1. Support Services Report Template

Report Info
Name of the person completing this report: Mitchell Watnik
Title of the person completing this report: Chair, Academic Senate
Supervisor/dean reviewing report: Linda Dobb
Service: Academic Senate Office and Senate Committee Support
Division/College: Academic Affairs

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.

- Campus Policy: Constitution & Bylaws of the University Faculty
- Any other: WASC Accreditation Standards 3 & 4

Provide a brief explanation, if necessary, in < 60 words.

The Office of the Academic Senate supports the Academic Senate which provides the means for the faculty to participate in shared governance which is based on historic academic traditions as recognized by California law. Effective conduct of the affairs of the University requires the joint effort of the Administration and the University Faculty.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

Under authority provided and delegated by the Bylaws of University Faculty, the Academic Senate coordinates the affairs of the University Faculty and its constituent faculties; makes recommendations to the President of the University in the name of the University Faculty; establishes and operates a system of committees to conduct the business of the University Faculty; serves as the voice of the University Faculty in consultation with the President, Chancellor, and other persons and agencies; and, in consultation with the President, resolves all questions of the interpretation of the Constitution the University Faculty and resolves all questions of the interpretation of the Bylaws of the University Faculty.

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)

- Students: 5%
- Faculty: 40%
- Administrators/staff: 10%
- Colleges/departments: 5%
- Academic Senate and/or committees: 40%
- 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></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>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th>Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>n/a</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>The Academic Senate establishes and oversees academic policies ensuring the integrity and continuity of the University’s academic programs, including program review. The Senate office maintains and makes available all policies. Faculty discuss and change such things as syllabus policy, program requirements, grading, class attendance and a myriad of things that impact the matriculation of students.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>In establishing general education and overall student learning outcomes, the Academic Senate assures that the quality of our educational programs provide elements that are essential for student success after graduation.</td>
</tr>
</tbody>
</table>

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></td>
<td>✓</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
<td></td>
<td></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>Without clearly established curriculum, students will not matriculate to CSUEB.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>Integrity and continuity of academic programs are crucial for student success.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>The quality of our educational programs impacts</td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</th>
<th>The Academic Senate, mainly through CIC and CAPR, recommends new programs and continuance of programs according to these standards. It sets the standards on behalf of the faculty for &quot;quality&quot; and (through FAC) &quot;distinguished scholarship&quot;.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>The Faculty Diversity and Equity Committee (FDEC) focuses on diversity and inclusiveness within the University and recommends policies accordingly.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td>Through the GE Subcommittee of CIC, the Senate recommends policies pertaining to general education.</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td></td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>In the past few years, the Academic Senate has virtually eliminated paper copies of documents and agendas.</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>The Academic Senate posts all committee agendas online and announces upcoming meetings weekly in an email to all faculty, most administration, and some support members. COBRA works to increase transparency between administration and faculty.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td>The Senate reviews Centers and Institutes that provide such support.</td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td>The Senate’s FAC determines the winner of the Philips (Outstanding Faculty) Award and, beginning last year, determines award winners from faculty for other categories, including &quot;new researcher&quot; and &quot;faculty advisor&quot;.</td>
</tr>
</tbody>
</table>

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

Likely to increase

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

CSUEB is likely to be directed to convert to semesters in a few years. If so, the Academic Senate will have to determine an entirely new set of GE requirements, as well as approve all converted programs.
3.1 Do you assess the quality of the service you provide?

No

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.

Quality of service is required as the Senate Office must provide accurate and timely agendas and support materials for all Senate Committees. No formal assessments occur.

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.

Last year, the Senate Chair began using the Senate-maintained mailing list, “regfac”, to update and inform faculty members on Senate issues. In addition, the Senate website has undergone substantial revision to improve the ability of the Senate and faculty to retrieve important materials.

Link to Scoring Rubric

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.

The Senate Office could request feedback from faculty re: the usefulness of the new webpages and the emails sent to faculty.

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.

The Academic Senate office is fully staffed but if more assigned time was provided to Senate Committee members they would be able to devote more time to Senate business.

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.

Feedback from faculty is always welcome in the Senate office, an informal process.

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

The Senate Office staff members respond to faculty and staff inquiries quickly and responsively.

Link to Scoring Rubric

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

No
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.

The Senate strives to complete all business accurately and in a timely manner but no explicit goals are set.

Link to Scoring Rubric

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

No
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.

The quantity of documents submitted for review by the Senate varies. The Senate can pass as many documents in a year as it sees fit.

6. Efficiency of Service (cost effectiveness)

Link to Scoring Rubric

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.

114371

Attach your allocated spreadsheet here.

Academic Senate expenses 11-12.xlsx

Link to Scoring Rubric

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.

11965

Link to Scoring Rubric

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.

1578

Attach your allocated spreadsheet here.
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.

The improvements in the Senate webpages have greatly improved the efficiency of all Senate Committees.

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.

The Senate office will continue to build the web-based repository of Senate documents.

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.

With additional resources the Senate office could develop webpages with searchable content.

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.)?

Yes

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.

See 4.5 and 4.6

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.

68 documents were passed by the Academic Senate in AY 11-12.

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.

There are other administrative offices that maintain their own policy documents and support committee work.

Link to Scoring Rubric

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

This is the only office that provides direct support to the Academic Senate and its committees.

Link to Scoring Rubric

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.

In 2011-12 the only expenses charged directly to the Senate Office were for the office staff and operating expenses related to committees and travel expenses for the Senate Chair. Going forward, all expenses related to assigned time for faculty participation in Senate activities will be budgeted for and expensed to the Academic Senate Office.