As part of institutional planning, Comprehensive Program Review will be completed every three years for each Administrative Services program/area/office. To tie institutional planning to the budget process, Annual Program Reviews for each program will be updated every fall semester. This template will be used for the Comprehensive Program Review process and resulting documents may be attached or incorporated into the Annual Program Review.

**Mission & Vision Statements**

The mission of the FRC President’s Office is to serve, support and oversee all operational and strategic functions of the college, providing efficient and effective response to queries, facilitation of college processes, and leadership and guidance on important questions before the college. The office sets the standard and the tone for customer service and effective operations throughout the college.

A guiding framework for the office is provided by the Board Policy and Procedures Manual, as well as the Mission Statement, Vision Statement and Institutional Code of Ethics. The office coordinates the fulfillment of the college’s Strategic Plan and oversees compliance with applicable state and federal regulations, and accreditation requirements.

**Summary of Responsibilities/Services Provided**

The President’s Office is responsible for implementing the direction of the college set forth by the Board of Trustees. The office is also responsible for overseeing the fiscal stability of the district, compliance with accreditation standards, safety for all students and employees, as well as providing quality educational programs for student achievement. The office supports all the activities of the Superintendent/President in his role at the college, including oversight and supervision of all other administrative offices.

The President’s Office oversees all governance processes of the college, and in doing so relies on direction from the Board of Trustees, the advice and guidance of the President’s Cabinet, President’s Staff, the Strategic Planning Committee, and other shared governance committees, as well as the Board Policy and Procedures Manual. In fulfilling this responsibility, the office provides interpretation of Board Policies and Administrative

Procedures. As needed, the office seeks legal advice on important questions facing the college.

The office also supports the Board of Trustees, managing the Board’s calendar, agenda, minutes and other details, including the Board’s budget and any travel or other expenditures on behalf of individual trustees, and arranging alternate locations for Board meetings. Board support also includes coordination of candidate submissions and information for Board elections (coordination with the County Clerk and others needed), and any activity needed to facilitate redistricting of trustee areas.

The office provides specific, practical support to three governance committees: Cabinet, Strategic

Planning, and President’s Staff. This includes issuing agendas, taking and posting minutes, and communications.

The office leads the implementation of the Strategic Plan, with assistance from the Office of

Institutional Research and Planning.

The office provides specific, practical support to accreditation, collective bargaining, and budget development, as needed.

The office directly supports the Feather River College Foundation

The office coordinates major campus events as needed. The office also serves as the lead point of contact for FRC public information.

**STAFFING PATTERNS**

The President’s Office is staffed by the Administrative Assistant to the President, and the Superintendent/President with another seven individuals reporting to the Superintendent/President. Previously, a Director of Public Information was included in the office, but this position was eliminated due to budget savings in 2011. The most recent organizational chart can be found at http://www.frc.edu/administration/trustees/Documents/AP3100OrgChart.pdf



**Variables Affecting Student Learning**

The President’s Office is responsible for supporting Student Learning Outcomes across the college, including discussion and actions at the board level, communicating meaningful Institutional Set Standards, and working with all employees as they implement course and/or department level outcomes. The primary way that the President’s Office affects student learning is in its oversight of planning and budgeting. The office provides direct support for the college’s planning processes, and the implementation of the Strategic Plan goals and objectives include establishing, monitoring and using student learning outcomes for all instructional and student services areas, as well as direct allocations to support student learning in the form of staffing, services, and supplies.

**Research and Data Tools**

The President’s Office relies on Student Learning Outcomes, Institutional Set Standards, and achievement data for monitoring the overall college. In addition, accreditation reports and data also provides necessary information. A bi-annual student satisfaction survey provides a direct link for student information related to their FRC education. The President’s Office also relies on comparative salary studies, such as implementing the first administrator comparison which was developed internally. Management Council meetings were reinstated in 2012 and the agendas are based upon a survey of manager needs.

Future goals should include more specific information about the effectiveness of the office, college-wide communication efficiency, and the usefulness of the shared-governance committee structure and communication.

**Program Effectiveness**

Since no formal measurement device exists, the feedback received informally indicates that the office appears to be providing effective service in most areas and in response to college needs. A previous ModernThink survey results indicated a need for changes in administrative practices and culture below the level of the Superintendent/President, and a number of such changes were implemented over five years ago. The campus work climate survey referenced additional study in the following areas: (1) a comparative study of the administration by an outside consultant, to determine the appropriateness of the administrative structure, job responsibilities of the various offices, reporting relationships, communication strategies, and compensation; (2) a fresh ModernThink (or equivalent) survey of employees to determine whether the efforts to improve supervision and application of college rules have been effective or need further attention; (3) a confidential internal survey of a select group of regular users of President’s Office services. Some of these elements have been accomplished by internal processes (job analysis and salary study) and through the campus climate survey. Due to budget priorities, the other recommendations will need to be studied using internal components.

**Goals and Objectives for the next Three Years**

Annual goals and objectives for the office have consisted of the Superintendent/President’s board-approved performance objectives for the year, since these have been global in nature and the work of the office supports their fulfillment.

Goal 1. Evaluate the services provided by the office more formally.

Goal 2. Investigate a document management system for board meetings such as BoardDocs for online posting and access to board materials.

Goal 3. Measure the communication effectiveness of the college and how information from shared-governance committees are forwarded.

Goal 4. Fully develop the President’s Office website for better communication with both internal and external stakeholders.

**Recommendations**

* Confer over office goals and objectives, including board’s objectives for Superintendent/President
* Implement goals and objectives listed above, or a successor version.
* Formally survey campus community for communication effectiveness and shared-governance flow of information.

**Appendix**

N/A