

Administrative Services Action Plan FY 2007

1-31-07 final

Administrative Services Team: Clinton Castle, Julie Fenning, Bob Gooden, Stacey Hron, Shari Olson, Dennis Paesler

AREA	VISION	2006-07 EXPECTATIONS	PROPOSED ACTIVITIES	PERSON/S RESPONSIBLE	LINKAGE TO NCTC STRATEGIC PLAN
Administrative Services	<i>The Northland College infrastructure will provide reliable, accurate, and excellent foundations for the support of students, academic programs, and student services</i>	1) Standardize business practices and services across the college	1a) Standardize RFP process across the College in alignment with MnSCU policies and procedures <ul style="list-style-type: none"> • Value stream map the RFP process and develop a check-list to assure compliance. 	Karla Anderson Clinton Castle Julie Fenning Bob Gooden Dennis Paesler Gerald Schulte	<ul style="list-style-type: none"> • Goal 4.1
			1b) Provide professional development opportunities in Lean Office (continuous improvement, workplace organization, and value stream mapping).	Julie Fenning Shari Olson	<ul style="list-style-type: none"> • Goals 4.1, 4.4
			1 c) Value stream map common business services.	Karla Anderson Julie Fenning Dennis Paesler Gerald Schulte	<ul style="list-style-type: none"> • Goal 4.1
			1d) Review organizational	Shari Olson	<ul style="list-style-type: none"> • Goal 4.1

			responsibilities of existing business office employees and standardize leadership of business services functions across the college.		
			1e) Review and standardize fleet vehicle utilization process (creating a college-wide system)	Karla Anderson Clinton Castle Julie Fenning Bob Gooden Dennis Paesler Gerald Schulte	• Goal 4.1
			1f) Review and standardize chargeback process (creating a college-wide system)	Karla Anderson Julie Fenning Dennis Paesler Gerald Schulte	• Goals 4.1, 4.2
			1g) Review and standardize resale account policies and procedures (creating a college-wide system)	Karla Anderson Julie Fenning Dennis Paesler Gerald Schulte	• Goals 4.1, 4.2
		2) Increase employee understanding of the budget process	2a) Expand the use of technology in to the budget planning process.	Stacey Hron Shari Olson Dennis Paesler	• Goal 4.2
			2b) Develop and deploy integrated budget planning process.	Julie Fenning Stacey Hron Shari Olson	• Goal 4.1
		3) Develop data-driven management tools that utilize the wealth of	3a) Provide training and access to Hyperion (BRIO) reports,	Julie Fenning Becky Holthusen Shari Olson	• Goal 4.1

		human resources data available for analysis within our information system (ISRS).	Replicated Database, and other reporting tools.	Dennis Paesler	
		4) Promote technology as a tool in continuous improvement of college operations	4a) Gather input and promote employee involvement at technology committee meetings.	Stacey Hron	• Goal 4.1
			4b) Maintain recycling plans to ensure equipment is up to date and in good working order.	Stacey Hron	• Goals 4.1, 4.2
			4c) Develop on-going employee learning opportunities in technology.	Stacey Hron	• Goals 4.1, 4.2, 4.4
			4d) Continuously add to and update technology training web site.	Stacey Hron	• Goal 4.4
			4e) Conduct Value stream mapping training.	Stacey Hron	• Goals 4.1, 4.4
			4d) Conduct training on On-line PO's.	Karla Anderson Gerald Schulte	• Goal 4.2
		5) Facilitate the on-going use of technology in the teaching-learning process	5a) Utilize faculty surveys to assess classroom technology needs.	Stacey Hron	• Goal 4.1

			5b) Maintain recycling plans to ensure classroom technology is up to date and in good working order.	Stacey Hron Technology Committee	• Goal 4.1
			5c) Provide classroom technology resources and training.	Stacey Hron	• Goals 4.1, 4.2, 4.4
			5d) Offer training and promote D2L as a learning tool.	Stacey Hron	• Goals 4.1, 4.2, 4.4
		6) Create a unified (one-college) Master Facilities Plan	6a) Create an RFP and hire a consultant to assist in the process.	Clinton Castle, Bob Gooden, Shari Olson	• Goal 4.1
			6b) Review existing Master Facilities Plans.	Facilities Committees	• Goal 4.1
			6c) Conduct meetings with employee groups to plan future needs.	Clinton Castle Bob Gooden	• Goal 4.1
			6d) Use current and future Data from the Facilities Reinvestment & Renewal Module.	Facilities Committees Clinton Castle Bob Gooden	• Goal 4.1
		7) Maximize the use of existing space	7a) Conduct an annual review of facility use data.	Clinton Castle Bob Gooden Shari Olson	• Goal 4.1, 4.2
			7b) Create a furniture replacement plan for the college.	Clinton Castle Bob Gooden	• Goal 4.1
			7c) Create communication	Clinton Castle Bob Gooden	• Goal 4.1

			strategies related to facility use.	Stacey Hron Shari Olson	
Planning	<i>Innovative processes and data-driven management tools will support thoughtful, informed, and visionary planning throughout the college</i>	8) Facilitate grassroots involvement in creation of annual budget/planning process	8a) Create electronic process for budget requests.	Shari Olson Stacey Hron Julie Fenning	• Goal 4.1
			8b) Standardize electronic budget request process for future use.	Julie Fenning Stacey Hron Shari Olson Dennis Paesler	• Goal 4.1, 4.2
		9) Promote well-informed constituencies	9a) Utilize the website as a resource of internal and external communications.	Karla Anderson Clinton Castle Julie Fenning Bob Gooden Stacey Hron Shari Olson Dennis Paesler Gerald Schulte	• Goal 4.1, 4.2
			9b) Utilize the website (Virtual Office) to provide access to meeting minutes and forms.	Stacey Hron	• Goal 4.1, 4.2
			9c) Provide video conference technology to facilitate college-wide communications or meetings.	Stacey Hron	• Goal 4.1, 4.2
			9d) Utilize Noel-Levitz survey data as an annual benchmark for customer satisfaction for Business Services, Facilities and	Karla Anderson Clinton Castle Julie Fenning Bob Gooden Stacey Hron	• Goal 4.1

			Technology (internal and external customers).	Shari Olson Dennis Paesler Gerald Schulte	
		10) Define need for institutional research function	10a) Analyze need for institutional research function.	President's Cabinet	• Goals 3.3, 4.1, 4.2