
 Dept FCO - (CO) College Operations 

**AUO 1.A. Department/Division Name:** College Operations

**AUO 1.B. Name(s) of the author(s) of this report::** Pam Grey

**AUO 1.C. What is the primary focus of your department/division?:** College Operations provides services that support instruction and college life. This includes auxiliary services such as Dining Services and the Bookstore. Other units under College Operations are Printing Services, Facilities Rentals, Postal Services, Custodial and Grounds Operations.

**AUO 1.D. How many customers are served annually and is number trending up, even, or down?:** The department serves the whole campus which is approx. 23285. 325 full-time faculty; 660 part-time faculty; 300 classified & managers and 20,000 students.

**AUO 1.E. Who are the typical customers served by this department/division? :** all faculty, staff, managers, and students

**AUO 2.A. What is the department/division Mission Statement?:** To facilitate the operations of the campus

**AUO 2.B. Ways and to what extent do your services support your Mission statement:** Help support the operations of the college, and to make sure the physical aspects of campus provides an academically rich, multicultural learning environment

**AUO 3.A. Number of classified employees:** 4

**AUO 3.B. Number of management employees:** 3

**AUO 3.C. Number of student employees:** 0

**AUO 3.D. Position(s) Needed:** 0

**AUO 3.E. Justification for Position(s)::** n/a

**AUO 3.F. If additional position/s were hired did it result in the expected improvement? How so? :** n/a

**AUO 4.A. Have there been any facility changes in the last five years?:** No

**AUO 4.B. Are there any significant facility changes that will be needed over the next five years?:** No

**AUO 4.C. Give justification for facility requests :** n/a

**AUO 4.D. If additional facility changes occurred, did it result in the expected improvement? How so?:** n/a

**AUO 5.A. Have there been any equipment purchases in the last five-years. If so what was purchased?:** The AVP received college standard ergonomic office furniture to replace the non-standard, non-ergonomic furniture that had been in the office for approx 15 years.



**AUO 5.B. Are there any equipment purchases that will be needed over the next five years?:** Replacement of standard office equipment such as computers, printers, scanners, wireless telephone headsets and any other office equipment that becomes necessary as a result of technology advances/upgrades.

**AUO 5.C. Justification for equipment(s):** End of life cycle of present items and/or items that will be needed in the future but are not known about at this time. i.e. scanners have become a critical device but were not needed/ available 5-years ago.

**AUO 5.D. If additional equipment was purchased, did it result in the expected improvement? How so?:** Yes, the new office furniture is height adjustable reducing the risk of injury

**AUO 6.A. Amount of Department/Division discretionary (B) budget or explain.:**  
\$160,000

**AUO 6.B. Does the department/division need additional discretionary funding? If so, why?:** No

**AUO 6.C. Additional discretionary budget requests:** None

**AUO 6.D. Justification for additional discretionary budget:** n/a

**AUO 6.E. If additional discretionary budget was allocated, did it result in the expected improvement:** n/a

**AUO 7.A. Have there been any significant organizational alignment changes over the last five years?:** No

**AUO 7.B. List any significant organizational alignment changes needed over the next five years.:** None anticipated at this time.

**AUO 7.C. Justification for significant organizational alignment changes:** n/a

**AUO 7.D. If organizational alignment changes were made did it result in the expected improvement?:** n/a

**AUO 8.A Have there been any significant changes in regulations/laws/policies over last five years?:** Yes. There have been a large number of State and Board policy changes over the years. Details of these items can be found on BoardDocs.

<http://www.boarddocs.com/ca/fhda/Board.nsf> .

Such changes include SB: 854 Public Works Payment Of Prevailing Wages. California Uniform Public Construction Cost Accounting Act - UPCCAA or CUPCCAA for Public Works Repairs and Maintenance.

**AUO 8.B. List changes in regulations/laws/policies affecting department/division over next five yrs.:** The State and Board are continuously reviewing and updating policies and laws so it is highly likely that there will be many changes over the next 5-years.

**AUO 8.C. List any additional resources needed to meet the new regulations/laws /policies.:** Trainings/workshops/conferences/software/hardware needs should be anticipated

**AUO 8.D. Justification for additional resources:** To be able to fulfill the mission of our division we need to keep up to date

**AUO 8.E. If additional resources were made provided did it result in the expected improvement?:** n/a



**AUO 9.A. List any significant professional development activities over the last five years.:** Business services/contracts training. Purchasing training - SB: 854 Public Works Payment Of Prevailing Wages. California Uniform Public Construction Cost Accounting Act - UPCCAA or CUPCCAA for Public Works Repairs and Maintenance. INB and BDMS training. Taleo training



**AUO 9.B. List any significant professional development needs over the next five years.:** Continue Business services/contracts training. Purchasing training. Taleo; INB; training etc. The launch of a new version of "My Portal" will require some significant staff training. Training on updated laws related to construction and facilities.



**AUO 9.C. Justification for significant professional development .:** Constant changes in rules/regulations/software etc. require ongoing staff development trainings



**AUO 9.D. If additional professional development was provided did it result in expected improvement?:** Yes. The staff in this division are considered experts in all the various functions of the campus



**AUO 10. List other Needed Resources & Justification:** None at this time

**AUO 11.A. What are the current/active department/division outcome statements?:**  
AUO\_1 - The Office of College Services supports a campus wide effort of environmentally friendly and sustainable building management and renovations

**AUO 11.B. How many AUO statements have been assessed since the last program review?:** 1

**AUO 11.C. Summarize the outcomes assessment findings and resulting department/division enhancements.:** Target : Target Met. 82% of respondents who expressed an opinion agreed or strongly agreed (Questions 21) (02/27/2018).  
Enhancement: Continue to verbally support the college's strong commitment to environmentally and sustainable building management and renovations during collaborative planning conversations and discussions. (04/13/2017)

**AUO 11.D. What are the department/division outcome assessment plans for the next five years?:** The division is currently discussing various suggestions.

# Assessment: Administrative Unit Four Column



## Dept FCO - (CO) College Operations

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p><b>AUO_1</b> - The Office of College Services supports a campus wide effort of environmentally friendly and sustainable building management and renovations</p> <p><b>AUO Status:</b> Active</p> <p><b>Year(s) to be Assessed:</b> 2014-2015, 2015-2016</p> <p><b>Outcome Creation Date:</b> 08/11/2014</p>	<p><b>Survey</b> - Survey included new buildings and renovated spaces</p> <p><b>Target for Success:</b> 80%</p>	<p><b>Program Review Reporting Year:</b> 2013-2014</p> <p><b>Target :</b> Target Met</p> <p>82% of respondents who expressed an opinion agreed or strongly agreed (Questions 21) (02/27/2018)</p> <p><b>Reflection (CLICK ON ? FOR INSTRUCTIONS):</b> The division noted that although 82% of those who expressed an opinion agreed or strongly agreed 25% of the overall respondents replied "does not apply". It would be interesting to know why these respondents did not think that this question was relevant.</p>	<p><b>Enhancement:</b> Continue to verbally support the college's strong commitment to environmentally and sustainable building management and renovations during collaborative planning conversations and discussions. (04/13/2017)</p>

January 14, 2014

TO: Donna Jones-Dulin, Vice President of College Services

FROM: Mallory Newell, De Anza College Institutional Research  
Tony Te, Student Assistant

SUBJECT: AUO Student Survey Result, Fall 2013

The AUO survey was sent to 5,000 randomly selected students enrolled in Fall 2013. The total of 315 students responded to the survey for a response rate of 6%.

Important highlights include:

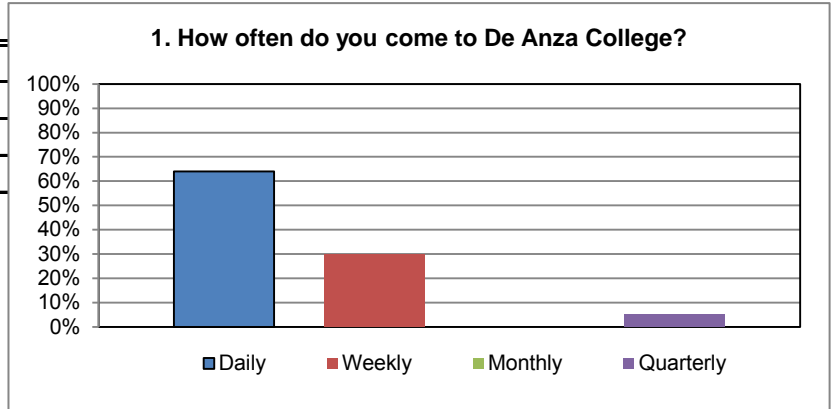
- 87% of respondents “agree” or “strongly agree” that the campus grounds are aesthetically pleasing.
- 85% of respondents “agree” or “strongly agree” that campus classrooms, restrooms, common areas, and offices are clean.
- 76% of respondents “agree” or “strongly agree” that the textbooks and supplies they need are always in stock.
- 73% of respondents purchase textbooks or supplies at the De Anza College Bookstore.
- 64% of respondents come to De Anza College daily, 30% weekly, 0% monthly, and 5% quarterly.
- 60% of respondents “agree” or “strongly agree” that the food selection available meets their dining needs.
- 53% of respondents “agree” or “strongly agree” that food prices at the Campus Center are competitive when compared to off-campus dining.
- 47% of respondents “agree” or “strongly agree” that the Bookstore is one of the largest employers of students on campus.
- 43% of respondents were aware that there is educational pricing on software and hardware at the Bookstore.

# AUO Student Survey Result, Fall 2013

## Campus Grounds and Custodial Services:

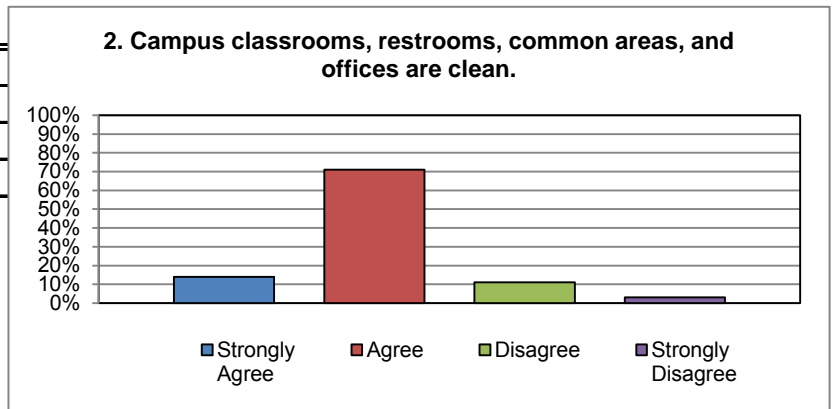
### 1. How often do you come to De Anza College?

Response	N	%
Daily	202	64%
Weekly	95	30%
Monthly	0	0%
Quarterly	17	5%
<b>Total</b>	<b>314</b>	<b>100%</b>



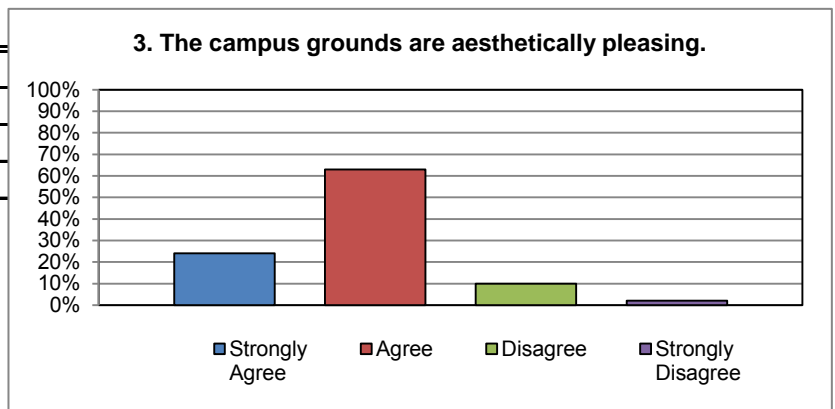
### 2. Campus classrooms, restrooms, common areas, and offices are clean.

Response	N	%
Strongly Agree	44	14%
Agree	223	71%
Disagree	36	11%
Strongly Disagree	9	3%
<b>Total</b>	<b>312</b>	<b>100%</b>



### 3. The campus grounds are aesthetically pleasing.

Response	N	%
Strongly Agree	77	24%
Agree	197	63%
Disagree	33	10%
Strongly Disagree	5	2%
<b>Total</b>	<b>312</b>	<b>100%</b>

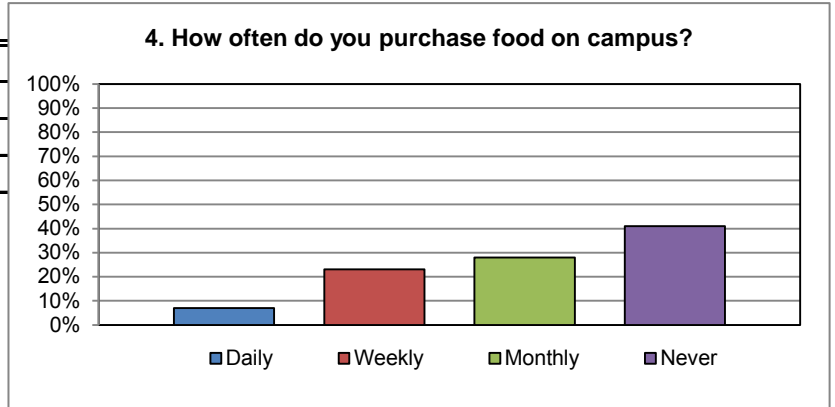


# AUO Student Survey Result, Fall 2013

## Food Services:

### 4. How often do you purchase food on campus?

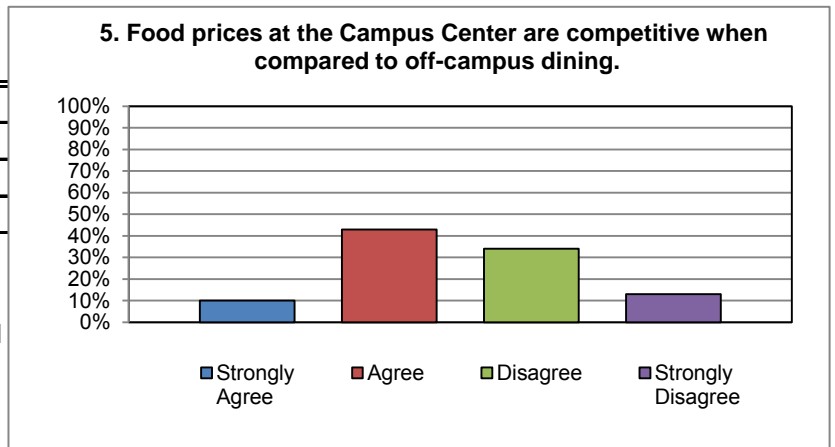
Response	N	%
Daily	22	7%
Weekly	74	23%
Monthly	89	28%
Never	130	41%
<b>Total</b>	<b>315</b>	<b>100%</b>



### 5. Food prices at the Campus Center are competitive when compared to off-campus dining.

Response	N	%
Strongly Agree	19	10%
Agree	82	43%
Disagree	65	34%
Strongly Disagree	24	13%
<b>Total</b>	<b>190</b>	<b>100%</b>

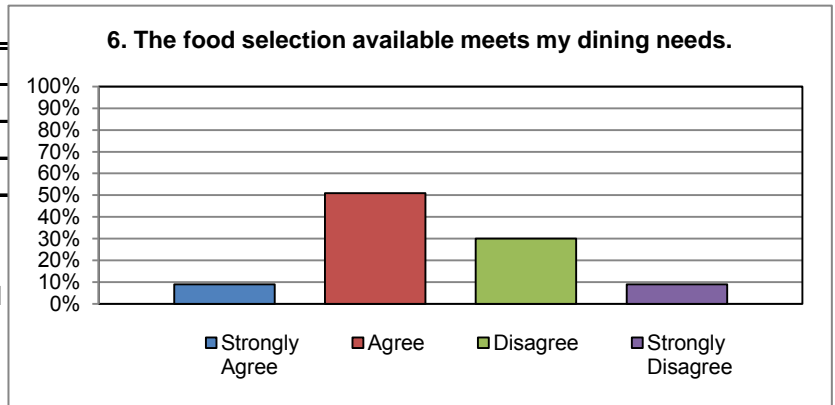
Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 123 respondents chose Does Not Apply.



### 6. The food selection available meets my dining needs.

Response	N	%
Strongly Agree	20	9%
Agree	109	51%
Disagree	63	30%
Strongly Disagree	20	9%
<b>Total</b>	<b>212</b>	<b>100%</b>

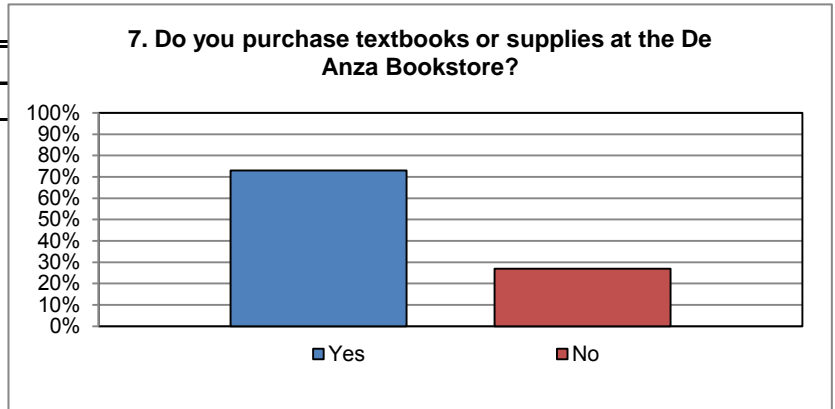
Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 102 respondents chose Does Not Apply.



# AUO Student Survey Result, Fall 2013

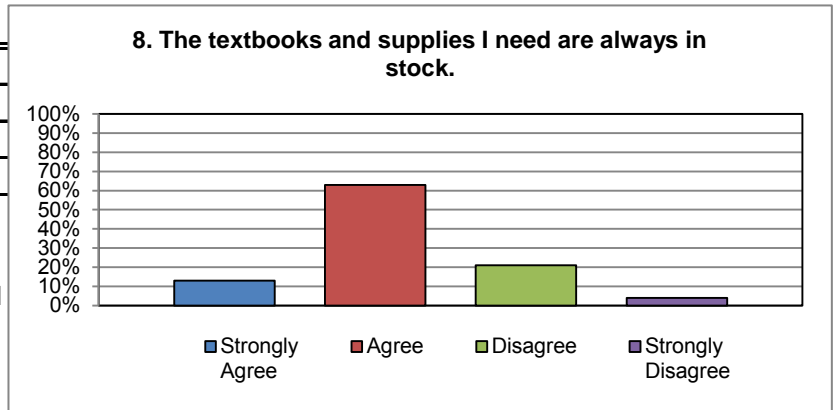
## 7. Do you purchase textbooks or supplies at the De Anza College Bookstore?

Response	N	%
Yes	231	73%
No	84	27%
<b>Total</b>	<b>315</b>	<b>315</b>



## 8. The textbooks and supplies I need are always in stock.

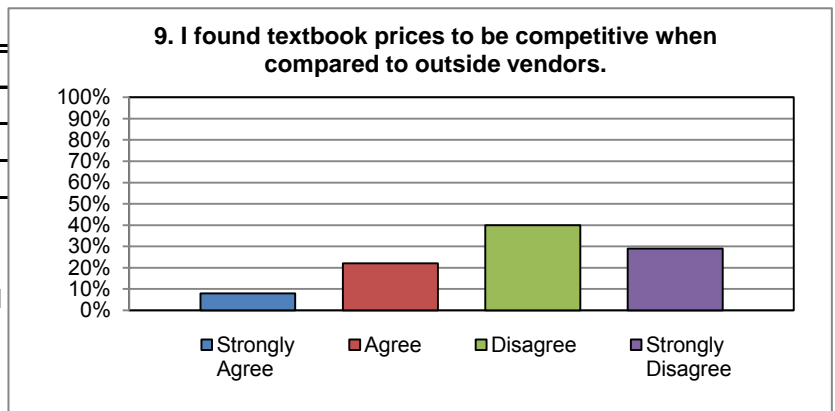
Response	N	%
Strongly Agree	33	13%
Agree	164	63%
Disagree	54	21%
Strongly Disagree	10	4%
<b>Total</b>	<b>261</b>	<b>100%</b>



Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 53 respondents chose Does Not Apply.

## 9. I found textbook prices to be competitive when compared to outside vendors.

Response	N	%
Strongly Agree	22	8%
Agree	58	22%
Disagree	104	40%
Strongly Disagree	75	29%
<b>Total</b>	<b>259</b>	<b>100%</b>



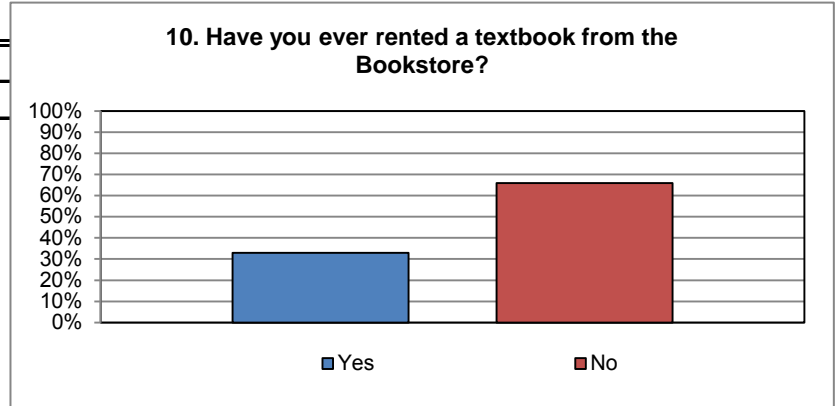
Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 56 respondents chose Does Not Apply.



# AUO Student Survey Result, Fall 2013

## 10. Have you ever rented a textbook from the Bookstore?

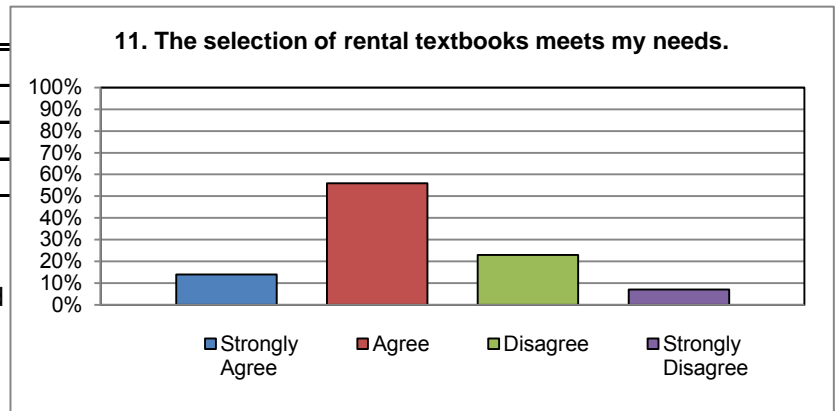
Response	N	%
Yes	105	33%
No	209	66%
<b>Total</b>	<b>314</b>	<b>100%</b>



## 11. The selection of rental textbooks meets my needs.

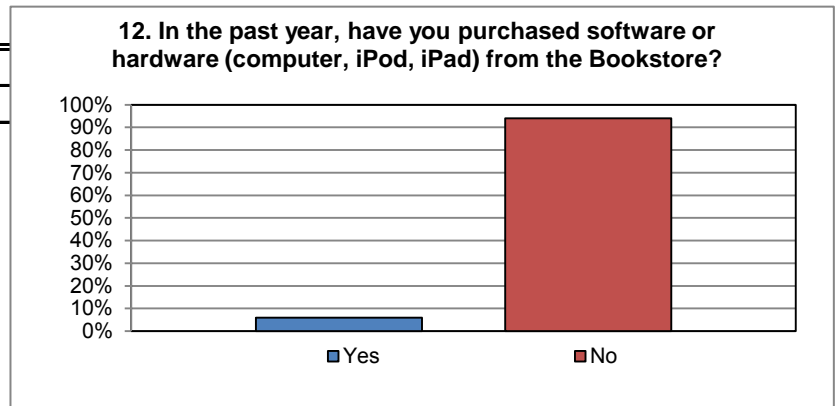
Response	N	%
Strongly Agree	18	14%
Agree	74	56%
Disagree	30	23%
Strongly Disagree	9	7%
<b>Total</b>	<b>131</b>	<b>100%</b>

Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 181 respondents chose Does Not Apply.



## 12. In the past year, have you purchased software or hardware (computer, iPod, iPad) from the Bookstore?

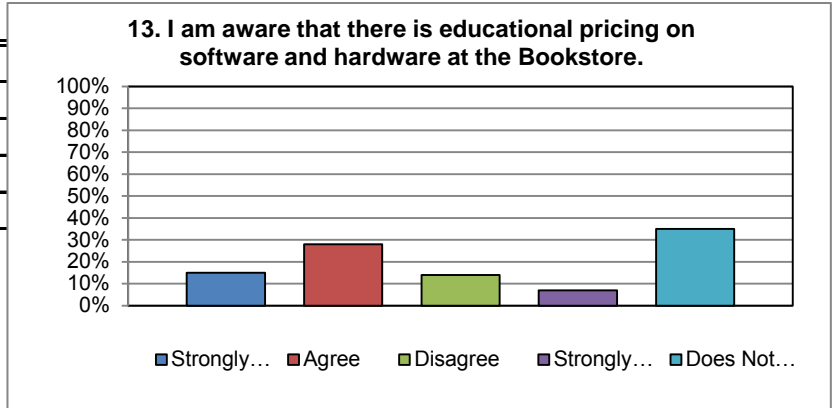
Response	N	%
Yes	18	6%
No	297	94%
<b>Total</b>	<b>315</b>	<b>100%</b>



# AUO Student Survey Result, Fall 2013

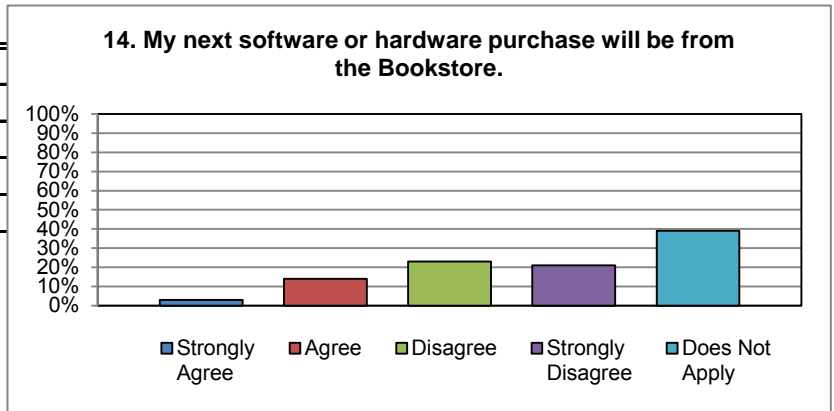
**13. I am aware that there is educational pricing on software and hardware at the Bookstore.**

Response	N	%
Strongly Agree	47	15%
Agree	89	28%
Disagree	45	14%
Strongly Disagree	23	7%
Does Not Apply	109	35%
<b>Total</b>	<b>313</b>	<b>100%</b>



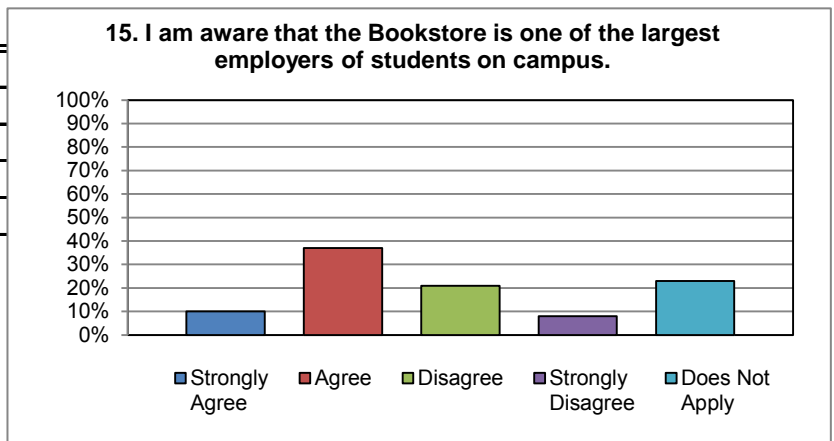
**14. My next software or hardware purchase will be from the Bookstore.**

Response	N	%
Strongly Agree	10	3%
Agree	44	14%
Disagree	73	23%
Strongly Disagree	65	21%
Does Not Apply	123	39%
<b>Total</b>	<b>315</b>	<b>100%</b>



**15. I am aware that the Bookstore is one of the largest employers of students on campus.**

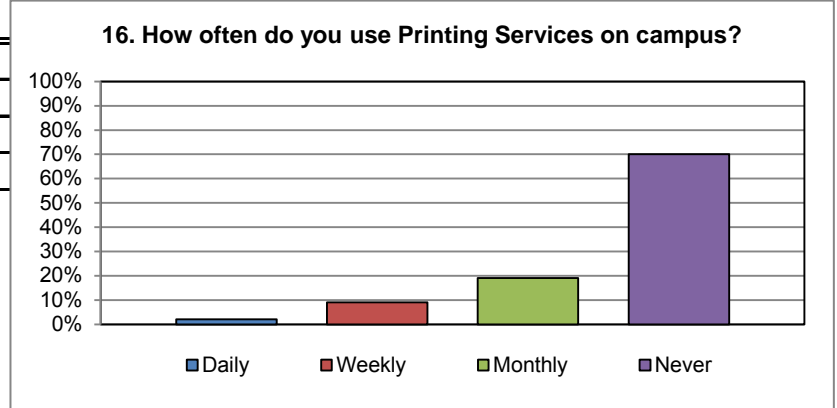
Response	N	%
Strongly Agree	32	10%
Agree	115	37%
Disagree	67	21%
Strongly Disagree	26	8%
Does Not Apply	73	23%
<b>Total</b>	<b>313</b>	<b>100%</b>



# AUO Student Survey Result, Fall 2013

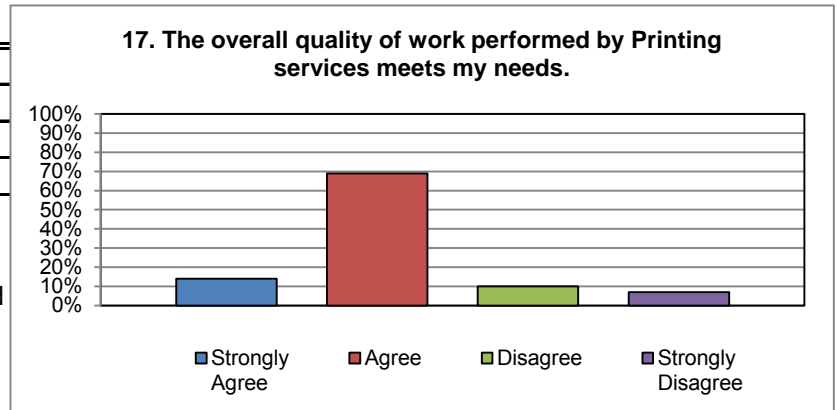
## 16. How often do you use Printing Services on campus?

Response	N	%
Daily	6	2%
Weekly	28	9%
Monthly	59	19%
Never	222	70%
<b>Total</b>	<b>315</b>	<b>100%</b>



## 17. The overall quality of the work performed by Printing Services meets my needs.

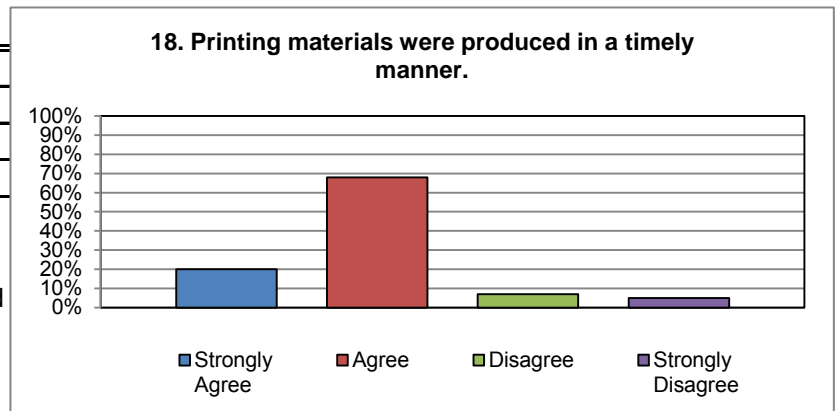
Response	N	%
Strongly Agree	15	14%
Agree	72	69%
Disagree	10	10%
Strongly Disagree	7	7%
<b>Total</b>	<b>104</b>	<b>100%</b>



Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 207 respondents chose Does Not Apply.

## 18. Printing materials were produced in a timely manner.

Response	N	%
Strongly Agree	21	20%
Agree	72	68%
Disagree	7	7%
Strongly Disagree	5	5%
<b>Total</b>	<b>105</b>	<b>100%</b>



Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 207 respondents chose Does Not Apply.

January 14, 2014

TO: Donna Jones-Dulin, Vice President of College Services

FROM: Mallory Newell, De Anza College Institutional Research  
Tony, Student Assistant

SUBJECT: AUO Faculty and Staff Survey, Fall 2013

The AUO survey was sent to the De Anza College faculty and staff during Fall 2013. A total of 185 faculty and staff responded to the online survey. Important highlights include:

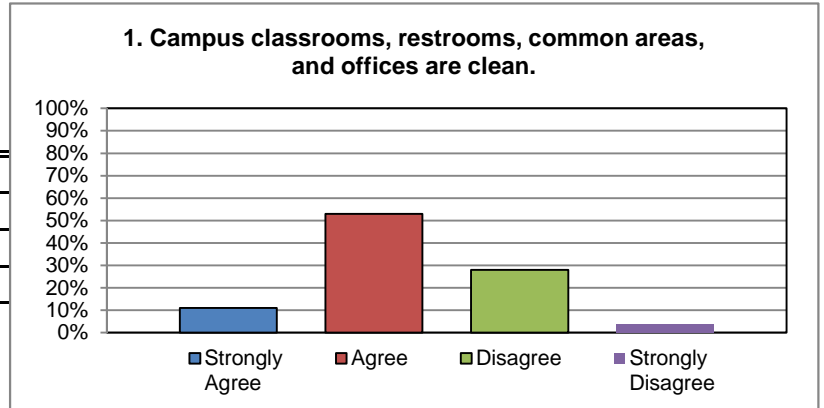
- 81% of respondents “agree” or “strongly agree” that the campus grounds are aesthetically pleasing.
- 70% of respondents were aware that there is educational pricing on software and hardware at the Bookstore.
- 64% of respondents “agree” or “strongly agree” that campus classrooms, restrooms, common areas, and offices are clean.
- 59% of respondents “agree” or “strongly agree” that they are aware that the Bookstore is one of the largest employers of students on campus.
- 49% of respondents “agree” or “strongly agree” that food prices at the Campus Center are competitive when compared to off-campus dining.
- 46% of respondents purchase textbooks or supplies at the De Anza College Bookstore.
- 46% of respondents “agree” or “strongly agree” that the food selection available meets their dining needs.
- 40% of respondents purchase food on campus monthly, 21% weekly, and 10% daily. The remaining 29% never purchase food on campus.
- 39% of respondents “agree” or “strongly agree” that the textbooks and supplies they need are always in stock.

# AUO Faculty and Staff Survey, Fall 2013

## Campus Grounds and Custodial Services:

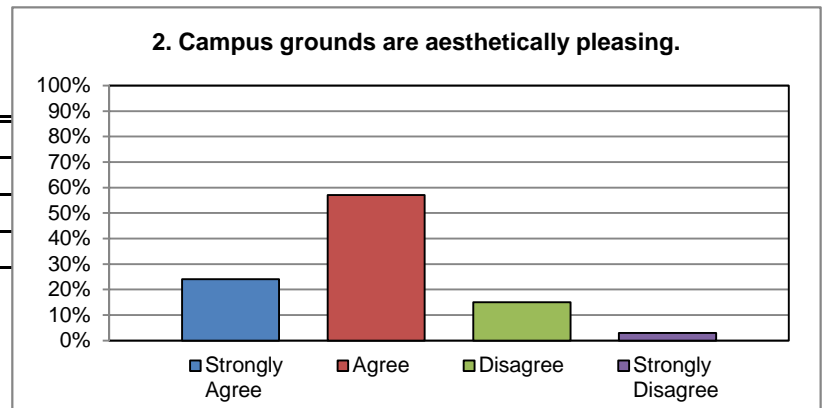
### 1. Campus classrooms, restrooms, common areas, and offices are clean.

Response	N	%
Strongly Agree	21	11%
Agree	99	53%
Disagree	51	28%
Strongly Disagree	14	4%
<b>Total</b>	<b>185</b>	<b>100%</b>



### 2. Campus grounds are aesthetically pleasing.

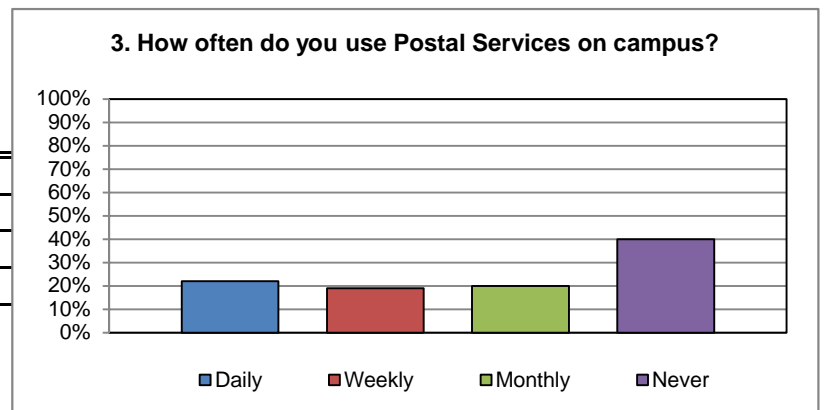
Response	N	%
Strongly Agree	45	24%
Agree	105	57%
Disagree	28	15%
Strongly Disagree	6	3%
<b>Total</b>	<b>184</b>	<b>100%</b>



## Postal Services:

### 3. How often do you use Postal Services on campus?

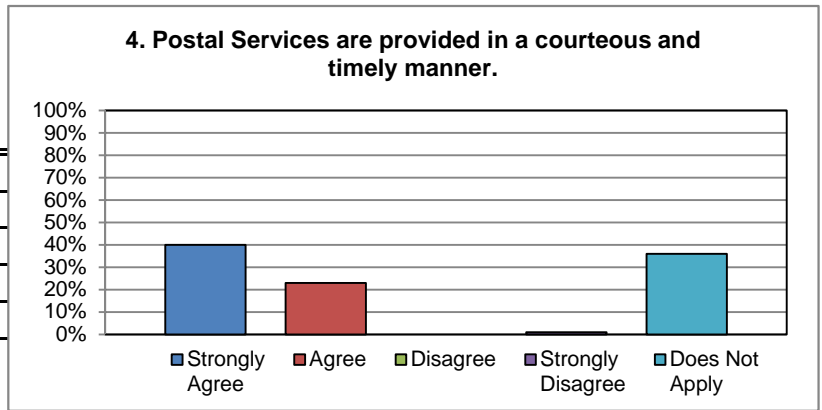
Response	N	%
Daily	40	22%
Weekly	35	19%
Monthly	37	20%
Never	74	40%
<b>Total</b>	<b>186</b>	<b>100%</b>



# AUO Faculty and Staff Survey, Fall 2013

## 4. Postal Services are provided in a courteous and timely manner.

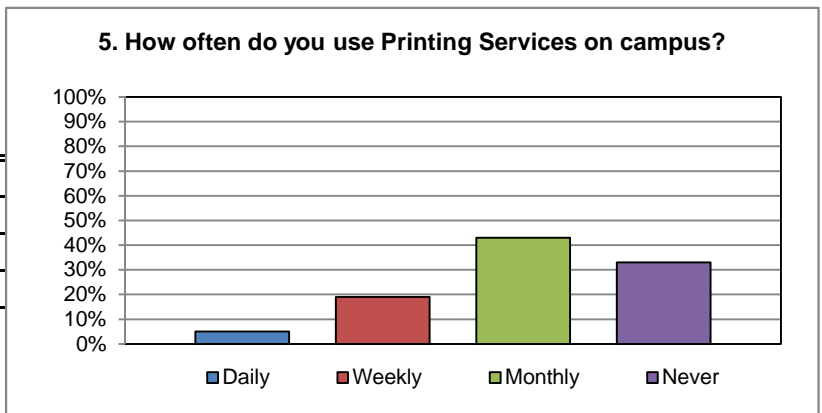
Response	N	%
Strongly Agree	74	40%
Agree	43	23%
Disagree	0	0%
Strongly Disagree	1	1%
Does Not Apply	67	36%
<b>Total</b>	<b>185</b>	<b>100%</b>



## Printing Services:

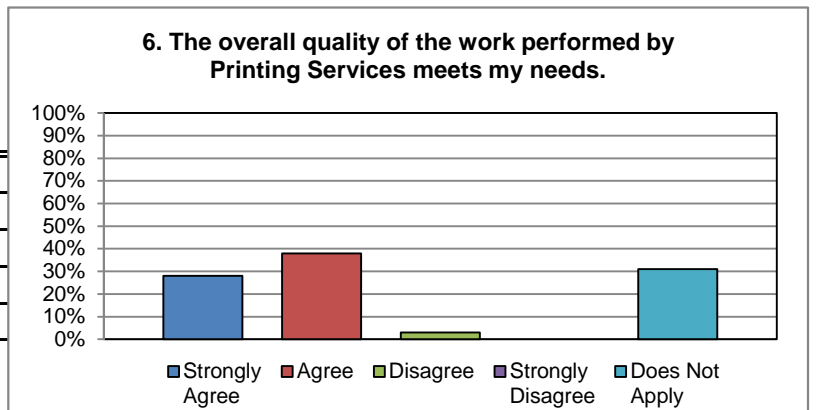
### 5. How often do you use Printing Services on campus?

Response	N	%
Daily	9	5%
Weekly	34	19%
Monthly	78	43%
Never	60	33%
<b>Total</b>	<b>181</b>	<b>100%</b>



### 6. The overall quality of the work performed by Printing Services meets my needs.

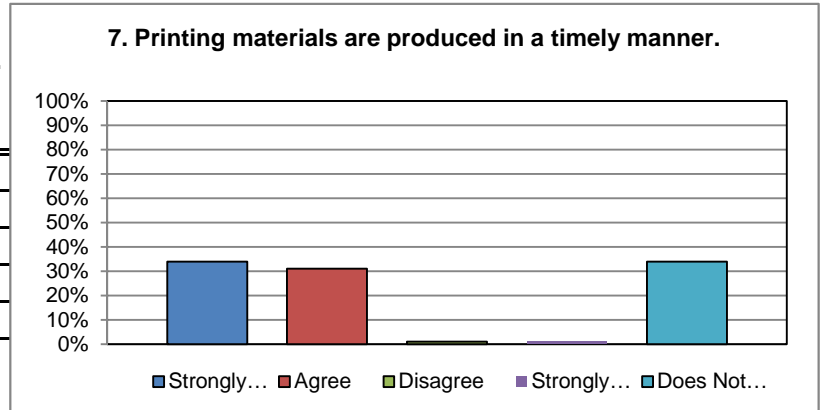
Response	N	%
Strongly Agree	51	28%
Agree	68	38%
Disagree	6	3%
Strongly Disagree	0	0%
Does Not Apply	55	31%
<b>Total</b>	<b>180</b>	<b>100%</b>



# AUO Faculty and Staff Survey, Fall 2013

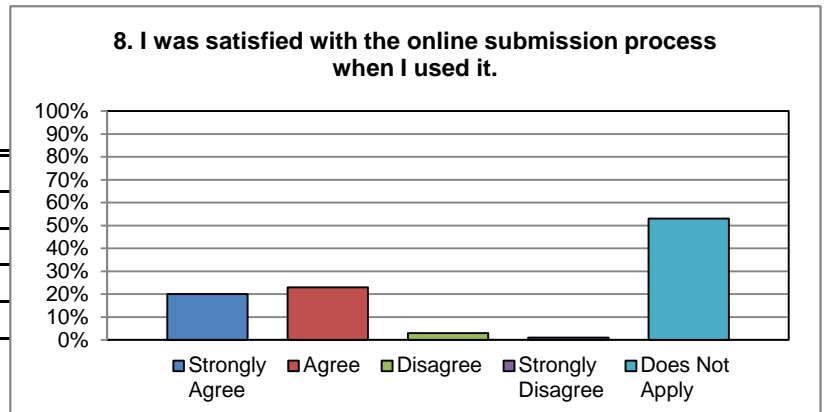
## 7. Printing materials are produced in a timely manner.

Response	N	%
Strongly Agree	62	34%
Agree	57	31%
Disagree	2	1%
Strongly Disagree	1	1%
Does Not Apply	62	34%
<b>Total</b>	<b>184</b>	<b>100%</b>



## 8. I was satisfied with the online submission process when I used it.

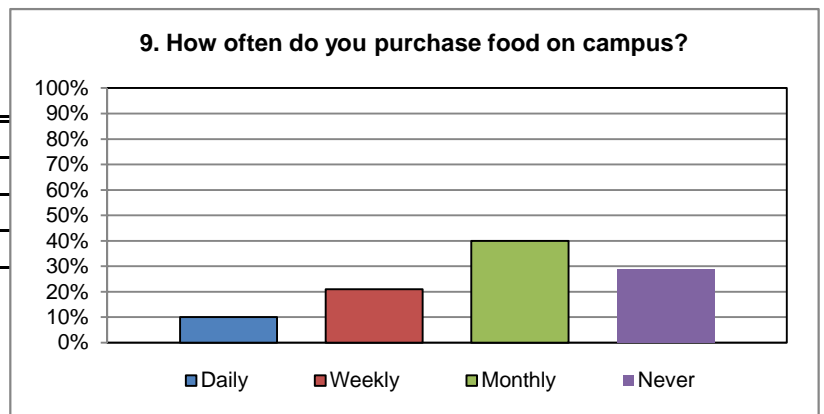
Response	N	%
Strongly Agree	36	20%
Agree	41	23%
Disagree	6	3%
Strongly Disagree	1	1%
Does Not Apply	96	53%
<b>Total</b>	<b>180</b>	<b>100%</b>



## Food Services:

## 9. How often do you purchase food on campus?

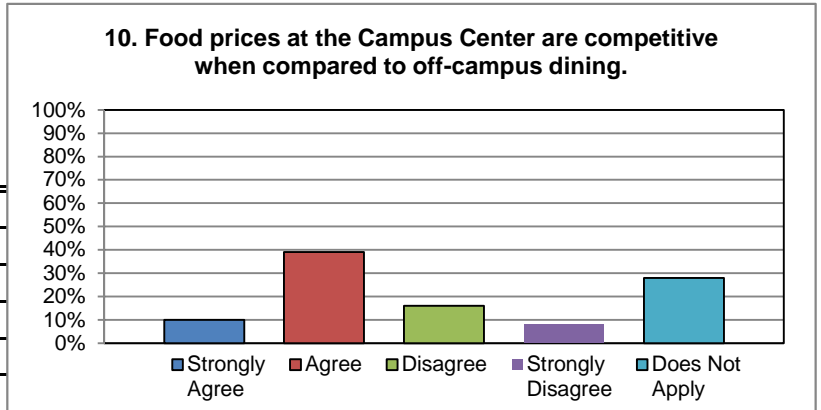
Response	N	%
Daily	19	10%
Weekly	39	21%
Monthly	73	40%
Never	53	29%
<b>Total</b>	<b>184</b>	<b>100%</b>



# AUO Faculty and Staff Survey, Fall 2013

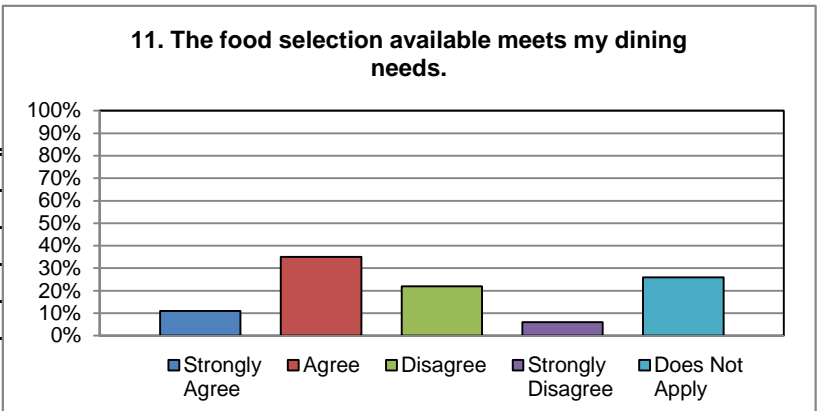
## 10. Food prices at the Campus Center are competitive when compared to off-campus dining.

Response	N	%
Strongly Agree	18	10%
Agree	71	39%
Disagree	29	16%
Strongly Disagree	14	8%
Does Not Apply	51	28%
<b>Total</b>	<b>183</b>	<b>100%</b>



## 11. The food selection available meets my dining needs.

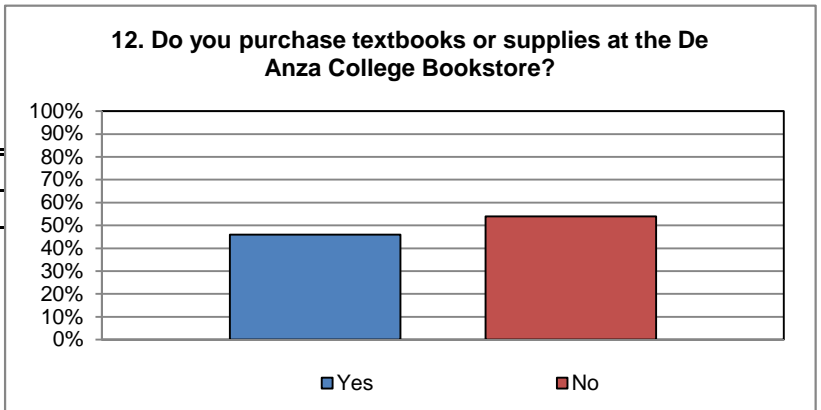
Response	N	%
Strongly Agree	20	11%
Agree	65	35%
Disagree	40	22%
Strongly Disagree	11	6%
Does Not Apply	48	26%
<b>Total</b>	<b>184</b>	<b>100%</b>



### Bookstore:

## 12. Do you purchase textbooks or supplies at the De Anza College Bookstore?

Response	N	%
Yes	84	46%
No	99	54%
<b>Total</b>	<b>183</b>	<b>100%</b>

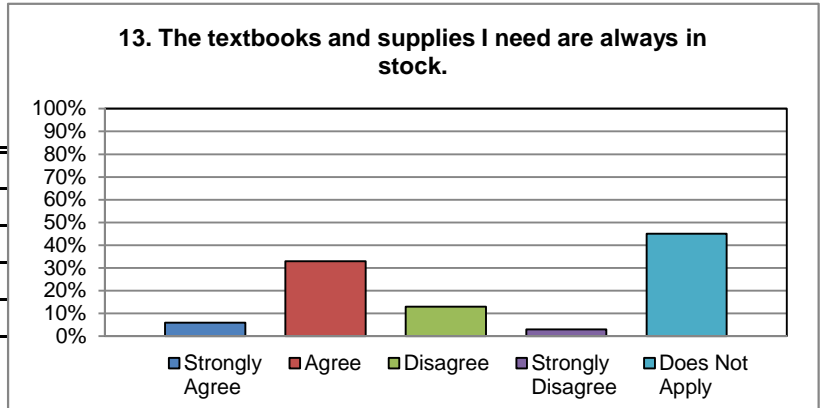




# AUO Faculty and Staff Survey, Fall 2013

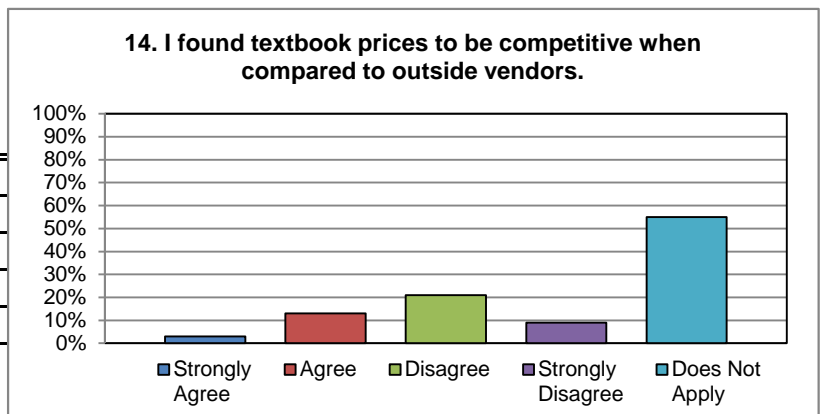
## 13. The textbooks and supplies I need are always in stock.

Response	N	%
Strongly Agree	10	6%
Agree	59	33%
Disagree	24	13%
Strongly Disagree	5	3%
Does Not Apply	80	45%
<b>Total</b>	<b>178</b>	<b>100%</b>



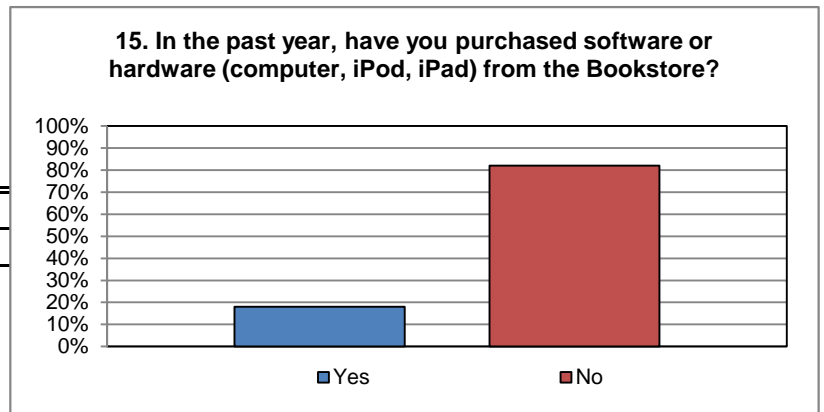
## 14. I found textbook prices to be competitive when compared to outside vendors.

Response	N	%
Strongly Agree	5	3%
Agree	23	13%
Disagree	37	21%
Strongly Disagree	16	9%
Does Not Apply	99	55%
<b>Total</b>	<b>180</b>	<b>100%</b>



## 15. In the past year, have you purchased software or hardware (computer, iPod, iPad) from the Bookstore?

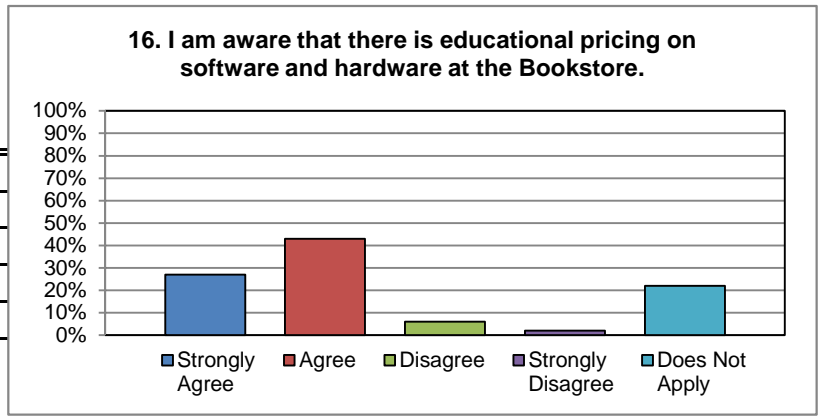
Response	N	%
Yes	32	18%
No	148	82%
<b>Total</b>	<b>180</b>	<b>100%</b>



# AUO Faculty and Staff Survey, Fall 2013

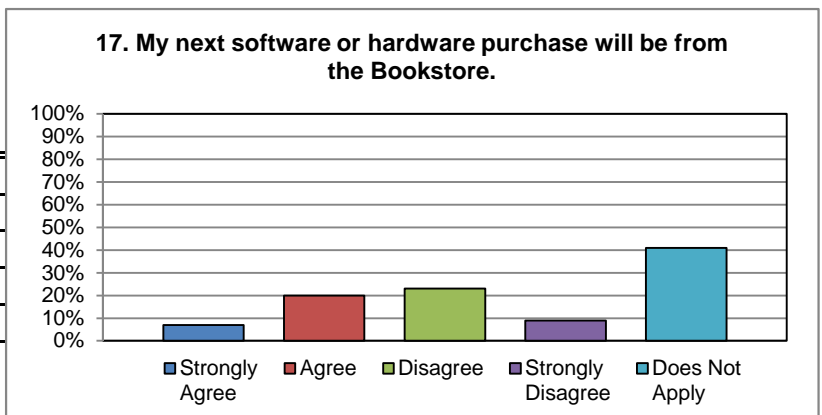
**16. I am aware that there is educational pricing on software and hardware at the Bookstore.**

Response	N	%
Strongly Agree	49	27%
Agree	77	43%
Disagree	11	6%
Strongly Disagree	4	2%
Does Not Apply	40	22%
<b>Total</b>	<b>180</b>	<b>100%</b>



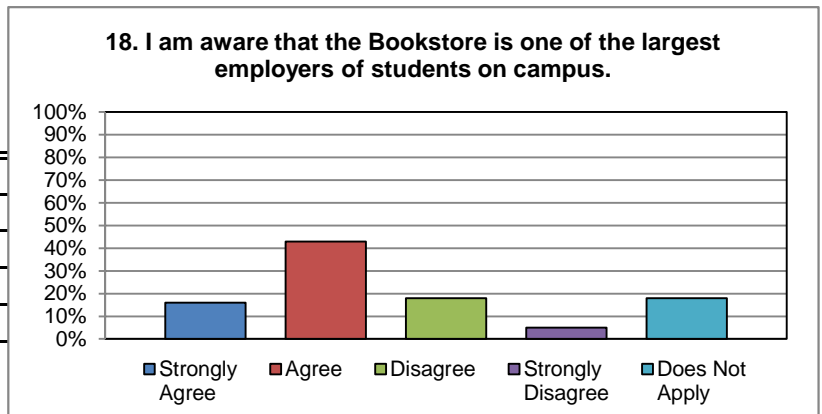
**17. My next software or hardware purchase will be from the Bookstore.**

Response	N	%
Strongly Agree	13	7%
Agree	35	20%
Disagree	41	23%
Strongly Disagree	16	9%
Does Not Apply	74	41%
<b>Total</b>	<b>179</b>	<b>100%</b>



**18. I am aware that the Bookstore is one of the largest employers of students on campus.**

Response	N	%
Strongly Agree	28	16%
Agree	78	43%
Disagree	32	18%
Strongly Disagree	9	5%
Does Not Apply	33	18%
<b>Total</b>	<b>180</b>	<b>100%</b>

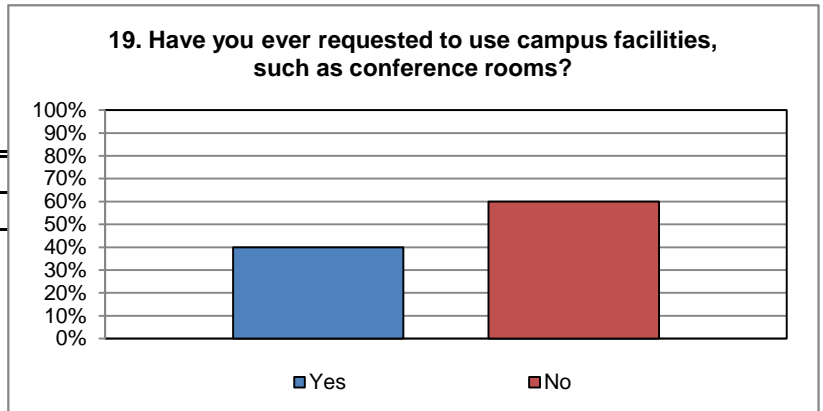


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## Facilities:

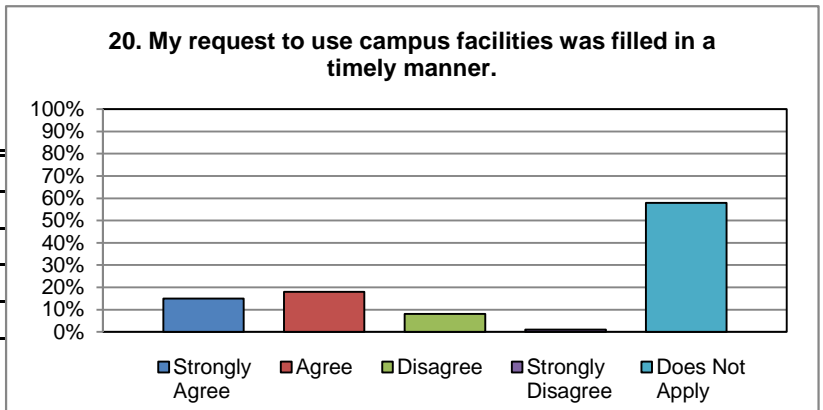
19. Have you ever requested to use campus facilities, such as conference rooms?

Response	N	%
Yes	73	40%
No	111	60%
<b>Total</b>	<b>184</b>	<b>100%</b>



20. My request to use campus facilities was filled in a timely manner.

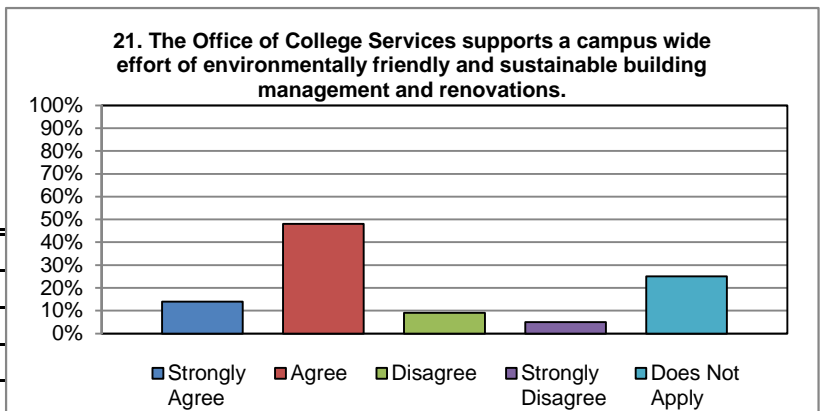
Response	N	%
Strongly Agree	27	15%
Agree	33	18%
Disagree	15	8%
Strongly Disagree	1	1%
Does Not Apply	104	58%
<b>Total</b>	<b>180</b>	<b>100%</b>



## Office of College Services:

21. The Office of College Services supports a campus wide effort of environmentally friendly and sustainable building management and renovations.

Response	N	%
Strongly Agree	25	14%
Agree	88	48%
Disagree	16	9%
Strongly Disagree	9	5%
Does Not Apply	46	25%
<b>Total</b>	<b>184</b>	<b>100%</b>



# AUO Faculty and Staff Survey, Fall 2013

**22. The Office of College Services supports enhanced learning environments through planned space allocation (i.e. office space, department relocations, building keys, furniture selection).**

Response	N	%
Strongly Agree	17	9%
Agree	72	39%
Disagree	38	21%
Strongly Disagree	15	8%
Does Not Apply	41	22%
<b>Total</b>	<b>183</b>	<b>100%</b>

