

Administrative Services Program Review

Objectives:

1. To determine the appropriateness of the services provided by the department.
2. To identify and evaluate the methods and procedures followed to provide services.
3. To determine the appropriateness of the personnel and resources allocated to meet the assigned responsibilities of the department.
4. To determine the adequacy of internal controls in ensuring that resources are used efficiently in providing services.
5. To determine what changes can be made to improve the effectiveness and efficiency of services provided.

Template:

1. Description of Department and Services

- a. Provide overall general description
- b. Determine the appropriateness of the services provided
 - List all services provided by the department
 - List all personnel assigned to the department
 - Obtain and review job descriptions for all personnel assigned to the department
 1. List the major skill sets of each job description
 2. List primary job qualifications for each position
 3. Identify special educational skills require for the position
 - Compare and analyze the services provided by the department to the list of job skills included in job descriptions
 - Identify in-service or specialized training provided during the past 12 months
 - Evaluate and comment on whether the position descriptions and skills of the members of the department are adequate to provide the services expected of the department
 - Determine what specialized contracted services are obtained and decision process used to determine when to obtain specialized services
- c. Identify and evaluate the methods and procedures followed to provide services
 - Obtain and review standard operating procedures or desktop procedures used by the department
 - Obtain and review Board of Trustee policies that apply to the operations of the department
 - Obtain sample copies of all forms used by the department
 1. Flowchart the preparation and distribution of each form

- Describe all processes that are executed to complete processing of the form
 - Evaluate signatures obtained on the form and whether the form is completed in full or is only partially completed when being processed
 - Evaluate the number of copies of the form used and if each copy is needed
 - Evaluate feedback provided to users to determine if they are notified of the progress of the service request
 - Obtain information about how staff members are assigned and determine the adequacy of the staff to meet current work requirements
 - Obtain a sample of previously processed forms and evaluate the time needed to complete the service requested by the form
 - Review work processes, skills of employees and if specialized training has been provided
 1. Interview employees to determine routine job functions, common work practice used, and how they respond to unusual events
 - Review workplace safety practices and staff's knowledge of emergency procedures
 - Provide recommendations for changing procedures, forms and staffing levels
- d. Determine the appropriateness of the personnel and resources allocated to meet the assigned responsibilities of the department
- Upon completion of evaluation of the work methods and procedures followed to provide services, evaluate the staff's ability to meet the demands of the college
 - Identify whether the staff in total possesses the skills necessary to provide the types of services required
 - Obtain budget information for the past three fiscal years
 - Compare budget amounts to actual expenditures and determine reasons for major differences between actual expenditures and budgeted expenditures
 - Comment on the adequacy of resources provided to meet the service expectation of the department
- e. Determine the adequacy of internal controls in ensuring that resources are used efficiently in providing services
- Identify the processes followed to obtain resources needed to provide services
 1. Is overtime authorized in advance and budgeted for
 2. Who is authorized to submit purchase documents
 3. What vendors are used and how have prices been determined
 4. What contracts exist with vendors and contractors

5. Are purchasing practices responsive in meeting the need for resources
- 2. Identify/quantify Strengths (include commendations)**
- 3. Identify/quantify Challenges/Problems - Short Comings**
- 4. Future Directions/Goals – include plans to address challenges/problems.**
Determine what changes can be made to improve the effectiveness and efficiency of services provided.
 - a. within existing resources and personnel
 - b. with additional resources and personnel (quantify & prioritize)
- 5. Summary**
- 6. Attachments should include user survey, statistical data including 5 years budgets, staffing, workload (i.e. for IT, # of PC's & servers supported)**