

3.3.1.2 administrative support services

Compliance Partial Compliance Non-Compliance

Narrative:

In the area of administrative support services, CVCC identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.

The [Annual Plan for Institutional Effectiveness](#) comprises the College's assessment methodologies, plans, and results for all support programs and services and identifies the administrative support services as follows:

Business Services, Evening, Facilities and Maintenance Services, Human Resources, Information Systems, Institutional Advancement/PR, Institutional Effectiveness and Planning, President's Office, Safety and Security

Each functional unit has identified expected outcomes in the Online Unit Planning system available on the College's Intranet. The Unit Plans for each area allows for a [3-year comparison](#) allowing for the monitoring of assessment, use of results for improvements, actions taken for improvement, and [budget needs](#). Surveys such as the [Student Satisfaction Survey](#), [Employee Evaluation of College and Services](#), and [Facilities and Services Survey](#) provide feedback to the functional areas. Areas not performing or with comments for improvement are reviewed by department and division chairs. Action plans are developed to make improvements. Twice a year Unit Plans are updated to indicated Actions Taken for improvement.

The [Administrative Support Summary](#), containing three years of each area's Unit Plans, provides information on the Expected Outcome, Assessment Results, and Actions Taken for Improvements. Details and [supporting documents](#) can be found in the On-line Unit Plans.

SUPPORT DOCUMENTATION
Annual Plan for Institutional Effectiveness
Unit Plan 3-year Comparison – Information Technology
Form B Request – Information Technology
Student Satisfaction Survey Results – SP2013
Employee Evaluation of College and Services Results – SP2013
Facilities and Services Survey Analysis – FA2012
Administrative Support Summary
Unit Plan Supporting Document Example – Information Technology