

**SMCCCD Program Review: Administrative Services and
Facilities**

2011 District Office Program Review: Administrative Services and Facilities

October 2011



**Program
Review**

The district performs program review of the accounting, general services, payroll, facilities and information technology functions and uses the results to improve processes. Employees rate their satisfaction as to the level of services provided and are given the opportunity to offer open-ended suggestions for improvement. They are also surveyed about their knowledge and use of online and other information related to these functions.

Overview

In October, 2011 as part of its program review process, the District surveyed all full- and part-time employees about their experiences with District accounting, general services, payroll and facilities functions. The survey was designed to assess customer satisfaction with services in the District Office and to determine employee knowledge about the availability of important information online ([District Office Survey](#)). The survey was sent to 2,005 employees and 215 employees responded ([Survey Announcement](#), [Survey Reminder](#)). Of the respondents 36.74% were faculty, 18.6% were administration and 44.65% were staff. Employees rated their level of satisfaction on a scale of 1 to 5 with 1 being the lowest level of satisfaction and 5 being the highest level. The survey also included open-ended questions to give respondents the opportunity to discuss areas of concern.

As a result of the survey, areas for improvement were identified including:

- Level of satisfaction with custodial service
- Knowledge of availability of district information online
- Training related to purchasing policies and procedures
- Increased information regarding accounting procedures and timelines

Select survey results related to these items are discussed on the pages that follow. Note that in order to respect the privacy of the respondents, open ended responses are not included in this summary.

Maintenance and Custodial Service

As shown below, districtwide averages regarding timeliness of maintenance service request completion, courteousness of staff and the ability of the facilities department to meet overall expectations were greater than 4.0. Questions regarding engineering assistance earned a districtwide rating of 4.23. Similarly, the overall level of satisfaction with the appearance of exterior grounds districtwide was 4.34. On the other hand, there was some level of dissatisfaction districtwide with the custodial service in offices or workspaces and classrooms indicated by a districtwide average of 3.87.

Facility Managers, custodial supervisors and administrative staff were informed about the survey results. All facilities employees received training in customer service and unannounced inspections of random building and grounds locations have been increased.

Survey Question	CANADA	CSM	SKYLINE	DISTRICT	AVERAGE
Service Requests Are Completed In A Timely Manner?	4.05	3.96	4.00	4.30	4.05
The Staff Responds In A Professional, Courteous, And Helpful Manner?	3.95	4.31	4.22	4.62	4.27
I am Kept Informed Of Construction Activities That Are Being Planned And Going on At My Campus?	4.59	4.44	4.54	4.84	4.58
The Facilities Planning And Operations Department meets my overall Expectations?	4.12	3.92	4.06	4.51	4.11
Custodial Service In My Primary Office/Workspace?	3.91	3.98	3.59	4.00	3.87
Custodial Service In My Classroom?	3.84	4.13	3.55	4.00	3.87
If Requested Custodial Assistance, How Satisfied Were You With that Assistance?	3.90	4.07	3.76	4.29	3.99
If Requested Engineering Assistance, How Satisfied Were You With that Assistance?	4.60	4.15	3.93	4.41	4.23
What Is Your Level Of Satisfaction With The Overall Appearance Of The Exterior Grounds On Campus?	4.40	4.35	4.13	4.51	4.34
I Know How To Place A Maintenance Service Request?	85.1%	92.5%	84.9%	97.4%	87.4%

Purchasing Department

Employees were generally satisfied with purchase order accuracy and cycle time and staff responsiveness and availability. However, survey results indicate training in purchasing policies and procedures as an area in need of improvement. Districtwide, the average satisfaction level in this area was 3.49.

The general services department is exploring the feasibility of offering districtwide training during 2012-13.

Survey Question	CANADA	CSM	SKYLINE	DISTRICT	AVERAGE
How Satisfied Are You With The Purchase Order Cycle Time?	3.39	4.21	4.15	4.30	4.06
How Satisfied Are You With Purchasing Accuracy?	4.00	4.43	4.06	4.48	4.28
How Satisfied Are You With Purchasing Responsiveness In Answering And Returning Phone Calls And Emails?	4.00	4.52	4.00	4.56	4.31
How Satisfied Are You With Purchasing Responsiveness As Far As Being Available When You Need Their Services?	3.95	4.44	4.05	4.46	4.26
How Satisfied Are You With Purchasing Responsiveness In Assisting You With Problems You Might Have?	3.80	4.48	4.05	4.37	4.22
How Satisfied Are You With Purchasing Responsiveness In Answering Your Questions?	3.80	4.44	4.11	4.37	4.22
How Satisfied Are You With Purchasing's Ability To Assist You In Achieving Your Expected Cost?	3.69	4.48	3.87	4.60	4.18
How Satisfied Are You With The Level Of Training You Have Received Regarding Purchasing Policies And Procedures?	3.05	3.76	2.95	4.00	3.49

Accounting and Payroll Processes And Services

The level of satisfaction for accounting services in all areas was above 4.0 districtwide. However, in response to concerns expressed in the open ended questions as well as other informal feedback, the accounting department took several actions. A new website is in development which will include information about key contacts, important dates and other information ([Financial Services](#)). Additionally, business officers and other campus administrators are notified of important upcoming dates via email and through districtwide meetings attended by Business Officials. Three online calendars have been developed including the accounting & reporting tasks calendar; the grants and external fund tasks calendar and the budget timeline calendar.

Survey Question	CANADA	CSM	SKYLINE	DISTRICT	AVERAGE
The Accounts Payable Payment Process	3.77	3.88	4.12	4.64	4.10
The General Accounting Intranet	3.56	4.28	3.81	4.74	4.16
The RID Deposit Process	3.91	3.93	3.80	4.67	4.08
Accounting's Responsiveness In Answering And Returning Phone Calls and Emails	4.11	4.31	4.00	4.53	4.24
The Reimbursement Process	3.74	3.90	4.11	4.57	4.06
Accounting's Responsiveness In Answering Your Questions and Assisting With Problems	4.13	4.36	Data not available due to technical issue with survey instrument	4.48	4.26

Employee Services in WEBSMART and Downloads Page Information

Employees districtwide are well versed on the availability of online payroll services and information on WEBSMART. 94% of respondents said they use the direct deposit feature for their payroll checks and nearly 86% have agreed to have their W2 form delivered electronically. Over 80% of respondents use WEBSMART to view information including earnings, deductions, sick leave, vacation and comp time balances and history.

Conversely, the survey indicated that the [district downloads page](#), the primary online repository for policy and procedure information about the District’s accounting, general services, payroll and facilities functions is not completely utilized. Only 35% of those responding indicated that they know about the page and use it, while 26.5% said they did not know what the page is or how to find it. As a result, the district reminded all employees, via a districtwide email, about the availability of the information.

([Downloads Page reminder e-mail](#))

Survey Question	CANADA	CSM	SKYLINE	DISTRICT	AVERAGE
Did You Use WEBSMART to Fill Out or Approve Time Sheets?	58.2%	56.7%	64.2%	67.5%	60.9%
Did You Use WEBSMART to Review Benefits and Deductions?	74.5%	76.1%	75.5%	87.5%	77.7%
Did You Use WEBSMART to Review Pay Information?	80.0%	86.6%	81.1%	97.5%	85.5%
Did You Use WEBSMART for Tax Forms?	70.9%	73.1%	71.7%	72.5%	72.1%
Did You Use WEBSMART to Review Sick Leave, Vacation, and Comp Time Balances and History?	70.9%	86.6%	84.9%	95.0%	83.7%
Do You Use the Direct Deposit Option for Your Paycheck?	94.5%	91.0%	94.3%	97.4%	93.9%
Have You Given Consent to Receive Your W2 Form Electronically Through WEBSMART?	90.7%	79.1%	83.0%	94.4%	85.9%
Do Not Use the Downloads page	29.1%	40.2%	32.1%	40.0%	35.4%
Do Not Know About the Downloads Page	25.5%	23.8%	24.5%	35.0%	26.5%
Do You Use the Downloads Page for Accounting?	30.9%	32.8%	28.3%	45.0%	33.5%
Do You Use Downloads Page for Facilities?	32.7%	44.8%	30.2%	47.5%	38.6%
Do You Use Downloads Page for Payroll?	27.3%	29.9%	19.8%	50.0%	30.2%
Do You Use Downloads Page for Purchasing?	23.6%	14.9%	18.9%	52.5%	25.1%
Do You Use Downloads Page for Other?	23.6%	38.8%	37.7%	47.5%	36.3%