Non-Instructional Annual Review
Admin. Serv./Property Management

This document addresses the following SACSCOC requirements: CR 2.5, CS 3.3.1, and CS 3.5.1, CR 3.9.2, CR 3.13.3, and FR 4.5

Purpose

Amarillo College non-instructional area's consistently review data and strive for improvement. The purpose of this review is to demonstrate how AC non-instructional areas support AC's mission by "…*enriching the lives of our students and our community.*"

On an annual basis, the Program Review process will capture a holistic snapshot of strengths, weaknesses, and improvement plans based on institutional data and assessment information.

The information collected on this form will also serve to help your division complete the information required by SACSCOC for Amarillo College's continued reaffirmation efforts.

Response Length Suggestion: Most responses should be 2-3 sentences. If available, you may also provide a link to other documentation that answers each question.

I: Identification

1. **Department Title:**

   Administrative Services/Property Management

2. **Department Purpose Statement:**

   To provide a positive, safe, secure, pleasant living and learning environment for all tenants.

3. **Department Review Year (i.e. Most Recent Academic Year)**

   2013-2014

4. **Date of Submission:**

   07/10/14

5. *Lead Person Responsible for this Department Review:*

   Name: Nora Moore
   Title: Property Manager
   E-mail:nlmoore@actx.edu
   Phone Number:806-335-4247

6. *Additional Individuals (Name and Title) Responsible for Completing this Department Review:*

   Heather Ann Reese, Administrative Clerk
   Kathy Green, Accounting Clerk III

II: Existing Data (<u>Not</u> Survey, Focus Groups, and/or Interviews)

AC staff/administrators collect and evaluate data related to people served.

1. What significant AC, state, federal, or other reports do you complete on an annual basis <u>and/or</u> what significant quantitative data do you collect or review on an annual basis? (Please provide links to data/report information or a succinct summary of your data findings.)

   > Amarillo College Housing Count Report: Data is collected to insure yearly average goal of 95% occupancy. Housing Count Report for the FY 2013/2014 to date shows 98.09%.

2. Based on the past year's data (referenced in Question #1), please evaluate your data and/or department.
   (Place an 'X' in each text box that corresponds to your evaluation. You may delete or add rows.)

Data Reported/Collected (Include Most Important Data)	Needs Improvement	Meets Standards	Exceeds Standards
1.Housing count report shows occupancy rate at 98.09%			X
2.			
3.			
4.			
5			

3. (If applicable) If any area "Needs Improvement," please explain why (i.e. Analysis).

   > N/A

4. (If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?

   > N/A

III: Existing Data (Based on Surveys, Focus Groups, and Interviews)

In this section, provide examples of ways you used survey data or qualitative research (interviews, focus groups, etc.) to make decisions.

PART A:

1. Over the past year, did your area collect and/or review any survey data or qualitative (focus group, interview, etc.) information?
   (Place an 'X' in the text box that corresponds to your response.)

Yes (If Yes, Proceed to PART A, Question #2)	No (If No, Proceed to PART B)
X	

2. Summarize the most important information that was collected and/or reviewed <u>and</u> the results.

   > Housing Survey: Question #3 The housing staff was friendly & courteous. Tenants were asked to give a rating from 1-5 with five being the highest. 34 out of 37 surveyed tenants responded with 5's.

3. (If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?

> N/A

PART B:

Additional Comments Related to Surveys and Qualitative Research (Not Required):

> Housing Survey Comments from question #3 which is: The Housing staff was friendly & courteous.
> 1. Heather Ann is awesome to call to find out info.
> 2. Always
> 3. Always

IV: Institutional Initiatives

PART A –No Excuses:

Each department is expected to support student success initiatives.

1. List 1 or more ways your department <u>most</u> focuses on any of the No Excuses goals/initiatives.

> Increase revenue for the Amarillo College Budget which will help to hold down the cost of tuition and fees for students, thereby supporting the no excuses concept of providing enhancement.

2. Are there any changes your department has made over this past year to remove barriers to students and further the No Excuses goals <u>OR</u> to move the needle toward fulfillment of the No Excuses goals?
    - ➢ If so, please explain.
    - ➢ If not, but you plan to make changes that aid students success, please provide a few sentences explaining how you can better support No Excuses.

> After implementing a rental increase effective June 1, 2014 overall revenue will increase by 5% as measured by the projected Revenue Log.

PART B –Institutional Outcomes:

Each department is expected to provide quality student, customer, and/or client services.

1. For this review year, what is/were your department's <u>most important</u> goals (i.e. broad things you would like to accomplish)?

> Increase and maintain occupancy rate of East Campus Housing units.

2. For this review year, what is/were your department's <u>most important</u> outcome/s that can be specifically measured and help you achieve your goals? Provide examples of 1-3 outcomes.
    (An outcome provides observable evidence that your student's or client's knowledge, skill, ability, attitude, or behavior has changed as a result of your efforts.)

> After offering a $100.00 referral to current tenants and maintaining our current resident's satisfaction, resident occupancy rate of our facilities will increase beyond our 95% occupancy rate baseline.

3. How does your department assess the above outcome/s? What were the results of your outcome assessment? What do your results tell you?

> The housing count report indicates a 98.09 % occupancy which exceeds the 95% goal by 3.09% We have met and exceeded our goal.

4. What change/s has your department made in the past year or do you plan to make based on your assessment of any outcome?

> Discontinue Outcome

PART C –Strategic Planning:

Each department is expected to support AC's Strategic Planning initiatives.

1. Identify at least one strategy or task from the Strategic Plan your area currently addresses/evaluates.

> Increase Revenue by 5%. Connect planning and budgeting (AC strategic Plan through 2015: Strategy 4.1)

2. (If applicable) What additional item/s should AC's Strategic Plan address?

> N/A

PART D – Core Objectives (CR 2.10):

SACSOC guidelines require non-instructional areas to provide student support programs, services, and activities that are consistent with its mission and that promote student learning and enhance the development of its students.

At Amarillo College, a component of student learning is found present in the existence of AC's General Education Competencies. Due to recent mandate changes set forth by the Texas Higher Education Coordinating Board (THECB), AC has adopted the following General Education Competencies: Communication Skills, Critical Thinking Skills, Empirical and Quantitative Skills, Teamwork, Social Responsibility, and Personal Responsibility.

Although these competencies obviously relate to academia, many non-instructional areas also support some or all of these objectives.

Some Examples of Ways Non-Instructional Areas Can Support Student Learning:

Personal Responsibility: Any service that provides materials/information related to financial literacy, life planning, etc. to students could relate to personal responsibility. Also any measure of student personal responsibility (e.g. percent of students not dropped for non-pay, percent of students who pay their rent to AC housing on time, etc.) relates to this topic.

Social Responsibility: If students are able to serve or learn about ways to serve their community or world, this could relate to social responsibility.

Communication, Critical Thinking, and Empirical and Quantitative Skills: If a department teaches a skill/topic within the classroom or through a published document geared toward students, this skill/topic could relate to communication, critical thinking, or any of the other objectives—depending on the skill/topic being taught.

Teamwork: Any student organization/framework where students must work successfully within a group could equate to teamwork.

1. Does your area work (in-person, through publications, or through some other means) with students to learn/accomplish any of the following objectives?

Objective	Yes (If Yes to Any Area, Respond and Proceed to Part D, Question #2)	No (If No to All Areas, Proceed to Part D, Question #3)
Communication Skills		
Critical Thinking Skills		
Empirical & Quantitative Skills		
Teamwork		
Personal Responsibility	Yes	
Social Responsibility		
Note: May Insert other Objective/s		

2. For each objective that received a "Yes" response, provide a bulleted list identifying how your department addresses each particular objective with AC students, any assessments related to your objective (if applicable), and any results related to your assessment (if applicable).

   ➢ Assessments can be indirect (e.g. surveys, focus groups, etc.) or direct.

   > Students/tenants who do not pay the rent receive a hand delivered 3 day notice to pay rent. If the rent is not paid within the three days the student/tenant will receive a hand delivered 24 hour notice to pay rent.

3. Please indicate (place an X in the corresponding box/es) the mode of delivery by which you offer any support programs, services, and activities, to students.

In Person	Web	Phone	E-mail	Live Chat
X		X		X

4. Do you have plans to expand your learning objectives and/or modes of delivery? If so, how do you plan to expand these objectives/delivery modes? If not, why not?

   > Amarillo College housing is required by law to hand deliver 3 day notices to students/tenants for non-payment of rent.

V: Policies and Procedures

Amarillo College's non-instructional areas consistently have procedures in place that promote student confidentiality, staff efficiency, student success, and accountability.

Each non-instructional area will respond to the Core 5 (first 5) "Policies and Procedures" questions if they are pertinent to their area. If a department has additional questions they would like to include for accountability or some other purpose, they will also include those questions on this section of the form.

1. Please explain how your area supports the security, confidentiality, and integrity of student records and maintains special security measures to protect and back up data (CR 3.9.2)

   > Amarillo College Property Management has adopted a privacy policy for all personal information of rental applicants and residents to help ensure that information is kept secure. We follow all federal and state laws regarding the protection of personal information. In the Amarillo College Property Management department, only authorized persons have access to Social Security or other governmental identification numbers. We keep all documents containing this information in a keyed secure area, accessible only by authorized persons. We limit access to electronic versions of the information to authorized persons only.

2. How do you ensure that all of your employees are aware of student complaint procedures and that the procedures are handled in a way that is in accordance with the institutional policy of complaint procedures being reasonable, fairly administered, and well-publicized (CR 3.13.3)?

   > The Amarillo College Housing office employees are asked to direct any complaints to the Property Manager who then addresses the complaint and tries to resolve it. If the Property Manager is unable to resolve the complaint it is directed to the Director of Administrative Services /Human Resources to handle.

3. Has your area made any departmental changes based on student complaints? If so, what changes did you make (FR 4.5)?

   > No complaints

4. Have you addressed any local, state, audit, or federal compliance issues that have caused you to make an adjustment to your department and/or a policy change? If so, please explain.

   > No

5. Have you made any changes to your department's policy or procedures over the past year that are otherwise not addressed in this review? If so, please explain.

   > Created a Fence Policy giving tenants guide lines on installing a fence. Revised Rental Criteria, changing the length of time after bankruptcy to be eligible to rent. Revised the Pet Policy to include optional DNA testing of animals that resemble one of the restricted breeds.

VI: Conclusions

1. What is the biggest issue/obstacle that your department currently faces?
   Please explain the issue, point to evidence supporting why your issue is important (addressed in this document or elsewhere), explain how you would like to fix the issue, and explain any budgetary constraints.

   > Houses that tenants have vacated are sitting empty for too long of a period of time. Lack of maintenance crew is causing ready dates to be pushed out two to three months as indicated on the Assigned and Vacant report. Houses sitting too long result in occupancy rates decreasing and loss of revenue. Corrections to the problem would need to be executed through the maintenance department.

2. Additional Comments Pertinent to this Annual Review Evaluation (Not Required):

N/A