Program Overview - Program Mission

Program Mission

Describe the purpose of the program:
The Office of Administrative Services provides consistent and effective support services related to accounting, bookstore sales, college business operations, contracts management, facilities maintenance and operations, information technology, personnel and payroll services, procurement and purchasing, risk management, and office and staff services. In collaboration with college personnel, the Office of Administrative Services develops, interprets, and implements rules and policies of the Board of Trustees and the administrative directives of the Chancellor and the college President as they effect administrative services and the physical resources of the district and the college.

Respondent: John Oester

Program Overview - Overview

Response to Demand

Location, days/hours:
West Los Angeles College Campus
Monday through Friday 8:00 a.m. until 5:00 p.m.

Respondent: John R. Oester

Services offered during last cycle:

<table>
<thead>
<tr>
<th>Service Offered</th>
<th>On-Going</th>
<th>Date Added</th>
<th>Date Deleted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparation of college budget</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of the college operations plan</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide accurate financial information</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor expenditures and services</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervise divisional employees</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Number of Participants Served

Given the data, describe the trends in Ethnicity, Age and Gender. What are the implications for your program?

All college students, faculty, and staff. Implications -- growing enrollment and building square footage requires additional divisional staff, supplies, and equipment.

Student Achievements

Given the data, describe the trends in Access, Success, and Persistence. What are the implications for your program(s)?
External Validation - Advisory Board

Advisory Board

Members Names, Representation:

<table>
<thead>
<tr>
<th>Advisory Board Member Name</th>
<th>Company/Affiliation</th>
<th>Title</th>
<th>Meet Once Every</th>
</tr>
</thead>
</table>

No Board Members Added.

Respondent: N/A

Meetings

List the Date and Membership of your Advisory Board:

<table>
<thead>
<tr>
<th>Dates (mm/dd/yyyy)</th>
<th># Members</th>
<th>Members Attending</th>
</tr>
</thead>
</table>

No Meetings Added

Reminder: Keep copies of your Minutes for audit purposes.

Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

Save

External Validation - Program Accreditation

Response to Demand (Operational Program Review)

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies? [No] [Yes] [N/A]

What is the program's accreditation status?

**No, only as prescribed in the college-wide WASC accreditation process.**

Respondent: N/A

Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

Save

SLOs - Program SLOs
### Resources
Curriculum Committee webpage with Institutional and Program SLOs listed
42 single course assessments by West faculty
SLO Tutorial on Janet Fulks' Bakersfield CC website

### Student Learning & Service Outcomes

<table>
<thead>
<tr>
<th>Core Competency</th>
<th>Program Objective</th>
<th>Outcome</th>
<th>Opportunity</th>
<th>Assessment Tool</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>Establish a budget calendar and have the Budget Committee meet on a regular basis.</td>
<td>Greater budgetary understanding.</td>
<td>Fiscal transparency.</td>
<td>Faculty and staff acknowledgement of budgetary understanding.</td>
<td>Continue process in future years.</td>
</tr>
<tr>
<td>Quantitative Reasoning</td>
<td>Develop a balanced fiscal 2009-10 budget that incorporates the funds necessary to support the major square footage of our new buildings.</td>
<td>New buildings are properly maintained in future years.</td>
<td>The campus remains beautiful and attractive to students and visitors.</td>
<td>Cleanliness complaints and maintenance problems subside.</td>
<td>Need adequate staff and supplies.</td>
</tr>
<tr>
<td>Communication</td>
<td>Administrative Services will monitor the financial health of the college with monthly financial reports.</td>
<td>Budget managers are better informed.</td>
<td>Better financial management and control.</td>
<td>Less overspending of budgets.</td>
<td>Acquaint more budget managers with the Business Warehouse.</td>
</tr>
<tr>
<td>Communication</td>
<td>Improve the communications program associated with construction projects so that faculty, staff, and students are informed on a regular basis regarding what is and will be happening on campus.</td>
<td>Better understanding of the construction program.</td>
<td>Greater confidence and pride in the construction process.</td>
<td>Reduction in questions and misunderstandings.</td>
<td>Continue construction communication program.</td>
</tr>
<tr>
<td>Communication</td>
<td>Work with the college’s facilities department and Turner Construction to improve the communication flow and cooperation between them.</td>
<td>Fewer loose ends upon completion of projects.</td>
<td>More timely completion of construction projects.</td>
<td>Shorter punch lists.</td>
<td>More frequent meetings.</td>
</tr>
<tr>
<td>Core Competency</td>
<td>Program Objective</td>
<td>Outcome</td>
<td>Opportunity</td>
<td>Assessment Tool</td>
<td>Recommendation</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Service</td>
<td>Work with Turner Construction to refine the floor plan of the Student Services Building and to complete the addition of the remaining portion of the General Classroom Building’s fourth floor.</td>
<td>Well organized office suites and more classrooms.</td>
<td>Offices operate more efficiently. The college has sufficient classrooms.</td>
<td>Floor plans are carefully designed and approval for the fourth floor is granted.</td>
<td>Conduct the necessary meetings.</td>
</tr>
<tr>
<td>Communication</td>
<td>Implement an identification card (possibly One-Card) system by early 2009.</td>
<td>All students, faculty, and staff have a current multi-use identification card.</td>
<td>Improved campus safety.</td>
<td>Percentage of students, faculty, and staff securing the card.</td>
<td>Need to secure a funding source for this system.</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Work with the college’s foundation board to stimulate it to action and to take advantage of the Osher Foundation grant program.</td>
<td>Increased fund raising.</td>
<td>More scholarships for the college’s students.</td>
<td>Increase in fund raising.</td>
<td>Employ more staff dedicated to this purpose.</td>
</tr>
<tr>
<td>Service</td>
<td>Transition the bookstore away from its dependence on student workers while maintaining a reasonable level of profitability.</td>
<td>Add AFT cashier staff and reduce student workers.</td>
<td>Better trained and more permanent personnel.</td>
<td></td>
<td>Secure approval of necessary positions.</td>
</tr>
<tr>
<td>Service</td>
<td>Select a food service vendor for the new Student Services Building.</td>
<td>Provide a variety of excellent food choices for the students, faculty, and staff.</td>
<td>Improved student satisfaction.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Keep the campus safety and emergency preparedness plan up to date.</td>
<td>Maintain a current plan at all times.</td>
<td>Improve campus safety.</td>
<td>Periodic drills.</td>
<td>Conduct more frequent drills.</td>
</tr>
<tr>
<td>Technical Competence</td>
<td>Develop an information technology strategic plan.</td>
<td>Modernize all aspects of campus technology.</td>
<td>Increase student learning and everyone’s satisfaction.</td>
<td>Periodic surveys.</td>
<td>Form an information technology task force.</td>
</tr>
<tr>
<td>Program Objective</td>
<td>Core Competency</td>
<td>Program Outcome</td>
<td>Program Opportunity</td>
<td>Assessment Tool</td>
<td>Recommendation</td>
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<td>-------------------</td>
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</tr>
<tr>
<td>Develop a five-year financial master plan encompassing land development revenue sources and timetable, other forms of revenue enhancement, projected enrollment growth by categories, fund raising (athletic and other), and expense controls.</td>
<td>Quantitative Reasoning</td>
<td>Improved planning horizon</td>
<td>Financial stability for the college.</td>
<td>General acceptance of the plan by all constituencies.</td>
<td>Secure multi-year commitments from all divisions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th>Program Opportunity</th>
<th>Assessment Tool</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Provide staff support to recruit, train, and retain college employees.</td>
<td>Better trained employees.</td>
<td>Improved morale.</td>
<td>Periodic polls.</td>
<td>Add one FTE staff member to the personnel office.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
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<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Process procurement orders and contracts in compliance with state and district policies in a more timely fashion.</td>
<td>More accurate procurement orders with quicker response times.</td>
<td>Greater faculty and staff satisfaction with fewer audit exceptions.</td>
<td>Periodic polls and better audit reports.</td>
<td>Add one FTE staff member to the procurement office.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Core Competency</th>
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</thead>
<tbody>
<tr>
<td>Service</td>
<td>Administrative services will provide accounting, information technology, payroll, personnel, textbook, school supply, food, reprographic, maintenance, custodial, and security services.</td>
<td>Administrative services supplies those services that allow the remainder of the campus to operate efficiently.</td>
<td>Greater student, faculty, and staff satisfaction.</td>
<td>Periodic polls.</td>
<td>Secure adequate staffing to meet the college’s service expectations.</td>
</tr>
</tbody>
</table>

### Core Competencies Alignment

**How do the department’s course and program SLOs address West’s Core Competencies?**

NA

**Respondent:** NA

### Assessment

Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes.

---

Save
Program Effectiveness - Surveys

Student Satisfaction Survey

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Data Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Survey(s) Added.</td>
<td></td>
</tr>
</tbody>
</table>

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

Respondent: NA

Faculty/Staff Program Assessment Survey

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Data Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Survey(s) Added.</td>
<td></td>
</tr>
</tbody>
</table>

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

Program Outreach

What standing committees does your program maintain? What are their charges and membership?

The charge of the college Budget Committee is as follows:
1) The committee identifies discretionary resources and makes allocation recommendations for these funds.
2) The committee periodically reviews budget reports and assesses progress of revenue and expense budgets throughout the fiscal year to promote fiscal transparency.
3) If conditions warrant, the committee makes recommendations regarding resolution of any perceived budget problems.

What intra-college collaboration has your program been involved in during the past six years?

The Vice President participates in the President’s weekly Senior Staff meeting and the monthly Joint Administration/Divisional Chair meeting. He also serves on the College Council, the planning committee, the facilities committee, the technology master plan committee, the work environment committee, the weekly building management committee, and the accreditation steering committee. He also serves as the acting Executive Director of the college foundation and attends it board meetings.

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

The Vice President participates in the district’s monthly Administrative Council meetings. The Vice President attends the District’s monthly Human Resource Council meetings. The Vice President serves periodically on Personnel Commission interview panels. The Vice President meets regularly with the Homeowners Associations from surrounding communities. The Vice President meets periodically with the Culver City Bus Company.

Respondent: John Oester

Professional Development
Periodic polls.

Service

Title

Maintain a current plan at all times.

Improved campus safety.

Term

Edit

additional pertinent documentation and explanations should be available on site

Quantity

Conduct more frequent drills.

Edit

Add one FTE staff member to the procurement office.

Remove

for your program?

Comments

FTE

Edit

Remove

Date Deleted

Vice President of Administrative Services

Administrative Secretary (Steno)

Well organized office suites and more classrooms.

Student Worker

Hours/Week

Service

Hire an Administrative Aide who will split their time between Purchasing and Payroll/Personnel in January 2010.

2007

Program Assistant

Add one FTE staff member to the personnel office.

Assoc. Vice President of Admin. Services

Status

2007

Edit

Expected demand

- Establish a budget calendar and have the Budget Committee meet on a regular basis.

Type

Quantitative Reasoning

Administrative Services will monitor the financial health of the college with monthly financial reports.

Comments

Implement an identification card (possibly One

Need adequate staff and supplies.

Move the AVP into the Administrative Services Office in January 2010, then hire a College Fiscal Administrator (CFA) to

Date Added

John Oester

Date

Program Overview - Program Mission

Program Overview - Overview

External Validation

Program Review has been completed for this Unit.

Personnel

No Objectives Submitted.

Program Strengths

Please present the program

Divisional Chair meeting.

What intra

The Vice President participates in the President's weekly Senior Staff meeting and the monthly Joint Administration/

What inter

The President participates in the President's weekly Senior Staff meeting and the monthly Joint Administration/

Program Weaknesses

Discuss and analyze Student Satisfaction Survey results and what program changes

Core Competency

Outcome

Program Objective

Objective

Core Competency

Opportunity

Recommendation

Assessment Tool

Recommendation (for improvement)

Core Competency

Outcome

Program Objective

Objective

Core Competency
**Facilities**

Is space currently assigned to program adequate to support the needs of the service area? Please explain?

Not currently, but it will be when the Student Services and Teaching and Technology Buildings are completed.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Yes. Yes.

Respondent: John Oester

---

**Service Area Planning Assumptions**

In the space below, please list the planning assumptions that will guide your program during the next 6 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

**Expected Demand:** Heavy, with larger workloads due to campus expansion and increased enrollments.

**Funding Trends:** Tight, due to state financial crises.

**Pedagogical Trends:** High, due to increasing technological demands.

**Technological Trends:** High, due to rapid changes in technology.

**Student Needs:** High, due to future higher enrollment.

**Advisory Group Recommendations:** None.

Respondent: John Oester

---

**Self-Assessment of Challenges Facing Program**

Please present the program’s analysis of the challenges it will face over the next 6 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

The single greatest challenge will be proper maintenance, custodial, and grounds care of the campus and its new buildings. Additional personnel are essential to properly achieve these goals.

---

**Goals**

No Goals Submitted.

---

**Objectives**

No Objectives Submitted.

---

**Resource Request**

<table>
<thead>
<tr>
<th>Resource</th>
<th>Quantity</th>
<th>Description</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>1</td>
<td>Hire an Administrative Aide who will split their time between Purchasing and Payroll/Personnel in January 2010.</td>
<td>Pending_Funding</td>
<td>2007</td>
</tr>
</tbody>
</table>

| Personnel | 1        | Move the AVP into the Administrative Services Office in January 2010, then hire a College Fiscal Administrator (CFA) to supervise the Business Office in January 2010. | Pending_Funding    | 2007   |

---

**Supplemental Material**
Final Summary

Summary

Based on your program review, summarize

Program Strengths - What is your program doing well?

The program is communicating well with the college community on a variety of issues, including budgetary, payroll/ personnel, and construction matters.

Program Weaknesses - What areas can your program improve?

The division lacks sufficient personnel in several areas, most particularly grounds and custodial, to properly fulfill its mission and responsibilities.

Discuss anything else you would like to share about your program that has not been addressed.

Respondent: John Oester

Validation Review

Data Evaluation: Accepted

Dean’s Review and Recommendations:

Student Services Council Review

Submit Program Review

Program Review has been completed for this Unit.