

# Administrative Services Program Review (Auxiliary Services) Latest Version

## Administrative Services Program Review (1) - Overview Final Submission: Version by James, Reuben on 02/23/2024 16:53

### a) Program profile:

Administrative Services Auxiliary Services (ASAS) is a service-oriented department under the direction of Dr. Nasser, Vice President of Administrative Services. Our primary objective is to support the college by making purchases for all units, and to be a strategic partner for our campus and community, committed to delivering essential services and resources. These efforts help enrich the quality of life for our students, our employees, and our community. We strive to provide sustainable institutional support that advances student success, as well as help support the vision and the mission of Compton College (CC).

Our department is funded by general funds, unrestricted funds, as well as revenue generated from facility rentals, the bookstore, the cafeteria, Smog Referee, vending machines and other sources.

Below is the profile of the students and community partners we serve:

- Compton College students and employees
- Unified School Districts
- Saint John's Hospital
- Community Clients

ASAS is aligned with the college's mission statement and strategic initiatives:

- **Vision** - Compton College will be the leading institution of student learning and success in higher education.
- **Mission Statement** - Compton College is a welcoming and inclusive community where diverse students are supported to pursue and attain student success. Compton College provides solutions to challenges, utilizes the latest techniques for preparing the workforce and provides clear pathways for completion of programs of study, transition to a university, and securing living-wage employment.

Below are the strategic initiatives we align with:

- **Improve recruitment, enrollment, retention, and completion rates for our students.**
  - Objective 4. Provide a student-centered environment that leads to student success
- **Support the success of all students to meet their education, and career goals.**
  - Objective 1. Attract and retain traditional students, and focus on retaining non-traditional students.
- **Establish partnerships in the community and with the K-12 schools.**
  - Objective 3. Strengthen the broader needs of the community served by Compton Community College District.

Our Institutional Effectiveness team currently does not collect data related to Auxiliary Services. We hope to in the future collect data that would support our efforts for the institution.

Our team is made up of 7 full-time employees and 7 part-time employees, with a diverse team dedicated to the college.

### b) Status of previous recommendations:

There has not been a Program Review completed since 2014 for Auxiliary Services. In 2023, recommendations stated in the Annual Plan were:

1. Staffing - Administrative Assistant - 100% / 12 month
2. Equipment - Vending Machines Roll-Up Doors
3. Equipment - Laminator
4. Equipment - Marquees (3) for the campus

### c) Continuing recommendations:

All recommendations noted previously are expected to continue as a result of this program review.

## Administrative Services Program Review (2) - Program Data Final Submission: Version by James, Reuben on 02/23/2024 16:53

### a) Customer/student/client satisfaction data:

There has not been a survey done with students or clients related to customer satisfaction. We plan to work with Institutional Effectiveness to help us create, distribute, and tally a survey in 2024-25.

In 2023, the CCCD did a cafeteria survey. Results from 160 responses of 500 employees, revealed an overall positive experience using EveryTable as our main vendor.

There also was a satisfaction Survey in 2014 for the Purchasing Department done by employees

- Service: Excellent – 37.50%; Good – 29.55%; Fair – 10.23%; Poor- 1.14%; N/A – 21.59%
- Timeliness: Excellent – 38.64%; Good – 22.73%; Fair – 12.50%; Poor- 4.55%; N/A – 21.59%
- Responsiveness: Excellent – 40.91%; Good – 22.73%; Fair – 10.23%; Poor – 3.41%; N/A – 22.73%
- Communication: Excellent – 36.36%; Good – 27.27%; Fair – 11.36%; Poor – 3.41%; N/A – 21.59%
- Follow Up: Excellent – 37.50%; Good – 25.00%; Fair – 7.95%; Poor – 5.68%; N/A – 23.68%
- Overall Performance: Excellent – 39.08%; Good – 28.74%; Fair – 8.05%; Poor – 3.45%; N/A – 20.69%

Additional surveys pending for the following: Bookstore, Parking Meters, ATM and the Medical Clinic.

### b) Customer/student/client outcome data:

No outcome data at this time.

### c) Campus/community collaboration:

We have made great strides regarding collaborative efforts with the campus and external community. Our effectiveness of each collaboration or partnership is the following:

- USD Partnerships Paramount, Compton, Lynwood, Carson, and Watts-Willowbrook.

- Turkey Giveaways
- Community Days
- Requisition training for employees
- LA Food Bank Support
- Major League Baseball Youth Academy

Overall, collaborative efforts could be strengthened with supportive resources from the college. The following new collaborations or partnerships should be pursued to improve the program:

- Boys and Girls Club from surrounding communities
- Professional Companies and Organizations

**d) Program data recommendations:**

Program data received to this point suggests that additional staffing to support all events and requests is essential to reach expectations by the administration and customers.

## Administrative Services Program Review (3) - Program Requirements Final Submission: Version by James, Reuben on 02/23/2024 16:53

**a) Program support:**

There are several campus departments that are essential to the success of ASAS.

- Campus Police
- Facilities, Maintenance, and Operations
- Athletics
- Informational Technology
- Accounting and Payroll
- President/CEO Office
- Academic Affairs Office
- Student Affairs Office

The impact of these departments on our success is great as we work with leaders from these areas to serve our students and clients. We are building genuine relationships with leaders of these areas to strengthen the partnerships. Campus Police led by Chief Thompson has helped improve communication channels as we increase facility rentals. Collaboration with Facilities, Maintenance, and Operations team has improved under the leadership of Chief Owens Jackson. Dean Harrison in Athletics and Student Support Services partnership has significantly improved in communication as we work with their program requests. Informational Technology has been helpful with so many event, as well as our key partners in Accounting and Payroll to assist us with purchasing efforts.

**b) Facilities and equipment:**

The current state of the ASAS facilities is in much need for improvement. To be more efficient, below is a list of equipment to be more efficient and effective:

- Equipment - Directional signage for events
- Equipment - One (1) Flatbed Cart (\$12k)
- Equipment - One (1) Laminating Machine (\$15k)
- Equipment - Two (2) Vans to support college transportation demands (\$70k)
- Equipment - Vending Machines Roll-Up Doors (\$20k)
- Equipment - Marquees (3) for the campus (\$150k)
- Equipment - Seven (7) Parking Machines for upgrade system (\$20k)

**c) Staffing:**

There is an inadequacy of the ASAS in terms of current staffing levels. It is difficult to set up, support, and break down events provided by the campus department without staffing.

Current Full-time Staffing:

1. Reuben James - Director of Purchasing and Auxiliary Services Full-time 100% / 12 months
2. Stella Luna - Events Coordinator Full-time 100% / 12 months
3. Roy Patterson - Purchasing Agent - Full-time 100% / 12 months
4. Flor Ortiz - Purchasing Technician - Full-time 100% / 12 months
5. Rick Dorsey - Manager of CC Bookstore - 100% / 12 month
6. Manual Perez - Manager of SMOG Referee - 100% / 12 month
7. Jose Chaidez - Manager of Saint John's Clinic - 100% / 12 month
8. Beronica Ramos - Manager of EveryTable - 100% / 12 month

Current Part-time Staffing:

- Renee Madrid-Rios - Administrative Assistant - Board Approved Temporary Part-time 60% / 12 months
- One (1) Vacant - IT Technician - Temporary Part-time 60% / 12 months
- 5 Event Staff - Temporary Part-time 60% / 12 month

**d) Planning:**

We plan to analyze in 2024 external and internal information to determine changes or trends that will impact the ASAS for the next four years.

Our planning process has been difficult to do will little dedicated time for analysis. ASAS has not created Service Unit Outcomes (SUO's) or collected basic data needed for analysis. Future data can tie into the departments goals and service unit outcomes, as well as link link to budgeting.

We plan to work with Institutional Effectiveness leaders to determine what data would be needed to improve ASAS.

ASAS personnel are made aware of what is happening through meetings, announcements, and informal conversations. Future plans for our area and changes that need to be made can enable the program to adapt and continue to be successful.

**e) Program requirement recommendations:**

Our list of all recommendations made throughout this program review are as follows:

1. Staffing - One (1) Full-time Administrative Assistant to support Director - 100% / 12 month (\$100k)
2. Staffing - Four (4) Full-time Event Staff - 100% / 12 month (\$300k)
3. Staffing - One (1) Expeditor - 100% / 12 month (\$90K)
4. Equipment - One (1) Flatbed Cart (\$12k)

