

El Camino College Administrative Unit Outcomes (AUO) Assessment Report		
College Mission: <i>El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.</i>		
Administrative Unit	Bookstore	Date of Report: 6/12/14
AUO Statement(s)	Increase the number of in-store titles to rent	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	Steven Thorsen, Andrew Nasatir, Julie Bourlier	
Method(s) Used To Measure AUO	Sales data over the course of several semesters	
Target/Standard For AUO	The Bookstore seeks to increase the number of in-store rental titles	
Frequency/Timeline of Assessment	The Bookstore measures the number of in-store rentals each semester	
Assessment Results	The Bookstore increased the in-store rental sales by 133% from spring 2013 to Fall 2013 and 32% from fall 2013 to Spring 2014.	
Analysis of Results	The Bookstore began a pilot rental program during the fall 2012 semester where students could rent books in-store as well as on-line to be shipped to the students. Feedback from students preferred in-store to online. Senior Bookstore staff visited several colleges to assess increasing the in-store rental portion of the program.	
Planned Actions as a Result of Assessment & Analysis	The Bookstore replaced its operating systems to accommodate the growing preference for in-store rentals. The Bookstore will look to expand vendors who can supply the Bookstore with titles specifically related to in-store rentals.	
Follow-Up on Previous Planned Actions	The Bookstore will continue to monitor in-store rentals and begin to prepare for digital textbook sales, the next wave textbook options	
Additional Comments	Student preferences are changing rapidly. Rentals have begun to replace on-line sales as the latest preference. Digital sales are likely to replace rentals in the near future, for which the Bookstore is well positioned.	

El Camino College

Administrative Unit Outcomes (AUO) Assessment Report

College Mission: *El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.*

Administrative Unit	Business Services Division	Date of Report: June 10, 2014
AUO Statement(s)	The mission of the Business Services Division (Contracts, Purchasing, Accounts Payables, Safety and Health) is to provide an array of services to our campus community to assure that contracts are in place that provide and protect the District, merchandise and services are obtain using best practices and cost saving methods, vendor relationships are secure, and to provide a safe and secure environment for all who study, work, and enjoy our campus facilities. In order to accomplish this, the Business Services Division must assess its effectiveness.	
AUO is Aligned with Strategic Initiatives (check all that apply):		
<input type="checkbox"/> A <input checked="" type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G		
Participants in AUO Assessment	Rocky Bonura, Director, Administrative Assistant Hye Kwon, Safety and Health/Workers' Compensation Technician Valerie Wagner, District Buyer Rick Yatman, District Buyer Jeff Gass, Lead Purchasing Assistant Linda Mobley, Lead Accounting Assistant (Accounts Payables) Capri Blount, Accounting Assistant Kathy Valot, Accounting Assistant Marcia Williams, Accounting Assistant Judy Castillo.	
Method(s) Used To Measure AUO	Qualitative Analysis: Survey Instruments. Quantitative Analysis: Data from each department within Business Services	
Target/Standard For AUO	85% out of 100% of those surveyed will have a positive satisfaction index of each department within Business Services Division requested / interacted with.	
Frequency/Timeline of Assessment	Monthly data collection	
Assessment Results	The Business Services Division will continue to align the internal focus of the organization to recognize the valuable and crucial consequences of positive community interaction.	
Analysis of Results	Make strategic decisions in areas of service improvement, personnel staffing levels, budget and future planning.	
Planned Actions as a Result of Assessment & Analysis	Meet with department, discuss results and develop a continuous improvement plan to address issues.	
Follow-Up on Previous Planned Actions	Meet quarterly to discuss progress and make any changes as necessary.	
Additional Comments	It is the desire of the Business Services Division to gain a better understanding of the campus community perception regarding the services provided and as a result, respond accordingly.	

El Camino College Administrative Unit Outcomes (AUO) Assessment Report		
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Administrative Unit	Campus Police	Date of Report: June 10, 2014
AUO Statement(s)	The mission of the campus police department is to provide a safe and secure environment while respecting the rights and dignity of all persons utilizing the facilities and programs of the El Camino College and the El Camino College-Compton Center. In order to accomplish this, the police department must assess its effectiveness.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	Chief Trevis, Senior Clerical Assistant Arlene Bautista, Patrol and Cadet Services: Sergeant Dal Toruno, Parking Services: Erick Mendoza, Records & Dispatch Services: Michael Martinez	
Method(s) Used To Measure AUO	Qualitative Analysis: Survey Instruments. Quantitative Analysis: Campus Police Data	
Target/Standard For AUO	85% out of 100% of those surveyed will have a positive satisfaction index of the police services requested / interacted with.	
Frequency/Timeline of Assessment	Monthly data collection	
Assessment Results	The Police Department will continue to align the internal focus of the organization to recognize the valuable and crucial consequences of positive community interaction.	
Analysis of Results	Make strategic decisions in areas of service improvement, personnel staffing levels, budget and future planning.	
Planned Actions as a Result of Assessment & Analysis	Meet with department, discuss results and develop a continuous improvement plan to address issues.	
Follow-Up on Previous Planned Actions	Meet quarterly to discuss progress and make any changes as necessary.	
Additional Comments	It is the desire of the police department to gain a better understanding of the campus community perception regarding the services provided and as a result, respond accordingly.	

El Camino College

Administrative Unit Outcomes (AUO) Assessment Report

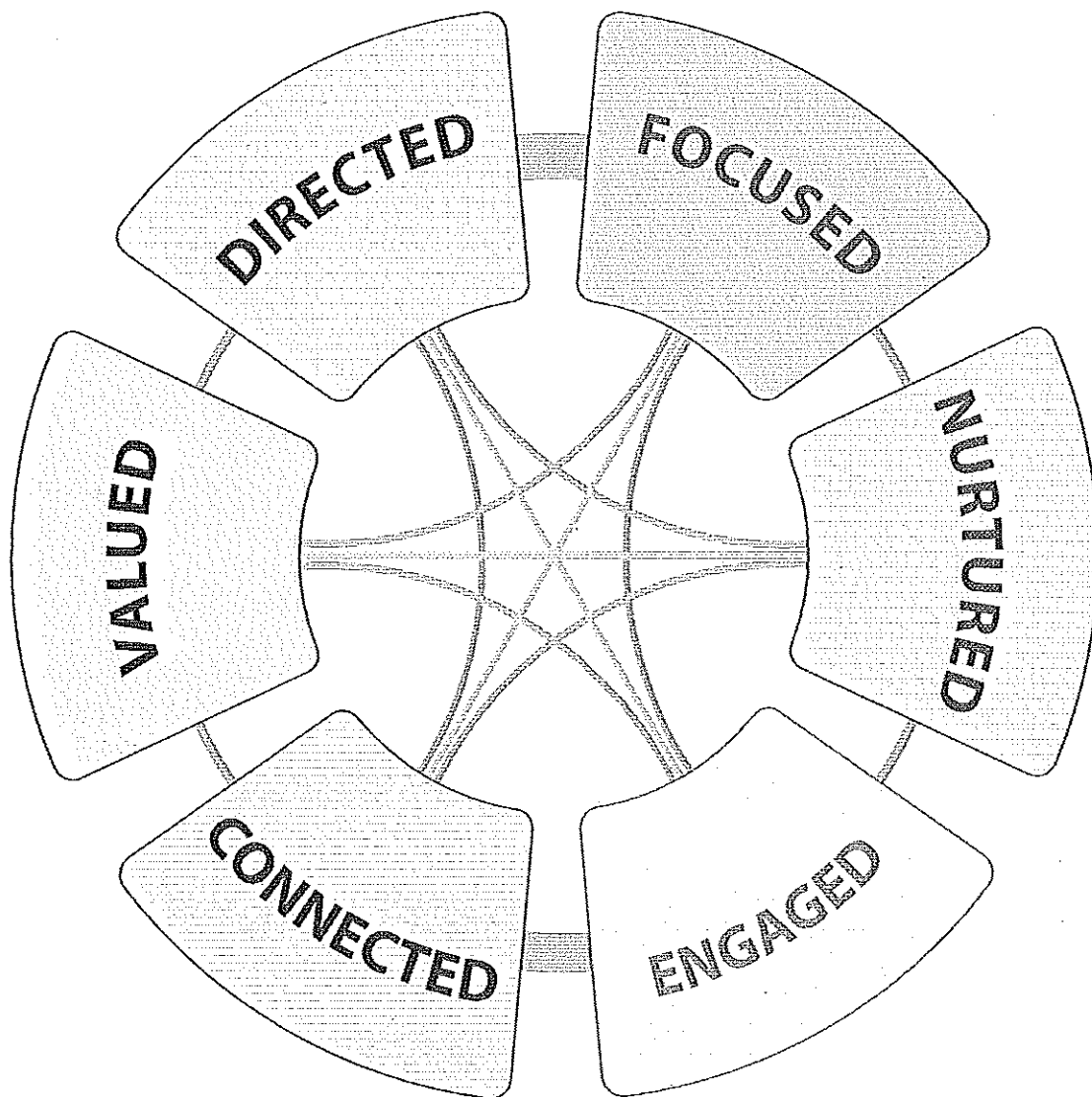
College Mission: *El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.*

Administrative Unit	Campus Police	Date of Report: June 10, 2014
AUO Statement(s)	The mission of the campus police department is to provide a safe and secure environment while respecting the rights and dignity of all persons utilizing the facilities and programs of the El Camino College and the El Camino College-Compton Center. In order to accomplish this, the police department must access its effectiveness.	
AUO is Aligned with Strategic Initiatives (check all that apply):		
<input type="checkbox"/> A <input checked="" type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G		
Participants in AUO Assessment	Chief Trevis, Senior Clerical Assistant Arlene Bautista, Patrol and Cadet Services: Sergeant Dal Toruno, Parking Services: Erick Mendoza, Records & Dispatch Services: Michael Martinez	
Method(s) Used To Measure AUO	Qualitative Analysis: Survey Instruments. Quantitative Analysis: Campus Police Data	
Target/Standard For AUO	85% out of 100% of those surveyed will have a positive satisfaction index of the police services requested / interacted with.	
Frequency/Timeline of Assessment	Monthly data collection	
Assessment Results	The Police Department will continue to align the internal focus of the organization to recognize the valuable and crucial consequences of positive community interaction. The Campus Police Department continues to proactively train our faculty and staff in active shooter survival preparation. This training was recently repeated during August 21, 2014 Flex Day.	
Analysis of Results	Make strategic decisions in areas of service improvement, personnel staffing levels, budget and future planning.	
Planned Actions as a Result of Assessment & Analysis	Meet with department, discuss results and develop a continuous improvement plan to address issues.	
Follow-Up on Previous Planned Actions	Meet quarterly to discuss progress and make any changes as necessary.	
Additional Comments	It is the desire of the police department to gain a better understanding of the campus community perception regarding the services provided and as a result, respond accordingly.	

Attachment of evidence:

1. Fall Flex Day 8/21/14
2. Program Evaluation

***Building Pathways for Student Success:
Continuing the Conversation***



***Fall Flex Day
August 21, 2014***

Professional Development Flex Day at a Glance
August 21, 2014

**Building Pathways for Student Success:
Continuing the Conversation**

7:45 - 8:45 am	Morning Refreshments (Pancake Breakfast 7:45-8:30 am)	Marsee South Patio
9:00 - 9:50 am	General Session State of the College Address Introduction of New Faculty	Marsee Auditorium
10:00am - 12:00pm	Division/Department Meetings (ECC) <u>Compton Center Divisions</u> Health, Natural Sciences & Human Services Arts, Social Sciences & Career Technical Education Humanities & Math Counseling	Various Locations SOCS 123 SOCS 122 SOCS 120 SOCS 121
11:30 - 1:00 pm	Campus Lunch	Library Lawn Area
1:00 - 1:30 pm	General Session: What Faculty & Students Need to Know about the Student Success Initiative	Marsee Auditorium
1:45 - 2:50 pm	Session One: Conversations about Student Success	Social Sciences
3:00 - 4:00 pm	Session Two: Best Practices for Student Success	Social Sciences

General Session – 1-1:30 pm (Marsee Auditorium)

What Faculty & Students Need to Know about the Student Success Initiative – *Dr. Jeanie Nishime*

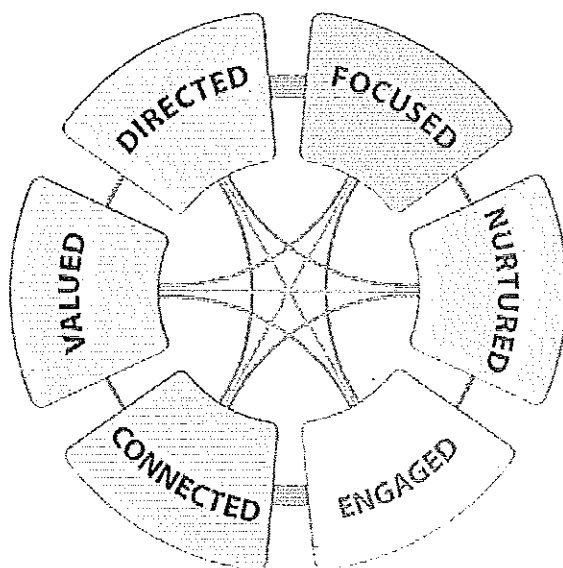
Session One Activity – *Kristie Daniel-DiGregorio, Sara Blake*

Sessions One and Two – 1:45-2:50 pm and 3:00-4:00 pm

Session One: Conversations About Student Success	
1:45 - 2:50 pm	Location
Directed – Students have a goal and know how to achieve it	SOCS 117
Directed – Students have a goal and know how to achieve it	SOCS 118
Focused – Students stay on track – keeping their eyes on the prize	SOCS 119
Focused – Students stay on track – keeping their eyes on the prize	SOCS 120
Nurtured – Students feel somebody wants and helps them to succeed	SOCS 121
Nurtured – Students feel somebody wants and helps them to succeed	SOCS 122
Engaged – Students actively participate in class and extracurricular activities	SOCS 201
Engaged – Students actively participate in class and extracurricular activities	SOCS 202
Connected – Students feel like they are part of the college community	SOCS 203
Connected – Students feel like they are part of the college community	SOCS 204
Valued – Students' skills, talents, abilities and experiences are recognized	SOCS 211
Valued – Students' skills, talents, abilities and experiences are recognized	SOCS 212

(OVER)

Session Two Topics	
3:00 - 4:00 pm	Location
Basic Skills Counselor Intervention Program Collaborative	SOCS 117
Best Practices for Sociocognitive Reading Instruction	SOCS 118
Embedding Information Literacy in the Classroom	SOCS 119
I Am the Master of My Fate	SOCS 121
Building Bridges	SOCS 122
To Capture or to Master? That is the Question!	SOCS 123
New Web Services for ECC Copy Center Customers	SOCS 201
Building Pathways to Student Success in Mathematics	SOCS 202
Teach-Back Facilitated Learning Activity	SOCS 203
Leadership and Engagement: The Hands-On Equation	SOCS 204
Honors Transfer Program Faculty Workshop	SOCS 205
Rules of Engagement: Student Engagement Survey Findings	SOCS 212
Supplemental Instruction Program at the Compton Center	SOCS 213
Active Shooter Training	SOCS 127
AB 540 Students – Become a Faculty Advocate and Ally for Undocumented Students	SOCS 211
Standards of Assessment	SOCS 206
You Can Collect and Analyze Assessment Data for SLOs!	SOCS 207
KOGNITO – Helping At-Risk Students Succeed	SOCS 210



Professional Development / Flex Programs

1:00 - 1:30 General Session – Marsee Auditorium

What Faculty & Students Need to Know about the Student Success Initiative

– Dr. Jeanie Nishime

Session One Activity Introduction

– Kristie Daniel-DiGregorio, Sara Blake

1:45 - 2:50 Session One: Conversations About Student Success

Please choose one of the following breakouts to attend. Each breakout is limited to 30 participants.

Directed – Students have a goal and know how to achieve it	SOCS 117
Directed – Students have a goal and know how to achieve it	SOCS 118
Focused – Students stay on track – keeping their eyes on the prize	SOCS 119
Focused – Students stay on track – keeping their eyes on the prize	SOCS 120
Nurtured – Students feel somebody wants and helps them to succeed	SOCS 121
Nurtured – Students feel somebody wants and helps them to succeed	SOCS 122
Engaged – Students actively participate in class and extracurricular activities	SOCS 201
Engaged – Students actively participate in class and extracurricular activities	SOCS 202
Connected – Students feel like they are part of the college community	SOCS 203
Connected – Students feel like they are part of the college community	SOCS 204
Valued – Students' skills, talents, abilities and experiences are recognized	SOCS 211
Valued – Students' skills, talents, abilities and experiences are recognized	SOCS 212

Session Facilitators:

Dustin Black
Sara Blake
Anna Brochet
Susanne Bucher
Rose Ann Cerofeci
Kristie Daniel-DiGregorio
Briita Halonen

Anna Hockman
Dalia Juarez
Jesse Mills
Brian Morrison
Hatien Nguyen
Julieta Ortiz

Liza Rios
Kent Schwitkis
Ambika Silva
Evelyn Uyemura
Andree Valdry
Nikki Williams

3:00 - 4:00 Session Two Topics

Basic Skills Counselor Intervention Program Collaborative

This workshop is designed for English, Math, and Counseling faculty who will be participating in, or would like to learn more about, the Basic Skills Counseling Intervention Program (BSCI). The BSCI program is a student success collaborative between counselors and Basic Skills Math and English instructors to integrate Student Services support in the classroom.

Success Factors: Directed, Focused, Nurtured, Engaged, Connected, Valued

Presenters: Sara Blake, Mary Beth Barrios

Location: SOCS 117

Best Practices for Sociocognitive Reading Instruction

ECC reading instructors recently adopted sociocognitive strategies instruction as its pedagogical model. This session will cover the variety of ways instructors can use research-based strategies in the classroom, including the differences between skills and strategies; the importance of prior knowledge; the four basic strategies groups; and scaffolding a reading process for your students.

Success Factors: Directed, Nurtured, Engaged, Valued

Presenter: Suzanne Gates

Location: SOCS 118

Embedding Information Literacy in the Classroom

Information Literacy is a campus ILO (Institutional Learning Objective). Humanities English A instructors teamed with the library to embed library research literacy skills into their classes, helping to direct and focus the students by engaging them to and connecting them to needed skills. This extra attention helped the students feel nurtured and valued.

Success Factors: Directed, Focused, Nurtured, Engaged, Connected, Valued

Presenters: Claudia Striepe, Barbara Jaffe, Seth Daugherty

Location: SOCS 119

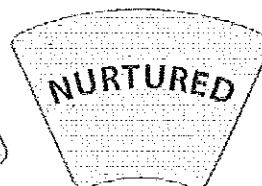
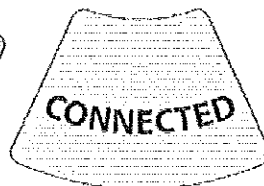
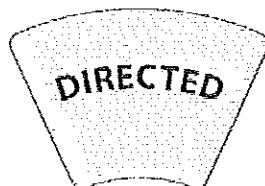
I Am the Master of My Fate

This activity is intended to help students recognize the role they play in their success. The course materials provided to students are written in the first person "I" – syllabus, grade contracts, and writing assignments. By using the first person, students are directed to a goal and know how to achieve it. Additionally, they stay focused throughout the semester, enabling them to stay on track and persist.

Success Factors: Directed, Focused

Presenter: Dalia Juarez

Location: SOCS 121



3:00 - 4:00 Session Two Topics (Continued)

Building Bridges

Join this group discussion and share your personal experiences and ideas on the following topics – 1) reaching out to students before they are in your class, 2) being available (physically and online) to respond to their questions, 3) listening patiently, 4) giving respect, and 5) building trust. At the end of the workshop, we will summarize our ideas.

Success Factor: Nurtured

Presenter: Fazal Aasi

Location: SOCS 122

New Web Services for ECC Copy Center Customers

New online order submission system "Web Services" for ECC Copy Center customers. New features include: simplified customer-friendly ordering screen, "one step" choices for basic ordering, and library options for repeat orders. Copy Center customers can continue to place their orders online 24/7 using the new system from work, home, or other web-connected devices.

Success Factor: Engaged

Presenters: Sidney Smith, Heather Parnock

Location: SOCS 201

Teach-Back Facilitated Learning Activity

The "teach-back" is a facilitated learning activity which involves clustering the students in small groups and providing them with a topic from the lesson. The students prepare a 10 minute lesson they "teach back" to the class. This session will involve a hands-on learning activity demonstrating this method of engaging students in their learning.

Success Factor: Engaged

Presenters: Mark Fields, Ray Lewis

Location: SOCS 203

To Capture or to Master? That is the Question!

In an effort to address the lack of academic preparation and high attrition rates of under-prepared students, traditional models of information delivery needs to be re-examined. This workshop will explore how "flipped course" pedagogical constructs can facilitate student mastery of course objectives through content accessibility, thus stimulating student ownership of their learning.

Success Factors: Directed, Focused, Nurtured, Engaged, Connected, Valued

Presenter: Jason Suarez

Location: SOCS 123

Building Pathways to Student Success in Mathematics

A discussion will take place on how the 6 Student Success Factors can be integrated into the standard math class with a minimum of disruption. Pre-developed and tested activities meant to help students build better academic habits and personal responsibility will be reviewed. These affective domain activities are designed to compliment the cognitive learning emphasized in our math courses.

Success Factors: Directed, Focused, Nurtured, Valued

Presenter: Art Martinez

Location: SOCS 202

Honors Transfer Program Faculty Workshop

This workshop is specifically for faculty who teach in the Honors Transfer Program, though faculty who are interested in teaching in the program are welcome. We will go over program policy updates and information, and also discuss how to best keep our students connected to the program so as to increase retention.

Success Factor: Connected

Presenters: Rachel Williams, Joe Holliday

Location: SOCS 205

3:00 - 4:00 Session Two Topics (Continued)

Active Shooter Training

The workshop will cover historical information on campus active shooters, how law enforcement responds, proactive early warning signals of potential violence, recommendations on how to survive an active shooter incident, and post-traumatic stress concerns and suggestions.

Success Factor: Nurtured

Presenter: Mike Trevis

Location: SOCS 127

Standards of Assessment

How can an SLO report be written to provide clear and usable information? What constitutes a "complete" assessment report or a reasonable action plan? At this workshop, assessment ambiguity will diminish as we learn from the work done by our peers.

Success Factor: Engaged

Presenters: Karen Whitney, Russell Serr,
Michelle Priest

Location: SOCS 206

You Can Collect and Analyze Assessment Data for SLOs!

Attendees will be led step-by-step through the basic process of assessment: A) decide what data to collect (including writing survey items) relevant to a particular SLO, B) conduct basic statistical analyses of the data, C) interpret results, and D) draw valid conclusions about progress toward the SLO.

Success Factor: Engaged

Presenter: Richard Mascolo

Location: SOCS 207

Supplemental Instruction Program at the Compton Center

This workshop will provide a general overview of the SI program at the Compton Center. Topics covered in the workshop will include SI training, recruitment, screening of applicants, course selection, and the future of the program. Most importantly, the benefits of having SI for your courses.

Success Factors: Nurtured, Valued

Presenter: Albert Jimenez

Location: SOCS 213

Rules of Engagement: Student Engagement Survey Findings

In Spring 2014, El Camino College and ECC Compton Center participated in a national survey focused on teaching, learning, and retention in community colleges: the Community College Survey of Student Engagement (CCSSE or "Sessie"). In this interactive session we will share and discuss what we learned about students' external commitments, time spent on coursework, self-perceptions, and level of classroom involvement, among many findings.

Success Factor: Engaged

Presenters: Carolyn Pineda, Marci Myers

Location: SOCS 212

Leadership and Engagement: The Hands-On Equation

The link between perceived leadership ability, engagement, hands-on learning, and full-brain learning. We will explore project-based learning with real world projects that complement digital age workforce needs. Hands-on learning methods have proven successful in increased student outcomes. We explore unleashing the power of learning by doing.

Success Factor: Engaged

Presenters: Tim Muckey, Renee Newell

Location: SOCS 204

3:00 - 4:00 Session Two Topics (Continued)

KOGNITO – Helping At-Risk Students Succeed

KOGNITO is an online interactive demonstration of a virtual reality with several at-risk students and a faculty member who is intervening to assist them with their issues. Audience participants are asked to choose responses to student's comments and are then provided with feedback about the appropriateness of their responses. There is a back-and-forth between the audience and the virtual student's and faculty. The audience will see the direct link between their involvement and student success.

Success Factors: Nurtured, Valued

Presenters: Michelle Arthur, Sharin Nakayama

Location: SOCS 210

AB 540 Students – Become a Faculty Advocate and Ally for Undocumented Students

This workshop aims to integrate two (Nurtured & Connected) of the 6 Student Success Factors. Hear from colleagues and undocumented students about what you can do to support our growing student population of undocumented students enrolled at El Camino College. The workshop will highlight the Admissions and Records affidavit that allows students to qualify for AB 540 status. Learn about how assembly Bills AB 130 and AB 131 now provide much-needed financial assistance to our undocumented youth. The federal DACA (Deferred Action for Childhood Arrivals) MOU will also be discussed, including the differences between DACA and the AB 540 CA state bill. We will address common myths and focus on the facts of the legislation to enhance our understanding of the law. The goal is to have students feel that somebody wants them to succeed (Nurtured) and like they are part of the college community (Connected).

Success Factors: Nurtured, Connected

Presenters: Rene Lozano, Melissa Guess,
Cynthia Mosqueda

Location: SOCS 211



Have a Wonderful Semester!

**EL CAMINO COLLEGE
PROFESSIONAL DEVELOPMENT OPPORTUNITIES
PROGRAM EVALUATION**

Program Date & Title: Active Shooter Training

Presenter: Mike Trevis

Management = 1

Faculty = 11

Classified = 0

Number Attended = 58

Number Responded = 12

This Program has been of

No value	0	0	0	3	9	Great value	Average = 4.75
	1	2	3	4	5		

This Program should be repeated

Yes = 12

No = 0

Maybe = 0

Not appropriate to offer again = 0

Were there any ideas presented in this workshop which you could use in the classroom to improve student success or on your job?

Yes = 11

No = 1

Please comment:

- Useful in case of an active shooter situation.
- not applicable to topic
- this presentation should be made Mandatory for all the campus community!
- it was proactive & planned--like everything Should be for our Campus Community!
- hats off to the Chief! Well done/ good job!
- if students feel safe, they are focused on learning instead of anxiety
- How to protect students in the classroom and how to respond to terrorism!
- Very Informative
- Great speaker! Well done!
- Excellent!!!
- when there is safety the students do not worry for anxiety related to possibilities of aggression, assailants around the campus and just worry about how to be successful in the classroom.

How could this workshop be improved?

- present Active Shooter Training by the Chief more often!
- practical training how to tackle assailants
- NO comment

Suggestions for future Professional Development Programs:

- none at this time
- Continue the workshop!
- Other workshops on campus safety

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Administrative Unit	Fiscal Services – Accounting Department - Classified Payroll	Date of Report: May 2014
AUO Statement(s)	Online fillable form timesheets will enable classified employees to use a centralized on-line form to record their monthly time. Online forms will replace outdated 3 part paper/carbon paper forms currently used on a centralized print machine that is unreliable and hard to repair. If successful, future goal is to launch online fillable form timesheets for all categories of employees and to store all data electronically.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	Payroll staff, Staff Development office, classified employees, administrative assistants, and managers.	
Method(s) Used To Measure AUO	Survey questions and email feedback.	
Target/Standard For AUO	in 2013-14 33% participation and 75% satisfaction in 2014-15 90% participation and 90% satisfaction for classified staff, also roll out to Certificated Administrators.	
Frequency/Timeline of Assessment	feedback from users	
Assessment Results	Comp-time calculation issue discovered and corrected in two days.	
Analysis of Results	No negative feedback to date.	
Planned Actions as a Result of Assessment & Analysis	Based on feedback received, the online payroll timesheet will be continually improved. Future enhancements planned are Electronic signatures and electronic routing of the form from employee to manger to payroll. Long term enhancement: Electronic storage of documents.	
Follow-Up on Previous Planned Actions	Since the pilot launch in April 2014, the online timesheet has had two modifications based on customer feedback. May 2014 will be the second month in use by a wider group of employees, so we expect further suggestions for improvement and ease of use which will be addressed with our programmer.	
Additional Comments	The goal of this new process is to eliminate the need for centralized timesheet printers, maintenance contract on same and repair costs.	

El Camino College

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College Mission: <i>El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.</i>		
Administrative Unit	Fiscal Services - Cashier's Area	Date of Report: 6-16-2014
AUO Statement(s)	The mission of the Cashier's Office is to provide quality service to students, staff, faculty and community members. This service will be thorough, completed with sensitivity to the customer's needs and delivered efficiently in quickest time frame possible.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	Cashier's office staff – Full and Part-time, Director of Accounting, Business Manager, Accounting Officer	
Method(s) Used To Measure AUO	Qualitative analysis: Survey Instruments Quantitative analysis: Cashiers ' Data collection	
Target/Standard For AUO	80% of customers surveyed will have positive feedback or constructive feedback on which the department can work to improve operations	
Frequency/Timeline of Assessment	During and after each major campus cashiering event: fee collection, refund processing, COTOP invoicing, semester billings.	
Assessment Results	Review survey and data collection results with staff. Discuss viability of customer suggestions for improvement.	
Analysis of Results	Work with staff to develop improved processes and customer service.	
Planned Actions as a Result of Assessment & Analysis	Increase window or telephone staffing as necessary during peak periods. Increase number of hours staff can work during peak periods. Improve process components as necessary	
Follow-Up on Previous Planned Actions	Resurvey staff, collect next season's data to determine if department was able to improve the customer satisfaction level, continue efforts at process improvement to raise satisfaction level further. Implement viable customer suggestions for improvement.	
Additional Comments	The Cashier's Office is one of the frontline representatives of the campus to the public. We strive to serve our student's needs and the campus needs efficiently and pleasantly.	

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Administrative Unit	Fiscal Services	Date of Report: August 2014
AUO Statement(s)	Fiscal Services staff will help maintain a fiscally strong District.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input checked="" type="checkbox"/> F <input type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	Fiscal Services Managers and staff	
Method(s) Used To Measure AUO	Monthly Budget reports Fiscal Soundness checklist	
Target/Standard For AUO	Issue monthly budget reports to division managers. Resolve 100% of potential budget deficiency issues monthly Maintain an acceptable rating on the Sound Fiscal Management Checklist	
Frequency/Timeline of Assessment	Monthly – monthly budget status reports Annually – Sound Fiscal Management Self-Assessment Checklist	
Assessment Results	Budget transfers generated timely, status of next monthly budget report. District ranks acceptable in all categories on fiscal soundness checklist.	
Analysis of Results	Good plans in place, continue to monitor and assess. Number of unresolved budget line items at time of next monthly budget report	
Planned Actions as a Result of Assessment & Analysis	Work closely with division managers to plan future expenditure levels, realign budget if necessary. Evaluate semi-annually fiscal soundness.	
Follow-Up on Previous Planned Actions	Staff continues to monitor division budgets and alert managers to any needed expenditure reductions or budget transfers.	
Additional Comments		

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Administrative Unit	Facilities Planning and Services Division	Date of Report: July 10, 2014
AUO Statement(s)	The Facilities Planning and Services Division will maintain a safe, functional, clean, and attractive physical environment for the users of El Camino Community College District.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input checked="" type="checkbox"/> D <input type="checkbox"/> E <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> G <input checked="" type="checkbox"/>		
Participants in AUO Assessment	Thomas E. Brown, Director; Robert Brobst, Assistant Director; Mike Blada, Services Supervisor; Rod McMillan, Systems Supervisor; Chris Egnozzi, Operations Survey; Joseph Saldana, Grounds Supervisor.	
Method(s) Used To Measure AUO	Comparative results using Plan Builder, SchoolDude (percentage of completed work orders), and the general College population including faculty, staff and students. Weekly meetings for FPS upper management for discussion on the immediate needs of the College.	
Target/Standard For AUO	Percentage of completed work orders through School Dude, customer satisfaction survey, overall appearance, cleanliness of the College	
Frequency/Timeline of Assessment	Monthly completion report through School Dude, yearly customer surveys, daily service of areas in need.	
Assessment Results	The FPS Division delivers positive results at least 80% of the time in the areas of maintaining clean and healthy environment for all customers.	
Analysis of Results	FPS needs to incorporate ways to result in at least 90% of customer satisfaction in the areas of cleaning and service.	
Planned Actions as a Result of Assessment & Analysis	Yearly surveys will be created to assess customer satisfaction in the areas of cleanliness, aesthetics, and service. FPS will need to increase the custodial staff by eight custodians in order to meet the needs of the general college public.	
Follow-Up on Previous Planned Actions	FPS will continue to measure success by reports generated by SchoolDude, customer surveys, and weekly meetings with upper management to work on ways to improve customer satisfaction.	
Additional Comments		

El Camino College Administrative Unit Outcomes (AUO) Assessment Report		
College Mission: <i>El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.</i>		
Administrative Unit	Facilities Planning and Services Division	Date of Report: July 11, 2014
AUO Statement(s)	The Facilities Planning and Services Division will maintain a safe, functional, clean, and attractive physical environment for the users of El Camino Community College District.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input checked="" type="checkbox"/> D <input type="checkbox"/> E <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> G <input checked="" type="checkbox"/>		
Participants in AUO Assessment	Thomas E. Brown, Director; Robert Bradshaw	
Method(s) Used To Measure AUO	The Facilities Master Plan and the Steering Committee. Monthly meetings with Cabinet for discussion on the immediate and future issues of the College.	
Target/Standard For AUO	Completion of major construction, including building improvement, new construction and ADA requirements. Construction projects will stay within the guidelines of the Facilities Master Plan.	
Frequency/Timeline of Assessment	Yearly updates of the Facilities Master Plan.	
Assessment Results	Review projects to review if on schedule and within budget.	
Analysis of Results	FPS needs to incorporate ways to improve campus impact.	
Planned Actions as a Result of Assessment & Analysis	Revise methodology, such as construction review, constructability reviews, budget estimates.	
Follow-Up on Previous Planned Actions	The FMP monthly meetings with upper management to work on ways to improve Facilities in a timely manner.	
Additional Comments		

El Camino College

Administrative Unit Outcomes (AUO) Assessment Report

College Mission: *El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.*

Administrative Unit	Facilities Planning and Services Division	Date of Report: October 7, 2014
AUO Statement(s)	The Facilities Planning and Services Division will implement energy saving measures for El Camino College in accordance with Title 24 building codes in our new construction, Utilize SCE Savings by Design program, implement measures in our existing facilities and campus with Prop 39 funding and with the CCC-IOU Energy Partnership.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input checked="" type="checkbox"/> D <input type="checkbox"/> E <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> G <input checked="" type="checkbox"/>		
Participants in AUO Assessment	Thomas E. Brown, Director; Robert Brobst, Assistant Director, Robert Bradshaw, Manager of Design and Construction.	
Method(s) Used To Measure AUO	Comparative results using the Facilities Master Plan, Projects submitted to the CCC-IOU Partnership, energy bills.	
Target/Standard For AUO	Qualifying energy saving projects under Prop 39, Projects approved by the CCC-IOU Partnership, compliance with Title 24 of the Building Code for energy reduction in new construction, implementation of the Master Plan.	
Frequency/Timeline of Assessment	Reviews of electric bills following the completion of projects at yearly intervals	
Assessment Results	Some projects have recently been completed and have not yet been in place to evaluate the current savings. Projects in planning and implementation will be coming on line within the next fiscal year.	
Analysis of Results	FPS will keep planning and implementing new projects as the funding under Prop 39 and the CCC-IOU Partnership continue and will employ Savings by Design into each new building project.	
Planned Actions as a Result of Assessment & Analysis	FPS will continue planning and implementing energy saving projects and programs as the funding under Prop 39 and the CCC-IOU Partnership remain available, will employ Savings by Design in new Building design and identify other energy saving measures.	
Follow-Up on Previous Planned Actions	FPS will continue to measure success by reviewing our energy bills and utilization of energy saving measures.	
Additional Comments		

El Camino College Administrative Unit Outcomes (AUO) Assessment Report		
College Mission: <i>El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.</i>		
Administrative Unit	Information Technology Services	Date of Report: June, 2014
AUO Statement(s)	The Mission of the Information Technology Services Division (ITS) is to help El Camino College utilize technology to provide students with the greatest opportunity for achieving their educational goals; faculty with the resources and support necessary for continued excellence in instruction; administrators and staff with the most efficient and effective work environment for overseeing daily institutional operations; and the community with effective, efficient, and timely responses to their needs for information, training, and instruction.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input checked="" type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input checked="" type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	John Wagstaff: Director ITS; Will Warren: Asst Director ITS, Claudio Vilchis: Network Services Supervisor; Don Treat: Tech Services Supervisor; Cheryl Shenefield: Business Analyst, Sheryl Kimball: Information Systems Tech	
Method(s) Used To Measure AUO	Qualitative Analysis: In progress is an independent survey written & performed by an independent 3 rd party. Quantitative Analysis: Information Technology Services routine service request ticket data.	
Target/Standard For AUO	80% out of 100% of those surveyed will have a positive satisfaction index of the services requested. Data from work order ticket system	
Frequency/Timeline of Assessment	Bi-weekly data analysis.	
Assessment Results	The Information Technology Services Division will act upon the results of the independent 3 rd party survey.	
Analysis of Results	Make strategic decisions in areas of service improvement, personnel staffing levels, budget and future planning.	
Planned Actions as a Result of Assessment & Analysis	Meet with the department, discuss results and develop a continuous improvement plan to address issues.	
Follow-Up on Previous Planned Actions	Meet quarterly to discuss progress and make any changes necessary.	
Additional Comments	It is the desire of the Information Technology Services Division to gain better understanding of the campus community perception regarding the services provided and as a result, respond accordingly.	

El Camino College Administrative Unit Outcomes (AUO) Assessment Report		
<u>College Mission:</u> <i>El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.</i>		
Administrative Unit	Information Technology Services	Date of Report: Oct 2014
AUO Statement(s)	Student Success and Support Programs Regulations implementation, data collection, and reporting.	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input checked="" type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input checked="" type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	ITS and Student Services	
Method(s) Used To Measure AUO	<p><i>Quantitative:</i> Tracking of Student Service contacts for all areas of campus providing initial core and follow-up services to students in the Admissions and Records, Recruitment, Assessment, Special Programs and Counseling areas. ITS worked with the stakeholders to develop and implement a system of coding and recording data from all stakeholder areas which can be tracked in detail for auditability.</p> <p><i>Qualitative:</i> Review of MIS Student Success reporting data met quality checks and thresholds. Utilization of Data Warehouse reports to identify problem areas.</p>	
Target/Standard For AUO	98-100% accuracy	
Frequency/Timeline of Assessment	One year	
Assessment Results	Stakeholder data absent from reports where expected. Found data lacking in areas of administration or staff turnover.	
Analysis of Results	Periodic reviews, monitor, and train stakeholders/staff on importance of tracking and collection of service data. Need to add service contact data for Orientation and Educational Plan courses.	
Planned Actions as a Result of Assessment & Analysis	Continue to monitor quality of data and follow up with stakeholders to resolve. Implement a system to address Student retention and alerting capability. Have found entries from automated processes previously unknown to occur need to be addressed.	
Follow-Up on Previous Planned Actions	Found that Automated Ed Plans need to be notated as abbreviated or comprehensive at time of contact to fulfill data entry requirements.	
Additional Comments		

El Camino College Administrative Unit Outcomes (AUO) Assessment Report		
<i>College Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.</i>		
Administrative Unit	Information Technology Services	Date of Report: Oct 2014
AUO Statement(s)	The Mission is to achieve over 95% accuracy of MIS Data Submission to the Chancellors Office	
AUO is Aligned with Strategic Initiatives (check all that apply): A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input checked="" type="checkbox"/> D <input type="checkbox"/> E <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> G <input type="checkbox"/>		
Participants in AUO Assessment	Admissions & Records, Human Resources, Special Programs, ITS, Academic Affairs	
Method(s) Used To Measure AUO	<p><i>Quantitative:</i> Data is continually run 2-3 months ongoing prior to due date of submission. Error checking is done and errors submitted to campus data stakeholders by ITS to do continual clean up of data prior to final submission. Also, control checks are done in ITS to insure data has the expected number of records via other sources prior to submission.</p> <p><i>Qualitative:</i> MIS Data Submissions are clean and error free, ITS staff continually participates with the Chancellors office during quality review meeting of data to review our data and compare with reviews of other district data to obtain information of areas to monitor for errors and thresholds. Very few times have occurred in the past 5 years where we are notified by Chancellor's office to look at possible issues which we have since remedied.</p>	
Target/Standard For AUO	98- 100% accuracy	
Frequency/Timeline of Assessment	Continual during the year, for the past 5-10 years.	
Assessment Results	ITS will continually monitor changes in the MIS reporting mandates to insure changes are made procedurally with data collection changes to be implemented on campus to comply with changing reporting requirements.	
Analysis of Results	Results in accurate funding.	
Planned Actions as a Result of Assessment & Analysis	Continue to monitor changing MIS Reporting Mandates and meet with stakeholders of data to plan and implement capture of data.	
Follow-Up on Previous Planned Actions	Meet with stakeholder as needed and discuss progress frequently.	
Additional Comments		