1. Support Services Report Template

Report Info
Name of the person completing this report: Brad Wells
Title of the person completing this report: Vice President Administration and Finance and Chief Financial Officer
Supervisor/dean reviewing report: Brad Wells
Service: Respond to public records requests
Division/College: Administration and Finance

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

State Law: Government Code Section 6250 et seq
Any other: Office of General Counsel Records Access Manual

Provide a brief explanation, if necessary, in < 60 words.
The Office of the Vice President Administration and Finance receives all public records requests on behalf of the university, collects responsive records from departments on campus, notifies the requestor of the availability of responsive records, and formally responds to all records requests.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words
The Public Records Act mandates the disclosure of public records upon request in order to ensure accountability and transparency of public agencies. Responding to public records requests on behalf of the university helps ensure that we comply with applicable laws and respond to appropriate public inquiries.

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Faculty: 1%
Community outside University: 99%
Total: 100%

Link to Scoring Rubric

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>☑️</td>
<td>☑️</td>
</tr>
</tbody>
</table>
After college (helping students establish meaningful lifework and be socially responsible contributors to society)

Link to Scoring Rubric

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>Area</th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
<td>![Checkmark]</td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>![Checkmark]</td>
<td></td>
<td>![Checkmark]</td>
<td></td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>![Checkmark]</td>
<td></td>
<td>![Checkmark]</td>
<td></td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your choice.

<table>
<thead>
<tr>
<th>Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each selection)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>Failure to respond to public records requests within the statutory limits may result in fines that may impact operations and reputation</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>Failure to respond to public records requests within the statutory limits may result in legal consequences that may jeopardize eligibility to disburse financial aid</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>Failure to respond to public records requests within the statutory limits may result in fines that may impact operations and reputation</td>
</tr>
</tbody>
</table>

Link to Scoring Rubric

2.4 Alignment with Shared Strategic Commitments

How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?

Reinforce academic quality through open-minded inquiry, innovative teaching,
| engaged learning, and distinguished scholarship |
|---|---|
| Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development |
| Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner |
| Foster a vibrant community through enriched student services and student life that support student engagement and learning |
| Contribute to a sustainable planet through our academic programs, university operations, and individual behavior |
| Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University |
| Supporting the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility |
| Demonstrating our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM) |

**Link to Scoring Rubric**

2.5 How might the demand for this service change over the next five years? (Please choose one category below).

- Likely to stay the same

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

Public records requests have been stable over the past three years, based on a review of the tracking database. On average, we respond to two requests per month and there is no reason that this trend should change.

**5. Quality of Service**

**Link to Scoring Rubric**

3.1 Do you assess the quality of the service you provide?

- Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

We use a database tracking mechanism to ensure that responses are provided in accord with the statutory limits established in the government code and follow the Office of General Counsel Records Access Manual.

**Link to Scoring Rubric**

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

- No. We continue to meet the required timelines.
3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in < 120 words.

None.

Link to Scoring Rubric

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

None.

Link to Scoring Rubric

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

Quarterly, we review the tracking database to ensure that all responses are provided within the timelines mandated by statute. While the recipients of these requests may desire faster responses, we hold ourselves accountable to the legal mandate.

Link to Scoring Rubric

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

N/A

Link to Scoring Rubric

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain.

As with all other inquiries, we have explicit requirements to respond professionally to public records requests, keeping in mind that often the matter resulting in the request requires confidentiality and sensitivity.

Link to Scoring Rubric

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

All responses must be made within the timelines established by statute.

Link to Scoring Rubric

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

Yes
If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

On average, we respond to two requests per month. The goal is to respond to all requests received in accord with statutory timelines.

6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

54406

Attach your allocated spreadsheet here.

PDF Worksheet VP Admin and Fin.xlsx

4.2 Using the spreadsheet provided, please distribute your department's annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

45876

Attach your allocated spreadsheet here.

PDF Worksheet VP Admin and Fin.xlsx

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

66

Attach your allocated spreadsheet here.

PDF Worksheet VP Admin and Fin.xlsx

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

In July 2011 we initiated a tracking database to ensure that all requests are monitored for compliance with applicable statutory timelines.

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

None.
4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

If the university were to adopt a campus wide electronic document storage solution, retrieval of responsive records would be enhanced. However, the cost of such a system would far outweigh the marginal benefit for this single service.

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

No

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

On average, we respond to two records request per month. In 2011-12, we responded to 28 requests.

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in < 60 words.

Responses to subpoenas and grievances involved similar processes. These responses are provided by the Office of the Vice President Administration and Finance, Human Resources, and Faculty Affairs.

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

The Public Records Act and related FERPA and HIPPA regulations impose specific requirements on responses to public records act requests.

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

No.