Follow-up Response

Form for Response to External Review Committee

Non-Instructional

The ID number for this form is 47. You will need this number to update or edit your submission in the future.

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Division	Finance and Administrative Services
Department	Property Management
Program	Housing
Review Year	2007-2008
Names of Division/Department/Program Staff or Faculty Completing Follow-Up Response	

Questions and answers from the program review appear in the gray boxes. The external review committee's questions, commendations, concerns, and/or recommendations appear in the dark blue and light blue boxes. Use this information to respond to any recommendations.

I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

Property Management Housing Department purpose statement:

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

The Property Management Housing Department strives to provide a positive, safe, secure and pleasant living and learning environment. This is in keeping with Amarillo College's mission of providing educational, cultural and community services and resources to enhance the quality of life for the diverse population in the service area.

Does the answer include a purpose statement for the office/department? Does the answer indicate how this office/department is within the mission of Amarillo College?

Acceptable
Not Answered

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

The Property Management Housing Department is uncertain of the last time the purpose statement was reviewed due to reorganization in job duties and change in staff.

Does the answer indicate the last time the office's/department's purpose statements was reviewed/revised by faculty and staff in the office/department?

Acceptable

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

no

Identify any external approvers for the office/department.

Not Answered

IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),was (were) the external approver(s) for the office/department identified?

Acceptable
No Answer

What approval schedule is required by the external approver(s)?

Not Answered

Was the approval schedule required by the external approver(s) identified?

Not Applicable

When did the office/department last receive approval?

Not Answered

When did the office/department last receive approval?

Not Applicable
No Answer

Is the reason why the office/department is required to receive this approval clear?

Not Applicable

No Answer

II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms.

The Property Management Housing Department intended on changing the rent reminder sent out to tenants with the goal to decrease the number of tenants making late payments. Instead of changing the rent reminder, the housing office created a new rent policy and sent out notices to all tenants. After the policy change, results indicate that there was a decrease of 4% in the number of tenants paying rent late. The new policy will continue and the housing office will analyze the results.

After reviewing the minimum of at least one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the extent that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Acceptable
Recommendation

CONTEXT ISSUE: Please provide a link to the PET form and also mention the specific PET form item being discussed.

Identify at least one example of improvements/revisions which resulted from the last Program Review.

The Property Management Housing Department has never been required to complete a Program Review in the past.

After reviewing the minimum of one example of improvements/revisions/which resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.

Acceptable
Concern

CONCERN: Because this is the first review for Housing, this question could not be answered using data from a past Program Review. Although a formal review process did not exist, the External Review Committee wonders if documentation for departmental performance was kept in the past. It would be helpful for this review if such documentation could be used for this response. It could help set benchmarks for future planning/reviews.

Followup Response

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010.

Not Answered

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Unacceptable
Recommendation

RECOMMENDATION: Please provide information about this issue. Housing must show how it is working to accomplish some part of the Strategic Plan.

Followup Response

Strategic Plan 6.2 - "Enhance existing revenue sources."

The Housing Office has worked to achieve a minimum occupancy of 95% for all units to enhance Amarillo College revenue sources.

Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Not Applicable
Not Answered

Followup Response

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

Kathy Green (Accounting Clerk II)

Heather Ann Reese (Administrative Clerk)

Norma West (Housing Clerk)

Nora Moore (Property Manager)

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable
Not Answered

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.

Not Answered

What changes have been made in the services of the office/department because of the analysis of these results?

The Property Management Housing Office is updating all tenant applications and leases. We are requiring all tenants that are not in a new Texas Apartment Association lease to complete one. This is being done to better serve our customers and provide us with essential information.

Employees will be attending Texas Apartment Association classes to insure our tenants are informed correctly on all policies and procedures and to provide the best service possible.

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

Have any changes been made in the services of the office/department because of the analysis of these results?

Unacceptable
Concern

CONCERN: Information was not provided for the first part of this topic. The response, therefore, is incomplete and does not provide connections for planning strategically.

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.

The Property Management Housing Department provides discount housing for Amarillo College students and their families. Housing is also conveniently located for students, faculty and staff attending school and teaching on the East Campus. The Property Management Housing occupancy and Inquiry graphs show the high demand for rental housing.

Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Unacceptable
Concern

CONCERN: Although information for the coming year was provided, it did not include a directed action plan identifying areas targeted for improvement.

Followup Response

III. Resources

Library

Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply.)

Not Answered

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is <u>accurate and thorough</u>?

Not Applicable
Not Answered

Followup Response

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

N/A

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Not Applicable

NotAnswered

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

no

How has the library participated in the approver's evaluation?

Not Answered

If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation?

Acceptable
Not Answered

What approval schedule is required by the external approver?

Not Answered

Did the office/department identify the approval schedule that is required by the external approver?

Not Applicable
Not Answered

When did the office/department last receive approval?

Not Answered

Did the office/department indicate when the last approval was received?

Not Applicable
Not Answered

Technology and Security/Privacy

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would ensure that the students have access and training in the use of technology?

N/A

Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

Not Answered
Not Answered

What improvements would ensure that students use technology?

N/A

Does the office's/department's answer include the improvements that would ensure students use technology? Are the recommendations of this office/department feasible?

Not Applicable
Not Answered

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

no

After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Acceptable
Not Answered

What changes need to be made to prevent violations of this nature?

Not Answered

What changes need to be made to prevent violations of this nature?

Not Applicable
Not Answered

Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.

N/A

Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students appear to have merit?

Unacceptable
Concern

CONCERN: This question should be answered.

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

N/A

Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Unacceptable
Recommendation

STYLE ISSUE: This question should be answered with 'none' rather than N/A.

Followup Response

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department

N/A

Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

Acceptable
Recommendation

STYLE ISSUE: This question should be answered with either "yes" or "no."

Followup Response

IV. Budget

Which office/department outcomes have resulted in budget requests to date?

N/A

Have any of this office's/department's outcomes resulted in budget requests to date? In not, why? Was the explanation valid or reasonable?

Unacceptable
Concern

CONCERN: This question should be answered using data available from planning, PETS, etc. The response provided does not provide information for understanding the response.

Followup Response

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

Maintain high occupancy rate and efficiency of operation which have resulted in a dramatic increase in contributions to Amarillo College. In FY07 housing produced more than $850,000.00 in revenue for Amarillo College.

Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?

Unacceptable
Concern

CONCERN: Revenue to the college is commendable. However, efficiency/satisfaction information related to customers and daily operations should also be addressed.

V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

yes

IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department.

Acceptable
Recommendation

CONTEXT ISSUE: Since the department answered 'yes,' it needs to provide a copy of each document it publishes.

Followup Response

If no, explain what is inaccurate.

Not Answered

IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable
Not Answered

Followup Response

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

Not Answered

Are the references in compliance with SACS approved statement?

Not Answered

IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.).

Acceptable
Not Answered

Followup Response

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

Not Answered

IF any references are inconsistent, identify all documents with the inconsistent reference(s).

Not Applicable
Not Answered

Followup Response

IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable
Not Answered

Followup Response

IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?

NotAnswered

Followup Response

VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

N/A

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit? IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

NotAnswered

Followup Response

Name:

Comments :

Send To Administrator   Cancel