inventory will be studied and updated to provide for greater profitability.</li> </ol>
		<ol style="list-style-type: none"> <li>1. Supervision of the Duplication Center has been moved to the Dean of Teaching and Learning. A part time staff person has been added to provide more thorough coverage.</li> </ol>

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			<ol style="list-style-type: none"> <li>2. The Snack Bar has been remodeled to provide for easier and quicker flow of traffic. Supervision of this student services has been moved to the Director of Student Activities. New equipment has been ordered to expand food choices.</li> <li>3. Customer Service training was provided two times during 0506. All bookstore employees attended. The facility was remodeled to improve access and provide a greater variety of products.</li> </ol>
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2.)	Financial Aid – Improve communication with students, complete manual, continue staff development.	Means of assessment and criteria for success: (list all assessment activities used for this objective)	<ol style="list-style-type: none"> <li>1. Increase written communication to students by sending a letter with all fall and spring disbursement checks which includes award and retention information.</li> <li>2. Increase communication utilizing the college web page and information network.</li> <li>3. Update the student handbook and re-write the procedures manual.</li> </ol>
		Results of assessment activities:	<ol style="list-style-type: none"> <li>1. Letters were sent with student disbursements which provided award and retention information.</li> <li>2. Students were advised of procedures for accessing term award information utilizing the college web and information network.</li> </ol>
			<ol style="list-style-type: none"> <li>1. Communication with students has improved with increased mailings and use of the web page. During FY 0607 students will be provided with email addresses and this method of communication can be used for financial aid services.</li> <li>2. The procedures manual has not been updated and is a continued goal for 2006-07.</li> <li>3. Staff will continue to expand training opportunities utilizing professional associations.</li> </ol>

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			3. The student handbook was updated. 4. The Director of Financial Aid attended the summer training session for the FL Association of Financial Aid Administrators.
3.)	Finance – Increase fund balance, implement salary increases, cover equipment needs.	Means of assessment and criteria for success: (list all assessment activities used for this objective)	1. With a balanced budget, continue to utilize the contingency fund as well as grant funds to maximize the operating revenue and increase fund balance. 2. As an integral part of the budgeting process, provide for annual salary increases. Utilize PECO funds, the operating budget as well as the capital improvement fee revenue to equipment buildings.  1. The fund balance is stable. The operating budget for 0607 in balanced with adequate contingency funding. 2. Salary studies are planned for 0607 to document needs in the area of faculty salaries, to include adjunct and overload rates. 3. Greater PECO funding will be requested for construction projects.

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**Section 1**

*Intended Unit Outcomes:*

**Section 2** (must be completed for each outcome listed)

*Assessment of Outcomes*

**Section 3** (completed one for each outcome listed)

*Use of Results: Explain use of the assessment results to improve administrative unit*

		<p>Results of assessment activities:</p>	<ol style="list-style-type: none"> <li>1. Fund balance at the end of FY 05 was 8.29% of funds available. It is anticipated that the fund balance at the end of FY 06 will be 9% of funds available.</li> <li>2. An across the board salary increase was given. Construction has commenced on the Science Classroom Building and the remodel project in the Technical Center. Construction of the Law Enforcement Driving Range and Classroom building will begin in July, 2006. Instructional technology equipment was purchased for the General Classroom Building.</li> </ol>	
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4.)	Computer Services – Improve customer relations, integrate functions of Institutional Research, Instructional Technology and Management Information Systems.	Means of assessment and criteria for success: (list all assessment activities used for this objective)	<ol style="list-style-type: none"> <li>1. Consolidate all areas of technology under one supervisory umbrella.</li> <li>2. Continue utilizing the state reporting system and Crystal Reports to generate Institutional Research Documents.</li> </ol>
		Results of assessment activities:	<ol style="list-style-type: none"> <li>1. The departments of Computer Services, Institutional Research and Instructional Technology have been consolidated and are supervised by the Executive Director of Information Technology and Institutional Research.</li> </ol>
			<ol style="list-style-type: none"> <li>1. Satisfied with the current supervisory change.</li> </ol>

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5.)	Maintenance – Oversee operation and maintenance of buildings and grounds to ensure adequate facilities to meet all educational program and administrative needs and to provide security services.	Means of assessment and criteria for success: (list all assessment activities used for this objective)	<ol style="list-style-type: none"> <li>1. Employ an additional groundskeeper.</li> <li>2. Purchase new fleet vehicles.</li> <li>3. Update facilities recommendations and submit utilizing state process to request funding.</li> <li>4. Continue construction projects including Science Classroom Building, Driving/Firing Range, and misc. remodel projects.</li> </ol>
		Results of assessment activities:	<ol style="list-style-type: none"> <li>1. An additional groundskeeper has been hired.</li> <li>2. Two vehicles were purchased to add to the fleet.</li> </ol>
			<ol style="list-style-type: none"> <li>1. Study and make recommendations regarding athletic travel.</li> <li>2. Complete survey recommendations for the Green Industries Institute and the main campus.</li> <li>3. Continue supervision of the current construction projects, as well as planning for the remodeling of the Science and Science Annex buildings.</li> <li>4. Review staffing of the maintenance department and make recommendations to ensure adequate coverage of all duties with expanded holdings.</li> <li>5. Monitor custodial services under the new contract to ensure quality is achieved and maintained.</li> </ol>

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			<ol style="list-style-type: none"> <li>3. The Capital Improvement Five Year Plan was written in August, 2005.</li> <li>4. Contracts were finalized on the Science Building and the Law Enforcement Driving Range. Three parcels of land were purchased for campus expansion.</li> <li>5. A new contract for custodial services was negotiated.</li> </ol>
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