

BREWTON- PARKER COLLEGE

ACADEMIC AND ADMINISTRATIVE SUPPORT SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08

PLAN ESTABLISHED DURING 2003-04 PLANNING CYCLE

DEPARTMENTAL PURPOSE/MISSION

The mission of the Academic and Administrative Support Services Division (A.A.S.S.) is to support the Office of Provost in its endeavor to advance the College's mission, vision and mission/vision implementation philosophy by providing leadership and support to the maintenance of quality academic programs and to provide leadership for services offered through the technology services department, campus store, campus mail service and campus dining services which meet the needs of the entire college community and which enhance the work and study experience on campus.

OBJECTIVE 1

The A.A.S.S. Division will enhance services offered by the technology services department, campus store, campus mail service and campus-dining services by providing needed services in an efficient and timely manner and lead in the development of additional and more efficient services.

ACTION PLAN

1. Regularly review area functions with departmental directors to discuss pending issues and facilitate changes.
2. Aid in creating guidelines for departmental policies and procedures where not in place. These are interdepartmental policies and procedures.
3. Represent division through contact with education division, the Provost's Cabinet and President's Council meetings that are held on a regular basis (September through May) to aid in facilitation of service related results between A.A.S.S. Division and such groups.

ASSESSMENT

1. Monitor progress through meetings and reports. Results to be documented in an annual summary report.
2. Progress of the policies and procedures for the Division's Departments and Units will be maintained.
3. Annual campus-wide survey findings and reported/documentated facilitation actions throughout academic year.

RESPONSIBILITY

Director for Academic and Administrative Support Services

TIME FRAME

Annually

RELATED TO

Institutional Goal #2

BREWTON-PARKER COLLEGE

ACADEMIC AND ADMINISTRATIVE SUPPORT SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08

RESULTS & RESPONSES—2005-06

OBJECTIVE 1

The A.A.S.S. Division will enhance services offered by the technology services department, campus store, campus mail service and campus-dining services by providing needed services in an efficient and timely manner and lead in the development of additional and more efficient services.

ACTION PLAN

1. Regularly review area functions with departmental directors to discuss pending issues and facilitate changes.
2. Aid in creating guidelines for departmental policies and procedures where not in place. These are interdepartmental policies and procedures.
3. Represent division through contact with education division, the Provost's Cabinet and President's Council meetings that are held on a regular basis (September through May) to aid in facilitation of service related results between A.A.S.S. Division and such groups.

RESULTS

1. Representation of the A.A.S.S. department was made through meetings with education divisions, athletic team representatives, and other operational meetings such as the Provost's Cabinet and President's Council.
2. A review and subsequent change to camp registration forms was initiated. There are still issues with camp registrations and these matters will be addressed in the next year's review. It has been suggested and planned to hold an "after camp" meeting whereby all parties directly affected by camp attendance will be able to review the registration and other processes involved.
3. No outside contact via site visits was made on the part of the director of the Campus Mail Service or the assistant manager of the Campus Store.

RESPONSE

1. Continue to monitor progress through meetings. Results to be posted in strategic plan responses. Address all policies and procedures in each department. Continue to represent division at divisional, Provost's Cabinet, and President's Council meetings.
2. Follow up on "after action" review for camp registration and processes will be monitored.
3. Facilitate opportunities for the director of the Campus Mail Service and the Campus Store's assistant manager to make three (3) off campus visits to like institutions.

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RESULTS & RESPONSES—2006-07

OBJECTIVE 1

The A.A.S.S. Division will enhance services offered by the technology services department, campus store, campus mail service and campus-dining services by providing needed services in an efficient and timely manner and lead in the development of additional and more efficient services.

ACTION PLAN

1. Regularly review area functions with departmental directors to discuss pending issues and facilitate changes.
2. Aid in creating guidelines for departmental policies and procedures where not in place. These are interdepartmental policies and procedures.
3. Represent division through contact with education division, the Provost's Cabinet and President's Council meetings that are held on a regular basis (September through May) to aid in facilitation of service related results between A.A.S.S. Division and such groups.

RESULTS

1. Representation of the A.A.S.S. department was made through meetings with education divisions, athletic team representatives, and other operational meetings such as the Provost's Cabinet and President's Cabinet.
2. A review and subsequent change to purchasing procedures was initiated through the Fiscal Affairs office. All special orders require departmental approval, a purchase requisition, issued by Fiscal Affairs, and a purchase requisition, issued by Fiscal Affairs or the Campus Store. All billing will be managed through the POS system.
3. The director of the Campus Mail Service and the assistant manager of the Campus Store attended training pertinent to the 2007 postal rate upgrade. The personnel also visited a mailing facility which specializes in standard mailing. Further cost-saving measures were initiated after the visit.

RESPONSES

1. Continue to monitor progress through meetings. Results to be posted in strategic plan responses. Address all policies and procedures in each department. Continue to represent division at divisional, Provost's Cabinet, and President's Cabinet meetings.
2. Continue to monitor the purchase requisition and special order processes.
3. Facilitate opportunities for the director of the Campus Mail Service and the Campus Store's assistant manager to make three (3) off campus visits to like institutions.