



2016-17

## Annual Department Review

Administrative Services

(Campus Safety and Emergency Services, Fiscal Services,  
Maintenance & Operations, Personnel Services, and  
Information Technology Services)

# Table of Contents

<b><u>Campus Safety and Emergency Services</u></b>	2
Section 1: Department Planning	3
Section 2: Human Capital Planning	7
Section 3: Facilities Planning	9
Section 4: Technology Planning	9
<b><u>Fiscal Services</u></b>	11
Section 1: Department Planning	12
Section 2: Human Capital Planning	15
Section 3: Facilities Planning	16
Section 4: Technology Planning	16
<b><u>Human Resources</u></b>	17
Section 1: Department Planning	18
Section 2: Human Capital Planning	21
Section 3: Facilities Planning	22
Section 4: Technology Planning	22
<b><u>Information Technology Services</u></b>	23
Section 1: Department Planning	24
Section 2: Human Capital Planning	27
Section 3: Facilities Planning	28
Section 4: Technology Planning	28
<b><u>Maintenance &amp; Operations</u></b>	29
Section 1: Department Planning	30
Section 2: Human Capital Planning	35
Section 3: Facilities Planning	36
Section 4: Technology Planning	36
Initiatives	37
Prioritization	



## Campus Safety and Emergency Services

# Section 1: Department Planning:

## Internal Analysis

The Public Safety Department has enhanced transparency and communication capabilities by providing our community direct means of contact with our officers now by phone, text, radio, or email. Officers also are now provided business cards to disseminate to our community.

Officer’s professional appearance and command presence was enhanced with the issuance of new uniforms and the equipment necessary to better perform their duties. In addition, our security shifts now extend to complete full day/week coverage with a staff increase from only seven (7) officers to currently eighteen (18).

Historically, Coastline has maintained a low crime report rate and hired Clery Compliance Expert Consultant D.Stafford and Associates in order to insure complete compliance with reporting requirements. With their recommendations we have now established best practices for collecting and gathering crime statistics and reports.

## Student Survey

Respondents who indicated that they have been to the various CCC sites were asked to indicate their level of agreement with each of the sites being **safe**. The majority (99.3%) of those that have been to the **College Center agree** or strongly agree that the site is safe, while only 0.7% **disagree** or strongly disagree. Additionally, 94.2% of those who have previously or are taking a course at the **Garden Grove** site at least **agree** that the site is safe, while 5.8% **disagree** or strongly disagree. Similarly, 93.9% of those who have taken a course at **Le Jao** at least **agree** that the site is safe, while 6.1% **disagree** or strongly disagree. Finally, 97.5% of those who have taken a course at the **Newport Beach Center agree** or strongly agree that the site is safe and 2.5% **disagree** or strongly disagree. Table I (below) shows a further breakdown of the level of agreement with campus safety by site.

Table 1.1. *CCC Site Safety*

Answer Options	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
The College Center is safe.	55.6%	43.7%	0.3%	0.3%	302
Garden Grove site is safe.	47.4%	46.8%	5.2%	0.6%	173
Le Jao site is safe.	51.5%	42.3%	4.9%	1.2%	163
Newport Beach site is safe.	62.6%	35.0%	1.5%	1.0%	203

## *Parking Regulations*

Respondents who indicated that they have previously or are currently taking a course at one of Coastline’s three campus locations were asked to demonstrate their knowledge of parking regulations at CCC by indicating which sites require parking permits. The results are shown in Table II.

Table 1.2. *Parking Permits at CCC Sites*

Answer Options	Response Percent	Response Count
College Center (Fountain Valley)	29.2%	105
Garden Grove Center	62.7%	225
Le Jao Center	44.6%	160
Newport Beach Center	69.6%	250

Of those respondents, 29.2% said that a **parking permit is required** at the **College Center**, 62.7% said that a parking permit is required at the **Garden Grove Center**, 44.6% said that a parking permit is required at the **Le Jao Center**, and 69.6% said that a parking permit is required at the **Newport Beach Center**.

### Employee Survey

Overall, respondents are highly satisfied with the services provided by Campus Security (94.6%). The following table (Table III) shows the percentage of respondents who are satisfied or dissatisfied with the department’s services.

Table 1.3. *Department of Campus Security*

Service	Satisfied	Dissatisfied	Respondents
Level of safety at CCC	93.3%	6.7%	90
Safety officers provide a sense of security	92.9%	7.1%	85
Safety officers are present and visible	90.9%	9.1%	88

Coastline employees are similarly satisfied with the level of safety at CCC (93.3%), sense of security provided by safety officers (92.9%), and safety officers’ presence and visibility (90.9%).

### Qualitative Feedback

Respondents expressed appreciation for the increase in the presence of security officers at CCC sites. The overall perception is that security offers are approachable and polite and also successfully instill a sense of security.

### Service Area Outcome(s)

Table 1.4 SAOs

SAOs	ASSESSMENT MEASURE /TARGET
1. Provide students, staff, and faculty with a safe environment	<b>Measure:</b> Survey regarding campus safety <b>Target:</b> 90% of students and staff will indicate feeling safe on campus
2. Provide awareness of parking regulations at the college center and the three campuses	<b>Measure:</b> Contact frequency <b>Target:</b> Disseminate information regarding parking every term
3. Provide an annual safety and crime report	<b>Measure:</b> Report publishing <b>Target:</b> Publish annual reports

SAO 1: The Student Survey indicated that, on average between the Centers, over 96 % of the students either agreed or strongly agreed that the sites were safe. This exceeded the target goal of 90 %. Likewise, the Employee Survey found that 93.3% of employees were satisfied with the level of safety at Coastline Community College.

SAO 2: Survey results showed a significant lack of knowledge among respondents regarding whether or not parking permits are required at the various centers. Almost one third of respondents believed a student permit was required at College Center which is incorrect. Likewise, approximately one third of the respondents appear unaware of the need for parking permits at the Garden Grove and Newport Beach Centers. One caveat is the make-up of the respondents. Since many students are Distance Learning students, parking may not be a concern and the survey results may be misleading. Anecdotal evidence does suggest confusion regarding parking at the Le-Jao Center and additional measures should be taken in order to clarify parking requirements.

SAO 3: In calendar year 2015, the CCC retained the services of D. Stafford & Associates to review the college’s compliance with the Jeanne Clery Act regarding the reporting of crime statistics and the publishing of the Annual Security Report (ASR). This target has been met.

## Progress on Forward Strategy Initiative(s)

Table 1.5 *Progress on Forward Strategies*

Initiative(s)	Status	Progress Status Description	Outcome(s)
Increase information transparency of Campus Safety and Emergency Services (1.1)	Completed	In 2014-2015 a consulting firm visited the college to review the documentation and help develop the full policies and emergency preparedness procedures.	Currently following recommendations by consulting firm to remain compliant.
Increase perception of safety on campuses and provide oversight of mandated documents and supervision (2.1, 2.3)	Completed	In 2014-2015 four 19.5 hour positions were approved by PIEAC and budget committee and were hired in 2015-2016	In 2015-2016 there will be full coverage at all of the campuses
Maintain relevancy in the field (6.2)	Completed	In 2014-2015 PIEAC and budget committee approved professional development budget be approved for Admin. Services.	Interim Director Staneart attended the Clery Compliance Academy in order to insure compliance with federal regulations.
Increase space for storage for Campus Safety and Emergency Services supplies and equipment. Provide adequate workstation for Campus Safety and Emergency Services (3.1, 3.2)	Completed	There is currently limited physical space available.	See description below.

Reconfigure the repeater system (4.1)	Completed	Discussions have occurred district-wide to identify a repeater system. A decision is anticipated in 2015-2016.	See description below.
Increase response time and efficiency of Campus Safety and Emergency Services (4.2)	Completed	In 2014-2015 PIEAC and budget committee approved for the technology to be updated in the security vehicle. The college vehicle has been assessed for the new technology upgrades.	Emergency Response Vehicle upgraded with current technology to include: Panasonic Toughbook Mobile Data Computer (MDC), docking station, mobile Wi-Fi hotspot, alternate power supply system replaced with enhanced tuned software based on needs, additional charging outlets, USB's, 12volt, and 110volt, add'l emergency lighting & fire extinguisher, and a mobile security radio.
Increase access for student obtaining parking permits at the college learning centers	Completed	The new Public Safety Technical Support Officer will have primary responsibility for the issuing of permits supported by M&O.	With the M&O Staff Assistant in the office on a regular day shift and the Safety Officer working a late day shift, hours available for students have expanded.
Develop, implement and conduct ongoing emergency preparedness trainings and drill to ensure college-wide awareness and understanding of emergency processes and procedures	Completed	The Emergency Activation Overarching Plan Manual was created with the expectation of conducting exercises to test and validate the plan.	In Fall 2015 a tabletop exercise was conducted that included the activation of the EOC and a test of the new Regroup mass notification system.

## Response to Program/Department Committee Recommendation(s)

Table 1.6 Progress on Recommendations

Recommendation(s)	Status	Response Summary
The Committee recommends that the department discuss the use of Service Area/Administrative Unit Outcomes and summarizes the ongoing dialog of outcome and achievement data.	Addressed	This information is discussed with officers and at routine meetings and throughout the wing during the review of the department reviews.

# Section 2: Human Capital Planning

## Staffing

Table 2.1 Staffing Plan

Year	Administrator	Management	F/T Faculty	Adjunct	Classified	Hourly
Previous year 2015-2016	V.P. Administration (1 position)	Director of Public Safety & Emergency Mgmt. (1 position)	N/A	N/A	P/T Public Safety Officers (19.5 hr) (10 positions)	P/T Public Safety Officers (160) (8 positions)
Current year 2016-2017	V.P. Administration (1 position)	Director of Public Safety & Emergency Mgmt. (1 position)	N/A	N/A	P/T Public Safety Officers (19.5 hr) (8 positions) F/T Technical Support Officer (1 position)	P/T Public Safety Officers (160) (8 positions)
1 year 2017-2018	V.P. Administration (1 position)	Director of Public Safety & Emergency Mgmt. (1 position)	N/A	N/A	P/T Public Safety Officers (19.5 hr) (10 positions) F/T Technical Support Officer (1 position)	P/T Public Safety Officers (160) (8 positions)
2 years 2018-2019	V.P. Administration (1 position)	Director of Public Safety & Emergency Mgmt. (1 position)	N/A	N/A	P/T Public Safety Officers (19.5 hr) (10 positions) F/T Technical Support Officer (1 position)	TBD
3 years 2019-2020	V.P. Administration (1 position)	Director of Public Safety & Emergency Mgmt. (1 position)	N/A	N/A	P/T Public Safety Officers (19.5 hr) (10 positions) F/T Technical Support Officer (1 position)	TBD

In 2015-2016, Coastline College hired two new full-time positions; one Director of Public Safety and Emergency Management and one Technical Support Officer. The department is also allotted ten 19.5 hour-per-week officers and seven hourly (160) officers. The Public Safety Department has one vacant P/T 19.5 hour officer with the anticipation of losing one additional 19.5 hour officer and two 160 officers in the near future. Based on consistent turnover, lack of continuity, and the difficulty in justifying and conducting enhanced training, the current staffing model will be reevaluated. Options include modifying the schedule for part-time officers and/or adding full-time officers for day shifts at the Centers.

Table 2.2 Staffing requirements

LOCATION	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
COLLEGE CENTER	Officer 1 (Admin) Mercedes Pacheco 1000-1830  Hourly Officer 1 0800-1300	Officer 1 (Admin) Mercedes Pacheco 1000-1830	Varies as needed			
GARDEN GROVE & CSUF	Richard Horn 0730-1230  Jeff Jones 1230-1730  Ralph Flores 1730-2230	Richard Horn 0730-1230  Jeff Jones 1230-1730  Ralph Flores 1730-2230	Richard Horn 0730-1230  Jeff Jones 1230-1730  Ralph Flores 1730-2230	Richard Horn 0730-1230  Jeff Jones 1230-1730  R. Flores 1730-2230	Hourly 2 0830-1730	Varies as needed
LE-JAO	Kevin Nguyen 0730-1230  Henry Nguyen 1230-1730  John Chan 1730-2230	Hourly 3 0830-1730	Varies as needed			
NEWPORT BEACH	Armando DeLaFuente 0730-1230  David Walker 1230-1730  Armando Balderas 1730-2230	Hourly 4 0830-1730	Varies as needed			

## Professional Development

Table 2.3 Professional Development

Name (Title)	Professional Development	Outcome
David Stanart (Interim Director)	Clery Compliance Academy	Certificate
Mercedes Pacheco (Tech. Ofr)	Terrorism Recognition, Awareness and Prevention Partnership training	Certificate
Mike Colver (Director)	O.C. Emergency Management Organization (OCEMO)	Membership
Mike Colver (Director)	Calif. College & Univ. Police Chiefs Assn (CCUPCA)	Institutional Membership

## Section 3: Facilities Planning

### Facility Assessment

In 2014-2015 it was determined that the college Learning Centers did not have adequate storage for disaster supplies, uniforms and equipment. Additionally, it was determined that to ensure confidentiality and efficiency, computer work stations for camera viewing and reports were needed to be established at each Learning Center. However, through an assessment of physical space, it has been determined that there is currently not space available to complete these strategies. Based on the annual assessment, there was a specified need addressed by the Facilities Committee which matched the SAO data regarding students' use of the parking meters and, more specifically, a second permit dispensing machine at Garden Grove Center (GGC).

As of 2015-2016, officer work stations have been established at each Learning Center with a computer and dual monitors. In addition, metal lockers have also been provided for the storing and securing of disaster supplies, uniforms, and equipment. The locations, while serving a purpose, are not ideal as some are remote and do not lend to a quick response to emergency situations, particularly at the Garden Grove Center. A search for better locations will continue. Currently, these work stations do not have computer printers. Public Safety is working with IT to procure black and white printers. Regarding parking, no "parking meters" exist any longer at GGC. One parking permit dispensing machine exists, but a second has not yet been added. Construction on solar carports is currently under way and conduit is being laid to accommodate a second machine in the future.

## Section 4: Technology Planning

### Technology Assessment

The current state of technology is operationally limited as the majority of the security cameras are over a decade old and running on an antiquated analog system. The Newport Beach Center is the only campus that houses an IP-based system with 29 cameras that were acquired with the new building. Table 5 reflects the comparison of security technology by campus with identified need to ensure efficient and adequate safety for students and staff. In 2013-2014, Coastline approved \$200,000 for replacement of technology. Currently, the Director of Campus Safety and Emergency Services is working to secure a vendor to facilitate the procurement of these cameras. Currently, the camera system is being planned for installation

The communication between the department staff across locations is a key component to ensure safety for the students and staff. The current status of the communication is that the purchased radios and repeater have a limited signal which is based on the connection between the repeaters and radios. In order to ensure effective communication, the repeater system needs to be reconfigured. Discussions have occurred district-wide to identify a repeater system. A decision is anticipated in 2015-2016.

As of 2015-2016, over 130 high definition security surveillance cameras have been added with an IP based system enhancing user access by us of any web enabled device on or off network. However, it has been discovered that, while installed and operational, a significant amount of work is still needed to correct camera and network settings to achieve an acceptable level of functionality. Again, Public Safety is working with IT to resolve these issues.

Communications have been enhanced with the installation of a Public Address (PA) system college-wide, providing an additional means of mass communication to our community. However, a complete testing of the system, the identification of telephones having access, programming of those phones, and the development of written protocols is still needed. In addition, the radio repeater was upgraded and reconfigured to transmit/receive to and from all Learning Center and hand held portable digital radios are not available to all campus officers to carry on duty. Officers already carry a college issued duty cell phone as an additional means of contact.



## Fiscal Services

# Section 1: Department Planning:

The Fiscal Services Office is committed to providing financial accounting, financial reporting, and other valued added services to the auxiliary operations of Coastline Community College in a timely and accurate manner. The team in this unit is dedicated to ethical professional standards, superior customer service, fostering the fiscal learning experience among student groups, assisting faculty and staff, and working the community. This is accomplished while insuring the regulatory requirements associated with the various government entities, auditors, and district office are being met. The Fiscal Services Office respects, supports and encourages diversity of gender, physical or mental ability, culture, and the pursuit of intellectual and personal growth.

## Internal Analysis

In 2015-2016 the fiscal office completed over 700 purchase requisitions for Coastline. This number has increase over the past years as the statewide budget has become more stable. It is anticipated that the number of requisitions produced with continue to grow as the budget continues to strengthen.

## Employee Survey

Overall, 89.4% of respondents are satisfied with the services provided by the Department of Business Services, while 10.6% are not. Table 1 (below) shows the percentage of respondents who are satisfied or dissatisfied with elements of the department’s various services.

Table 1.1 *Department of Fiscal Services*

Service	Satisfied	Dissatisfied	Have Not Utilized Services	Respondents
Communication of departmental budget reports	83.1%	16.9%	37.2%	113
Timeliness of purchase order requests	85.3%	14.7%	39.8%	113
Level of accuracy	94.6%	5.4%	34.5%	113
Online capabilities of fiscal processes	74.2%	25.8%	45.1%	113

Of those respondents who have utilized the respective service, 94.6% are satisfied with Business Services’ level of accuracy, and 85.3% are satisfied with the timeliness of purchase order requests. Additionally, the majority of respondents (83.1%) are satisfied with the communication of departmental budget reports (83.1%) and online capabilities of fiscal processes (74.2%). Between 34.5 and 45.1% of those who took the survey indicated that they have not utilized the department’s various services.

### **Qualitative Feedback**

Overall, respondents reported having had positive experiences with the department’s support staff, expressing appreciation for their helpfulness and friendliness. However, while the majority of respondents indicated that they were satisfied with the department’s timeliness of purchase order requests, those who provided commentary expressed dissatisfaction with the amount of time that purchase order requests take, in addition to delays regarding reimbursements.

## Student Survey

### **Textbook Purchases**

About half of respondents (53.0%) **purchase** their **textbooks** from Coastline’s **bookstore** (either online or physical). Those who reported that they purchase their textbooks from Coastline’s bookstore were asked to indicate their level of satisfaction with the items in Table 2 (below) as they pertain to the bookstore.

Table 1.2 *Bookstore Satisfaction*

Answer Options	Satisfied	Dissatisfied	Respondents
Textbook availability	83.4%	16.6%	517
Customer service	87.2%	12.8%	509
Price of textbooks	48.2%	51.8%	510
Bookstore website functionality	86.9%	13.1%	497

The majority of respondents are **satisfied** with **textbook availability**, **customer service**, and **website functionality** as they pertain to the bookstore (83.4%, 87.2%, and 86.9%, respectively). Respondents indicated that they are least satisfied with the **price of books** in the Coastline bookstore, with only 48.2% of respondents reporting that they are satisfied with the prices.

Table 1.3. *Textbook Purchases*

Answer Options	Response Percent	Response Count
Online	59.6%	436
Another bookstore	18.3%	134
From other students	6.0%	44
Other	16.1%	118

Respondents who purchase their textbooks from Coastline’s bookstore also **purchase** their **textbooks** from other sources, including **online** (59.6% of all responses), **another bookstore** (18.3% of all responses), from **other students** (6.0% of all responses), and **other sources** (16.1% of all responses).

## Service Area Outcome(s)

Table 1.4 SAOs

SAO	ASSESSMENT MEASURE /TARGET
Provide a well-developed online training application on how to input requisitions and budget transfers, as well as how to search for relevant data in Banner/Self-Service to improve operational efficiency.	<b>Measure:</b> Training event count <b>Target:</b> Host 2 trainings annually
Ensure that all departmental procedure manuals for ancillary and general fund operations are up-to-date.	<b>Measure:</b> Report reviewing <b>Target:</b> 100% of manuals are up-to-date
Demonstrate efficient performance and communication throughout fiscal processes.	<b>Measure:</b> Satisfaction survey of services provided <b>Target:</b> 80% satisfaction with services provided

In 2015-2016, there were no college-wide training

## Progress on Forward Strategy Initiative(s)

Table 1.5 *Progress on Forward Strategies*

Initiative(s)	Status	Progress Status Description	Outcome(s)
Assist the Student Government with fiscal accountability and fiduciary responsibilities of clubs/activities	Completed	Meetings occur with ASG and Fiscal Director throughout each major term. In addition the ASG committee and treasurer have/are trained in CCC fiscal practices at the ASG retreat.	Process have been implemented and followed by ASG
Streamline processes and improve communications for Accounts Payable and Accounts Receivable. Strengthen communication and time management skill sets (2.1 and 2.2)	Completed	Sent staff to professional development. Monthly financials are distributed college-wide.	Better communication and frequency
Provide timely and accurate data and Financial Statements for Auxiliary Operations	Completed	A new process was developed and adopted in 2014-2015	Monthly financial statements are sent out
Work with IT to have financial statements posted on the Coastline SharePoint site when it is completed	Not Started	CCC not fully implemented SharePoint	N/A

## Response to Program/Department Committee Recommendation(s)

Table 1.6 *Progress on Recommendations*

Recommendation(s)	Status	Response Summary
The Committee recommends that the department provide more detailed information on the on service tracking and operations in Human Resources and Fiscal Services.	Addressed	The department is looking beyond survey data to operational performance which includes the number purchase requisitions and audit findings in the College KPIs.
The Committee recommends that the department discuss the use of Service Area/Administrative Unit Outcomes and summarizes the ongoing dialog of outcome and achievement data.	Addressed	This information is discussed in department and wing committee meetings.

## Section 2: Human Capital Planning

### Staffing

Table 2.1 *Staffing Plan*

Year	Administrator	Management	F/T Faculty	Adjunct	Classified	Hourly
Previous year 2015-2016	Vice President of Administrative Services	Director of Business Services	None	None	4	None
Current year 2016-2017	Vice President of Administrative Services	Director of Business Services	None	None	4.5	None
1 year 2017-2018	Vice President of Administrative Services	Director of Business Services	None	None	4.5	None
2 years 2018-2019	Vice President of Administrative Services	Director of Business Services	None	None	4.5	None
3 years 2019-2020	Vice President of Administrative Services	Director of Business Services	None	None	4.5	None

In 2015-2016, a plan was constructed to reorganize Fiscal Services to encompass an anticipated increase and realignment of workflow. In July 2016 a full-time Account Fiscal Specialist and Accounting Assistant III (19.5) were added to the department. It is anticipated that these positions will sustain the department and support a more streamlined workflow.

### Professional Development

Table 2.2 *Professional Development*

Name (Title)	Professional Development	Outcome
Helen Rothgeb	Association of Chief Business Officials (ACBO); Great Plains user group	
Tran Ha	Communication Skills	

In 2015-2016, the director attended the annual Association of Chief Business Officials (ACBO) conference and Great Plains user group and staff participated in annual training and skills building courses such as business communication and writing. In planning for 2016-2017, it is anticipated to send staff to more professional development events.

## Section 3: Facilities Planning

### Facility Assessment

The department occupies a portion of the Administrative Services corner of the College Center on the second floor. It houses the Director of Business Services, the four classified staff, one hourly staff and the file/safe room. The projection of growth in the department has indicated that facility is currently adequate for the department's needs. Thus, aligning with the goals of Vision 2020: Facilities Master Plan that focuses on efficient utilizing operational space. There are no equipment needs at this time.

## Section 4: Technology Planning

### Technology Assessment

The computers and software have all been updated during FY 2013—2014 with the passing and implementation of the Measure M bond. This has resulted in much faster operating speed as the computers were very old and did not always functions properly. Ongoing software maintenance is required to provide continued state of the art accounting services to college ancillary/auxiliary programs.

The software used for general fund operations is Banner and is maintained at the District level. The software for the ancillary/auxiliary entrepreneurial programs and the Coastline Foundation is Microsoft Dynamics/Great Plains. All three colleges use this software for the same purposes. Efforts were made this past year to improve efficiency and cost by consolidating to one server for all three colleges rather than maintaining three servers and maintenance agreements.

In the upcoming year the Microsoft Dynamics will be releasing workflow, Banner workflow will be implanted later in the year. This will be followed with Chrome River for travel reimbursements and a credit card system.



## Human Resources

# Section 1: Department Planning:

## Internal Analysis

During the 2015 – 1016 year, the Director of Business Services also served as the College’s Director of Human Resources. In addition, the department was also staffed by one full-time Senior Staff Assistant and additional clerical support was provided by an hourly employee approximately one day per week. Despite the staffing shortage, the department received positive responses to the Employee Survey.

### Employee Survey

Overall, 90.2% of respondents are satisfied with the services provided by the Department of Personnel Services. The percentage of respondents who are satisfied or dissatisfied with the department’s specific services are shown below in Table 1.1.

Table 1.1. *Human Resources Department*

Service	Satisfied	Dissatisfied	Have Not Utilized Services	Respondents
Timeliness in response to requests	91.7%	8.3%	8.7%	92
Access to human resources information and forms	88.1%	11.9%	8.7%	92
Hiring committee process	84.1%	15.9%	10.9%	92

Participants indicated that they are satisfied with the department’s timeliness in response to requests (91.7%) and access to human resources information and forms (88.1%). Respondents are least satisfied with the hiring committee process, with 15.9% of respondents indicating a lack of satisfaction with the process.

### ***Qualitative Feedback***

Overall, respondents positively evaluated the Human Resources Department. Respondents feel that the Human Resources staff is very helpful and has a customer service orientation. Their timely responses are appreciated. Additionally, respondents reported that the hiring committee process is too slow.

### ***Access to human resources information and forms***

In April 2016, a Director of Human Resources was hired and the Director of Business Services returned to serve solely in her primary role. The Human Resources Department expects to see improvement on the next employee survey with regard to access to human resources information and forms.

The District-wide Coast Navigator website has been updated and houses current HR forms and information. In addition, the Coastline Human Resources Department plans to launch a departmental SharePoint site that will also serve as a resource to Coastline Faculty,

Administrators, Managers and Employees with answers to frequently asked questions, links to HR forms housed on the Coast Navigator site, and other pertinent HR news and information.

**Hiring Committee Process**

The hiring committee process is dictated by Board Policy, Administrative Procedure, and the Education Code. Although there is little flexibility in the administration of the hiring committee process with regard to committee membership, responsibility and procedures, the Human Resources will seek to find ways to better support the hiring committee process.

District Human Resources, with input from the HR Directors at Coastline, Golden West College and Orange Coast College, has developed the Administrators and Managers Toolkit to the Hiring Process to help improve this process.

**Service Area Outcome(s)**

Table 1.2 SAOs

SAO	ASSESSMENT MEASURE /TARGET
Provide online training application on how to input timecards in Banner for new employees.	<b>Measure:</b> Count of training events <b>Target:</b> 100% of new employee will be trained to enter their timecards into Banner
Increase completion of evaluations by timely communication of faculty and staff evaluation due dates to all managers.	<b>Measure:</b> Evaluation completion rates <b>Target:</b> 100% of evaluations will be completed on-time
Maintain secure and confidential information in the human resources office.	<b>Measure:</b> Record keeping <b>Target:</b> 100% of files are secured online or within locked cabinets
Demonstrate efficient performance and communication throughout personnel processes.	<b>Measure:</b> Satisfaction survey of services provided <b>Target:</b> 80% satisfaction with services provided

Evaluation completion rates have significantly improved, however, the target of 100% has not been achieved. This is an ongoing area of opportunity for the College.

The target goal to have 100% of files secured online or within locked cabinets has been achieved and will be sustained on an on-going basis.

The Human Resources Department will continue to improve the efficiency and level of communication provided throughout human resources processes. The new human resources director is currently learning Coastline’s processes and procedures, but the expectation is that she will be able to yield positive improvement in this area during this review period. The department has met the target of 80% but seeks to achieve a higher satisfaction level in the future.

## Progress on Forward Strategy Initiative(s)

Table 1.3 *Progress on Forward Strategies*

Initiative(s)	Status	Progress Status Description	Outcome(s)
Improve the campus understanding of the hiring process, EEO training, Board committee makeup, timely scheduling and committee coordination	On-going	Coastline HR is working with District HR to continue improving our processes.	The Administrators and Managers Toolkit to the Hiring Process is one outcome of this endeavor.
Strengthen communication and time management skill sets	Not started	This initiative will be re-evaluated by the new HR Director for continued interest and relevance	N/A

## Response to Program/Department Committee Recommendation(s)

Table 1.4 *Progress on Recommendations*

Recommendation(s)	Status	Response Summary
The Committee recommends that the department discuss the use of Service Area/Administrative Unit Outcomes and summarizes the ongoing dialog of outcome and achievement data.	Completed	Discussion of SAO responses within the department is discussed and opens dialog amongst staff members to find solutions. Additionally, the findings were documented in the 15-16 department review.

## Section 2: Human Capital Planning

### Staffing

Table 2.1 Staffing Plan

Year	Administrator	Management	F/T Faculty	Adjunct	Classified	Hourly
Previous year 2015-2016	Vice President of Administrative Services	Director of Business Services and Entrepreneurship (0.5 FTE)*	None	None	Staff Assistant, Sr.	.20 FTE
Current year 2016-2017	Vice President of Administrative Services	Director of Human Resources (1.0 FTE)	None	None	Staff Assistant, Sr.	.20 FTE
1 year 2017-2018	Vice President of Administrative Services	Director of Human Resources (1.0 FTE)	None	None	Staff Assistant, Sr.	.40 FTE
2 years 2018-2019	Vice President of Administrative Services	Director of Human Resources (1.0 FTE)	None	None	Staff Assistant, Sr.	.40 FTE
3 years 2019-2020	Vice President of Administrative Services	Director of Human Resources (1.0 FTE)	None	None	Staff Assistant, Sr.	.40 FTE

\*During the previous year the Director of Business Services and Entrepreneurship also served as the Director of Human Resources in a combined role. This was not a sustainable long-term solution, therefore, a Director of Human Resources was hired in April 2016 in a standalone role to better serve the department and the college.

The HR Director anticipates a need to increase hourly support from .20 to .40 FTE to support the launch of a New Employee Orientation in 2017 and other HR initiatives. The increased support of an hourly employee will provide greater opportunity for the HR Director to focus her attention on employee relations issues and organizational development.

## Professional Development

The new HR Director has attended several training programs since her hire in April 2016 that will be reported on next year's Program Review.

The Senior Staff Assistant attended the Equal Employment Opportunity (EE) and Equity in Faculty Hiring Regional Training in January 2016. This training has helped improve her knowledge of the laws and best practices designed to promote the hiring of a diverse workforce through equitable hiring practices. The Department would like to pursue the opportunity for the Senior Staff Assistant to job shadow her counterpart involved in supporting the faculty hiring process for further professional development.

The department plans to invest in significant training and development in the upcoming year via seminars, webinars and conference attendance.

## Section 3: Facilities Planning

### Facility Assessment

In 2016 the Human Resources Department was redesigned to provide an improved office for the new HR Director. There is current no new facilities need at this point.

## Section 4: Technology Planning

### Technology Assessment

All Human Resources and Payroll (Banner) software is maintained by District Information Technology. This also includes the recruitment software and application warehouse. Training may be needed in the future with the implementation of SharePoint.



## Information Technology Services

# Section 1: Department Planning:

The Information Technology Services department is committed to providing high-quality support to ensure the delivery of requisite technical services to meet the educational and administrative requirements of Coastline Community College. Specifically, Information Technology Services is responsible for the delivery of College-wide technology support which covers the following areas: Computer desktops and laptops, virtual desktops (VDI), audio/visual support, data cabling, telephone and desktop application support.

## Internal Analysis

In 2015-2016, the Information Technology Services department completed 875 service requests.

*Table 1.1 CCC Service Requests:*

Year	No. of Service Requests Completed
Fiscal Year 13/14*	725
Fiscal Year 14/15	1184
Fiscal Year 15/16	875

\*Note: Data tracking began January 1<sup>st</sup>, 2014 with the introduction of District wide help desk software.

In 2015-2016, the Information Technology Services department completed 2 major projects.

*Table 1.2 Major Projects Completed*

Major Projects	Est. Completion Date	Completion Date
CCC Classroom and Conference Room Audio/Visual Update	June 2016	April 2016
CCC Data Wiring Augmentation	October 2016	June 2016

## Student Satisfaction Survey

Respondents who have previously or are currently taking a course at either the Garden Grove, Le Jao, or Newport Beach Center were asked to indicate their level of agreement with the statements in Tables 2.1 and 2.2 as they pertain to technology at each of the centers.

### *Classroom Technology*

*Table 2.1. Technology in the classrooms meet my learning needs.*

Answer Options	Agree	Disagree	Response Count
Garden Grove	94.1%	5.9%	170
Le Jao	95.7%	4.3%	161
Newport Beach	97.0%	3.0%	200

Overall, the majority of respondents agree that **technology** in the **classrooms** at each of the campuses **meet** their **learning needs**. Specifically, 94.1% of those respondents who have taken a course at the Garden Grove center agree that technology in the classrooms meet their learning needs, 95.7% of those who have taken a course at the Le Jao Center agree with the statement, and 97.0% of those who have taken a course a Newport Beach Center agree with the statement.

## Access to Technology

Table 2.2. Access to technology (Wi-Fi and computers) is adequate.

Answer Options	Agree	Disagree	Response Count
Garden Grove	88.4%	11.6%	173
Le Jao	92.0%	8.0%	162
Newport Beach	91.4%	8.6%	197

The majority (88.4%) of respondents agree that **access to technology** (Wi-Fi and computers) at the Garden Grove campus is **adequate**, 92.0% agree with the statement for the Le Jao campus, and 91.4% agree that access at the Newport Beach campus is adequate.

### Qualitative Feedback

Those respondents who provided commentary indicated that the **Wi-Fi** signal at the Garden Grove, Le Jao, and Newport Beach sites is **weak** and the **Internet** is **slow**.

### Employee Survey

The Department of Technology Services has a high satisfaction level, with 94.5% of respondents indicating that they are satisfied with the services provided by the department.

Table 2.3. Department of Technology Services

Service	Satisfied	Dissatisfied	Have Not Utilized Services	Respondents
Presentation of information	92.6%	7.4%	25.3%	91
Consultation	92.2%	7.8%	29.7%	91
Ability to meet your requested deadline	86.3%	13.7%	19.8%	91

Table 2.3 (above) shows the percentage of respondents who are satisfied or dissatisfied with the Department of Technology Services' services. Of those who have utilized their services, 92.6% are satisfied with their presentation of information, 92.2% are satisfied with consultation, and 86.3% are satisfied with the department's ability to meet requested deadlines. Between 19.8% and 29.7% of respondents have not utilized the department's various services in Table 2.3.

Table 2.4. Department of Technology Services Service Categories

Service Category	Satisfied	Dissatisfied	Have Not Utilized Services	Respondents
Classroom technology	96.0%	4.0%	45.1%	91
Office technology	94.4%	5.6%	2.2%	91
Computer applications	93.3%	6.7%	2.2%	91
Meeting room technology	88.6%	11.4%	13.2%	91

As shown in the table above, the majority of respondents are satisfied with each of the Department of Technology Services' service categories. Specifically, 96.0% of respondents are satisfied with classroom

technology, 94.4% are satisfied with office technology, 93.3% are satisfied with computer applications, and 88.6% are satisfied with meeting room technology.

**Qualitative Feedback**

Those who provided commentary indicated that Coastline IT is well managed and that requests are usually responded to in a timely manner. Many respondents expressed appreciation for having IT available at each of the centers.

**Service Area Outcome(s)**

*Table 3. Service Area Outcomes*

SAO	ASSESSMENT MEASURE /TARGET
SAO 1: Ensure the adequacy of technology in the classroom meets student and instructor needs	<b>Measure:</b> Student and Employee survey <b>Target:</b> 85% of participants would indicate that the technology is adequate
SAO2: Complete major projects by the expected deadline.	<b>Measure:</b> Percent of projects completed on time from the Tech Master Plan <b>Target:</b> 80% of projects that meet the deadline
SAO3: Maintain an efficient level of service.	<b>Measure:</b> Ratio of completed service request per FTEE <b>Target:</b> Set a baseline and increase 1% annually

**SAO1:** The 2016 survey results found student and employee satisfaction rates with technology are exceeding the target. The area with the lowest satisfaction, Wi-Fi coverage and Internet speeds, is being address by a District sponsored technology initiative that will expand the Wi-Fi environment and increase the size of the Internet connection that serves the College.

**SAO2:** In 2015-2016, the department completed the two scheduled technology projects ahead of schedule, fully meeting the measure.

**SAO3:** In 2015-2016, the department completed 159 service requests per FTES. This metric will serve as a baseline to measure efficiency of service.

**Progress on Forward Strategy Initiative(s)**

There were no forward strategy initiatives established, they will be created in 2016-2017

## Section 2: Human Capital Planning

### Staffing

Table 2.1 Staffing Plan

Year	Administrator	Management	F/T Faculty	Adjunct	Classified	Hourly
Previous year 2015-2016		Director of Academic and User Support (1)	0	0	IT Services Analyst (2) IT Service Specialist (2) Multimedia Production Specialist (1)	Temp Tech (1)
Current year 2016-2017		Director of Academic and User Support (1)	0	0	IT Services Analyst (2) IT Service Specialist (2) Multimedia Production Specialist (1)	Temp Tech (1)
1 year 2017-2018		Director of Academic and User Support (1)	0	0	IT Services Analyst (2) IT Service Specialist (2) Multimedia Production Specialist (1)	Temp Tech (1)
2 years 2018-2019		Director of Academic and User Support (1)	0	0	IT Services Analyst (2) IT Service Specialist (2) Multimedia Production Specialist (1)	Temp Tech (1)
3 years 2019-2020		Director of Academic and User Support (1)	0	0	IT Services Analyst (2) IT Service Specialist (2) Multimedia Production Specialist (1)	Temp Tech (1)

The current staffing levels are adequate for the technical functions of the department and should remain so for the foreseeable future. However, the department lacks adequate administrative support staff to assist with management of IT assets. This results in delays in new equipment processing, poor inventory control, and additional time to deploy/surplus IT equipment. This deficiency could be addressed with the addition of an hourly staff member dedicated to updating and maintaining IT inventory information.

### Professional Development

Table 2.2 Professional Development

Name (Title)	Professional Development	Outcome
Chris Blackmore, Director	CISOA Certification Program	Ongoing

No professional development was provided to staff during the 2015-2016 year. Note: CCC IT staff training funds were allocated at the District level.

The Director of Academic & User support is participating in the Chief Information System Officer Association (CISOA) certification program for the California Community Colleges

## Section 3: Facilities Planning

### Facility Assessment

The department occupies a portion of the College Center Annex and the OLIT warehouse. The current layout of the space is not adequate to meet the needs of the department. The space lacks adequate areas for the service and configuration of IT assets. It's also not continuous, which is disruptive to operational workflow and results in inefficient use of time when deploying IT equipment. With the purchase of the College Center Annex it is anticipated the existing area could be evaluated and reconfigured per departmental needs. Thus, aligning with the goals of Vision 2020: Facilities Master Plan that focuses on efficient utilizing operational space.

## Section 4: Technology Planning

### Technology Assessment

The computer hardware resources were updated with the Measure M funded IT refresh during the 2014-2015 year and should be sufficient for the individual computing needs of the department for the foreseeable future.

For IT asset configuration and updating, the department is currently using an antiquated product that doesn't support the latest technology features. This dramatically slows the ability to deploy, update or reconfigure IT assets at Coastline. Our inability to patch and update individual computer systems on a regular basis degrades the IT security environment. In addition, Coastline currently has no software solution for the automated tracking of IT assets. All IT inventory asset information is stored on an outdated database system with poor search and reporting features. District Information Technology has been attempting to implement an enterprise wide solution for IT asset management, configuration, updating and tracking, but those efforts have not yielded the desired results. The acquisition of an IT systems management software capable of configuring, updating, monitoring and tracking IT resources would assist in alleviating these issues.



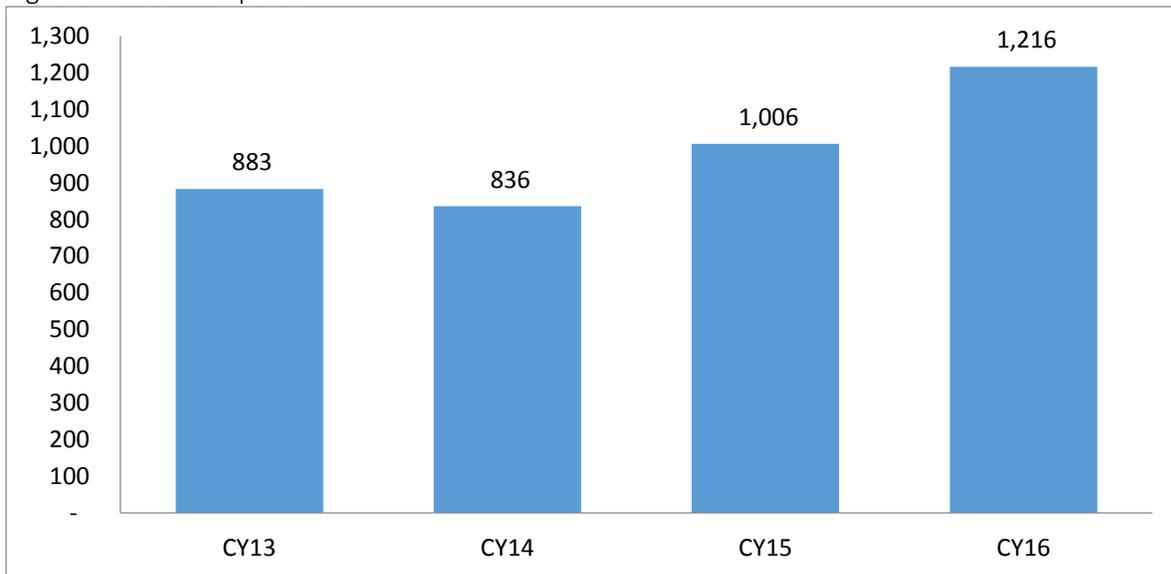
## Maintenance & Operations

# Section 1: Department Planning:

## Internal Analysis

The purpose of Maintenance and Operations is to support and promote Coastline Community College’s mission, vision and goals. While this office does not meet with students directly, its work touches every on-site student, faculty, manager, and staff. The Maintenance and Operations department at Coastline Community College provides many services at each of the following facilities: College Center, Annex Building, Le-Jao Center, Garden Grove Center and the Newport Beach Center. The Maintenance and Operations department is extensive and plays a key role behind the scenes of the college. Using a centralized work order database, M&O tracks and processes requests from faculty and staff. This helps to organize and prioritize the needs of the College so to run a more efficient day to day operation.

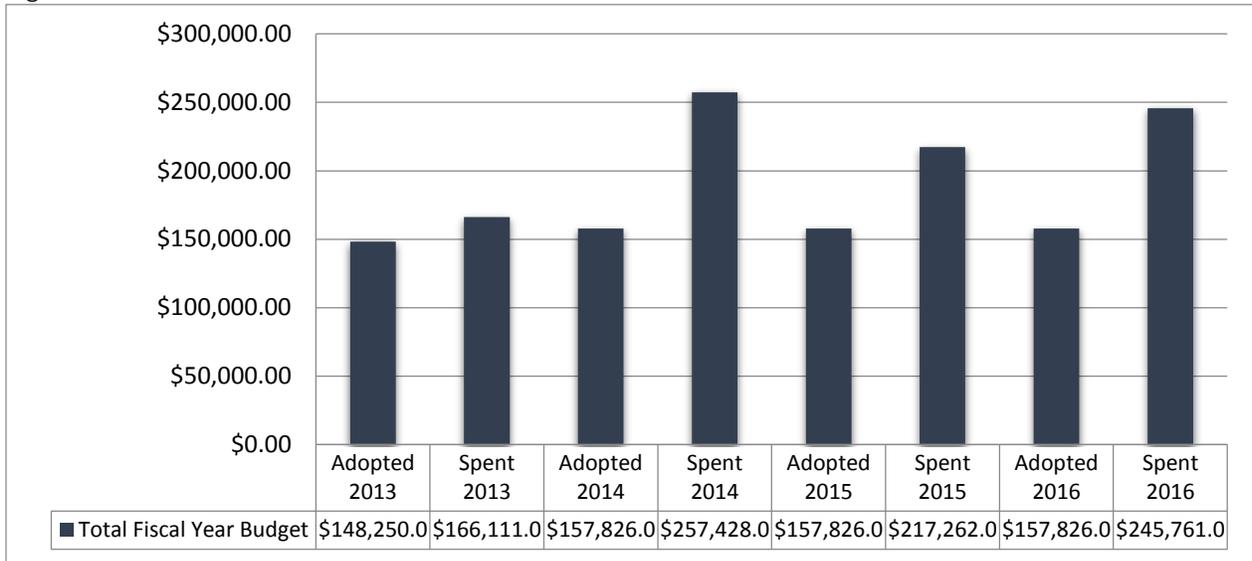
Figure 1.1 Work Requests



The data in figure 1.1 showed 20.9% increase from calendar year 2015 to 2016 and was a 37.7% increase from 2013. This was based on the expansion in the Newport Beach Center and modifications to the other three educational centers.

The evidence to support a need to fund the maintenance and the operations of the college. As the college increases class offerings, community usage and increase in staffing to support college growth, the operational costs of the college increase. Over the past 4 years the M&O operational budget has increased about 6% but on average we overspend approximately 42% more than our adopted budget for necessary repairs and service required for equipment.

Figure 2.2 Fiscal data



## Student Survey

### *Physical Classroom Sites, Maintenance, & Safety*

Respondents were asked to indicate their level of agreement with the statements in Tables 1.2 through 1.5 (below) about physical offices and classrooms, maintenance, and safety at each CCC site.

Table 1.2 *College Center Maintenance and Safety*

Answer Options	Agree	Disagree	Response Count
Offices, restrooms, and service areas are clean.	98.0%	2.0%	303
Offices, equipment, and furniture are well maintained.	96.7%	3.3%	302
Building temperature is comfortable.	93.4%	6.6%	304
Parking is adequate and well maintained.	94.4%	5.6%	305
The College Center is safe.	99.3%	0.7%	302

The majority of respondents (98.0%) agree that office, restrooms, and service areas are **clean** at the College Center. Similarly, 96.7% agree that offices, equipment, and furniture at the College Center are **well maintained**. Additionally, 93.4% of respondents agree that the building temperature is **comfortable**, 94.4% agree that parking is **adequate** and **well maintained**, and 99.3% agree that the College Center is **safe**.

Table 1.3 *Garden Grove Maintenance and Safety*

Answer Options	Agree	Disagree	Response Count
Classrooms, labs, restrooms, and service areas are clean.	96.0%	4.0%	174
Classrooms, equipment, and furniture are well maintained.	96.5%	3.5%	173
Classroom temperature is comfortable.	84.9%	15.1%	172
Parking is adequate and well maintained.	96.4%	3.6%	168
Garden Grove site is safe.	94.2%	5.8%	173

The majority of respondents (96.0%) agree that classrooms, labs, restrooms, and service areas are **clean** at the Garden Grove Center, and 96.5% agree that classrooms, equipment, and furniture at the Garden Grove Center are **well maintained**. Additionally, 84.9% of respondents agree that the classroom temperature is **comfortable**, 96.4% agree that parking is **adequate** and **well maintained**, and 94.2% agree that the Garden Grove site is **safe**.

Table 1.4 *Le Jao Maintenance and Safety*

Answer Options	Agree	Disagree	Response Count
Classrooms, labs, restrooms, and service areas are clean.	97.0%	3.0%	166
Classrooms, equipment, and furniture are well maintained.	95.7%	4.3%	163
Classroom temperature is comfortable.	84.6%	15.4%	162
Parking is adequate and well maintained.	80.7%	19.3%	161
Le Jao site is safe.	93.9%	6.1%	163

The majority of respondents (97.0%) agree that classrooms, labs, restrooms, and service areas are **clean** at the Le Jao Center. Similarly, 95.7% agree that classrooms, equipment, and furniture at the Le Jao site are **well maintained**. Also, 84.6% of respondents agree that the building temperature is **comfortable**, and 80.7% agree that parking is **adequate** and **well maintained**. Finally, 93.9% agree that the Le Jao site is **safe**.

Table 1.5 *Newport Beach Maintenance and Safety*

Answer Options	Agree	Disagree	Response Count
Classrooms, labs, restrooms, and service areas are clean.	98.5%	1.5%	201
Classrooms, equipment, and furniture are well maintained.	97.0%	3.0%	201
Classroom temperature is comfortable.	85.1%	14.9%	201
Parking is adequate and well maintained.	97.5%	2.5%	203
Newport Beach site is safe.	97.5%	2.5%	203

The majority of respondents (98.5%) agree that classrooms, labs, restrooms, and service areas are **clean** at the Newport Beach Center. Similarly, 97.0% agree that the Center’s classrooms, equipment, and furniture are **well maintained**. Additionally, 85.1% of respondents agree that the classroom temperature is **comfortable**, 97.5% agree that parking is **adequate** and **well maintained**, and 97.5% agree that the Newport Beach site is **safe**.

### **Qualitative Feedback**

Those respondents who provided commentary indicated that the **Wi-Fi** signal at the Garden Grove, Le Jao, and Newport Beach sites is **weak** and the **Internet** is **slow**. Also, the overall perception of classroom temperature is that it is too **cold** at all three sites.

### **Employee Survey**

Overall, respondents are highly satisfied with the services provided by the Department of Maintenance and Operations (95.8%). The following table shows Coastline employee’s level of satisfaction with services provided by Maintenance and Operations.

Table 1.6 *Department of Maintenance and Operations*

Service	Satisfied	Dissatisfied	Respondents
Grounds at all locations are well maintained	96.8%	3.2%	93
Classrooms, offices learning centers, and other CCC sites are clean (e.g., classrooms, labs, restrooms, service areas)	95.6%	4.4%	91
The mailroom operations are adequate	94.6%	5.4%	92
Classrooms, offices learning centers, and other CCC sites are well maintained.	93.5%	6.5%	92
The department responds to work orders in a timely manner	93.3%	6.7%	89
Parking for CCC sites is adequate and well maintained.	88.3%	11.7%	94
Classroom and office temperature is comfortable.	61.3%	38.7%	93

Respondents are most satisfied with the maintenance of grounds at all locations (96.8%) and the cleanliness of classrooms, offices, learning centers, and other CCC sites (95.6%). In contrast, the findings show that Coastline employees are considerably dissatisfied with the classroom and office temperature maintained by the department, with 38.7% of respondents indicating that the temperature is not comfortable.

**Qualitative Feedback**

Respondents’ overall perception of the Department of Maintenance and Operations is that staff do an exceptional job at fulfilling requests quickly and that the department is well run. However, respondents feel that the department is understaffed and that office and classroom temperature is too cold.

**Service Area Outcome(s)**

Table 1.7 SAOs

AUO/SAO	ASSESSMENT MEASURE /TARGET
Ensure a safe, secure, and inviting teaching, learning and working environment.	<b>Measure:</b> Student and employee survey regarding campus environment <b>Target:</b> 80% satisfaction
Provide a broad range of repair and support services to the college.	<b>Measure:</b> Task completion <b>Target:</b> 100% of assignment ticket completed
Continually reduces the college’s landfilled waste.	<b>Measure:</b> Amount of waste produced <b>Target:</b> Define a baseline and decrease 1% annually

SAO1: Over 90% satisfaction across all assessments of the campus environment. Status: Met

SAO2: 100% of feasible requests were completed. Status: Met

SAO3: Waiting on data.

## Progress on Forward Strategy Initiative(s)

Table 1.8 *Progress on Forward Strategies*

Initiative(s)	Status	Progress Status Description	Outcome(s)
Maintain a work environment that is safe and efficient for all M&O employees. In order to provide this the college must keep up with well-maintained equipment, vehicles and operational items.	In Progress	This is on-going support provided by the college that is requested yearly, specific to the items needed.	Regular dialogue with staff where needs are determined and prioritized. Those needs are submitted to college for funding.
Ensure high-levels of cleanliness, sanitation and efficiency across all facilities.	In Progress	This is on-going, with limited staffing and increased building usage. Dept. is doing its best to maintain the upkeep of all facilities	Has satisfied some of the needs of cleanliness college wide.
Maintain buildings and provide services across all locations	In Progress	This is on-going, with limited staffing and increased building usage. Dept. is doing its best to support various services across all locations.	We do our best to keep up with maintaining clean facilities. High facility usage and constant demand makes upkeep difficult with limited staff.
Maintain a work environment that is comfortable conditions for all staff and students. That is to utilize various service maintenance agreements to keep up with aging equipment.	In Progress	Based on funding	SMA's help to extend the life of equipment so that the equipment runs more efficiently. Less need for repair and down time.
Upgrade technology to include receiving scanners, work order system and add additional computers to custodial rooms	In Progress	Based on funding	Not all has been funded

## Response to Program/Department Committee Recommendation(s)

Table 1.9 *Progress on Recommendations*

Recommendation(s)	Status	Response Summary
The Committee recommends that the department discuss the use of Service Area/Administrative Unit Outcomes and summarizes the ongoing dialog of outcome and achievement data.	Completed	Discussion of SAO responses within the department are discussed and open dialog amongst staff members to find solutions. Additionally, the findings were documented in the 15-16 department review

## Section 2: Human Capital Planning

### Staffing

Table 2.1 Staffing Plan

Year	Administrator	Management	F/T Faculty	Adjunct	Classified	Hourly
Previous year 2015-2016	VP of Admin Services	Director of M&O (1)	0	0	18	5
Current year 2016-2017	VP of Admin Services	Director of M&O (1)	0	0	18	5
1 years 2017-2018	VP of Admin Services	Director of M&O (1)	0	0	21	3
2 years 2018-2019	VP of Admin Services	Director of M&O (1)	0	0	21	0

Under the guidance of the Director of Maintenance and Operations the department is made up of several areas:

**Maintenance** – (2-FT Skilled Maintenance, 1-FTsemi-skilled and 1-FT Office employee)

The Maintenance Department oversees the general maintenance at each site that include plumbing, electrical, carpentry, locks, painting, masonry, roof and facility repairs, event set-up, and HVAC maintenance. In addition, the Director oversees all of the new construction and remodels. Office assistant manages all clerical work to support all areas of this department.

**Custodial** – (6-FT Custodians, 5-PT Custodians)

Responsible for the daily upkeep of all facilities, instructional and non-instructional.

**Grounds keeping** - (2-FT Groundskeepers)

Responsible for maintaining all landscaping, irrigation, tree trimming, and all repair and upgrades of the irrigation system and all grounds equipment.

**Mailroom** – (No Dedicated employee)

The mailroom is responsible for the processing of all outgoing mail and distribution of incoming U.S. mail and all inter-district mail. The mailroom is also responsible for the delivery and pick up of inter-district mail for Orange Coast and Golden West College.

**Receiving** - (1-FT Employee)

Responsible for receiving all deliveries for equipment and supplies to the College Center and all area sites. This position is also responsible for maintaining the current physical inventory and Coastline’s recycling program.

As referenced in figure 1.1 there has been an increase of 20.9% of work ordered in the last year and has followed an upward trend since 2013. While workload has increased, the amount of positions have only slightly increased with the hiring of a utility worker and a part-time custodian. As enrollments are continually increasing (i.e. Coastline grew 4.5% from 14-15) and the number of events are expanding (52 to over 100), it is evident that there will need to be additional custodial staff to meet the anticipated

need. There is a large need for additional custodians, the department is requesting 2-FT custodians and 1-PT 19.5 Hour Custodian to support the increase in student FTES and student events.

## Professional Development

Table 2.2 *Professional Development*

Name (Title)	Professional Development	Outcome
25Live Conference	Kathy McKindley	Gain knowledge of the system as part of the implementation team

## Section 3: Facilities Planning

### Facility Assessment

Current program facilities consist of manager’s office, two office staff space, mailroom and loading dock and custodial closets at each facility. There have been no changes and there is no current plan to increase space in the near future.

## Section 4: Technology Planning

### Technology Assessment

The Maintenance and Operations Department utilizes technology in several areas to support the college. The M&O Department is in need of a maintenance work order system that will allow for a more efficient process for work requests.

The Receiving Department utilizes a delivery scanner system to insure the prompt services of packages, transcripts and testing materials to various departments throughout the college. Unfortunately the current system is not working properly and is in need of a software upgrade.

Mailroom uses a state of the art mail machine to processing college wide mail.

HVAC System, the computer controlling the heating and cooling system requires on going system upgrades to run efficiently. Continual service contract with vendor is required to continue energy savings.

ID/Key card system is a college wide system that provides identification for staff and faculty. A yearly service agreement is required to maintain that the system is properly functioning and printing correctly. It also provides onsite and phone services as needed.

Electronic door locking system - The M&O office provides service to the entire college for locking and unlocking doors as required by the needs of the College. Includes scheduling classroom doors to lock and unlock as each semester requires, scheduling key cards to unlock and lock for individual employees to satisfy the needs of each department. This system also allows for a rapid building lockdown in the case of an emergency.

# Initiatives

## **Initiative (CSEM):**

Provide adequate security coverage to ensure student and employee safety at all of the physical Coastline learning centers.

### **Describe how the initiative supports the college mission:**

Beyond the Director of Public Safety & Emergency Management and the Technical Operations Support Officer, the current staffing model consists of only part-time officers. It requires three (3) 19.5 officer per day at each of the three educational Centers Monday through Thursday; generally a morning shift, afternoon shift, and evening shift. Fridays and weekends are staffed with hourly (160) officers.

A revised model will provide improved continuity and coordination between the officers and college faculty/staff. Improved consistency of officers at the Learning Centers will increase officer knowledge of operations and familiarity of daily norms and thereby improve identification of the abnormal. It should also increase the confidence and sense of well-being of students/faculty/staff. In the case of full-time staff, better trained officer will better support the operation and overall mission of the college.

### **What college goal does the initiative align with?**

- Student Success, Completion, and Achievement
- Instructional and Programmatic Excellence
- Access and Student Support
- Student Retention and Persistence
- Culture of Evidence, Planning, Innovation, and Change
- Partnerships and Community Engagement
- Fiscal Stewardship, Scalability, and Sustainability

### **What College planning document(s) does the initiative align with?**

- Educational Master Plan
- Facilities
- Staffing
- Technology

### **What evidence supports this initiative?**

- Learning Outcome (SAO) assessment
- Internal Research (Student achievement, operational performance)
- External Research (Academic literature, market assessment, audit findings, compliance mandates)

### **Describe how the evidence supports this initiative.**

Deficiencies:

1. Due to the 19.5 hour schedule, officers on Thursdays are only permitted to work 4.5 hours. This leaves a thirty (30) minute gap in security coverage between the three shifts.
2. Since the current staffing model began in September 2015, three officers have left for full-time employment elsewhere.
3. Lack of consistency and follow-through following incidents/timely documentation issues...
4. Depending on the model, could decrease staffing by two-thirds (from six 19.5 hr. & three hourly officers working 7 to 8 hour shifts to three full time officers) with a corresponding reduction in equipment cost.
5. Improved training opportunities with corresponding improvement in response preparedness and professionalism. Employing part-time officer, many of whom have other full-time jobs, makes the

justification of providing enhanced training opportunities difficult. Additionally, after part-time officers receive advanced training, they are more likely to terminate employment in furtherance of other full-time employment.

**Recommended resource(s) needed for initiative achievement:**

Resources needed would vary dependent upon model implemented. Resources needed could range from no cost, as in the case of modifying work schedules, to an increase in salary expenditures. If, for example, three full-time employees are used in lieu of six part-time officers, there would be added benefits and retirement cost that would partially offset by a reduction in equipment costs.

Reevaluation of the current staffing model that is highlighted in Table 2.2 above. Inefficiency in operational continuity, employee retention, and employee training demands a reexamining of the current security staffing model. One possible option includes adjusting 19.5 hour officers' scheduled shifts from four 5-hour shifts per week (generally) to two 10 hour shifts (generally) if permitted by law. A second option is to, in a phased-in process, replace the six 19.5 hour officers assigned to the three Centers during the day Monday through Thursday and three hourly 8-hour shifts on Fridays with three full-time positions Monday through Friday. Other viable options may also exist.

**What is the anticipated outcome of completing the initiative?**

1. More dedicated, focused public safety officers
2. Improved coordination, communication, consistency between the officers and students/faculty/staff.
3. Better trained officers resulting from increased training opportunities.
4. Reduced equipment and uniform expenditures depending on model selected.

**Provide a timeline and timeframe from initiative inception to completion.**

Currently in the research and discussion phase, this initiative, depending upon the model would be phased in over time. An alternative work schedule model could be implemented within the fiscal year. The full-time officer on dayshift model would be phased in over the course of several years as 19.5 hour officers voluntarily leave employment with CCC. This model does not call for the involuntary separation of any officer.

**Initiative (IT):** Improve inventory control, configuration, security, and maintenance of IT assets through the implementation of a new IT systems management software solution. Add an hourly staff member to focus solely on the IT inventory control and asset management.

**Describe how the initiative supports the college mission:**

The improved system will allow for greater flexibility when delivering IT services to the College, allow for greater utilization of IT assets, and assist in securing sensitive data.

**What college goal does the initiative align with?**

- Student Success, Completion, and Achievement
- Instructional and Programmatic Excellence
- Access and Student Support
- Student Retention and Persistence
- Culture of Evidence, Planning, Innovation, and Change
- Partnerships and Community Engagement
- Fiscal Stewardship, Scalability, and Sustainability

**What College planning document(s) does the initiative align with?**

- Educational Master Plan
- Facilities
- Staffing
- Technology

**What evidence supports this initiative?**

- Learning Outcome (SAO) assessment
- Internal Research (Student achievement, operational performance)
- External Research (Academic literature, market assessment, audit findings, compliance mandates)

**Describe how the evidence supports this initiative.**

The evidence to support this request is based on IT security mandates which require maintaining computer assets at the most current patch levels available to minimize risk of exploitation. With our current environment we are unable systematically maintain computer systems across the College.

**Recommended resource(s) needed for initiative achievement:**

- Purchase and installation of an IT systems management software system capable of configuring, managing, updating, and monitoring computer systems at the College.
- Hire an hourly staff member to process, track, and maintain IT asset inventory information.

**What is the anticipated outcome of completing the initiative?**

- Computer workstations would be maintained with the highest possible security level and configuration.
- Computer workstations would be updated on a regular basis, delivering new features and bug fixes.
- Computer software assets would be more fully utilized due to an improved delivery mechanism.
- Faster deployment of IT assets.
- IT asset information will be available for use in audit, planning and budgeting reports.
- Tighter control of IT assets, resulting in better reuse and utilization of existing IT assets.

**Provide a timeline and timeframe from initiative inception to completion.**

- On approval of PIEAC, Budget Committee and College Council, the software would be purchased and installed in summer 2017.
- On approval of PIEAC, Budget Committee and College Council, the hourly position will be advertised in June and hired in July and trained in August in preparation for 2017-2018.

**Initiative (HR):** Develop a new employee orientation to help with the transition of employee into Coastline.

**Describe how the initiative supports the college mission:**

This initiative supports the College’s mission by developing a workforce committed to “excellence” in service delivery.

**What college goal does the initiative align with?**

- Student Success, Completion, and Achievement
- Instructional and Programmatic Excellence
- Access and Student Support
- Student Retention and Persistence
- Culture of Evidence, Planning, Innovation, and Change
- Partnerships and Community Engagement
- Fiscal Stewardship, Scalability, and Sustainability

**What College planning document(s) does the initiative align with? Select all that apply**

- Educational Master Plan
- Facilities
- Staffing
- Technology

**What evidence supports this initiative? Select all that apply**

- Learning Outcome (SLO/PSLO) assessment
- Internal Research (Student achievement, program performance)
- External Research (Academic literature, market assessment, audit findings, compliance mandates)

**Describe how the evidence supports this initiative.**

It is a widely accepted best practice for employers to provide a New Employee Orientation to new hires as part of a successful onboarding program.

**Recommended resource(s) needed for initiative achievement:**

An increase in hourly employee support from .20 to .40 FTE would facilitate achievement of this initiative.

**What is the anticipated outcome of completing the initiative?**

The anticipated outcome of competing this initiative is to orient new hires to the College, the District, and disseminate relevant information regarding the College’s mission, initiatives, relevant policies and procedures, and information designed to improve the new hire experience so that the employee and College and improve new hire productivity within a shorter timeframe.

**Provide a timeline and timeframe from initiative inception to completion.**

The New Hire Orientation is in the pre-development phase. The HR Director plans to launch the program during the first quarter of 2017.

**Initiative (HR):** Develop a new manager onboarding program to help with the transition of new managers into the culture and operations of Coastline.

**Describe how the initiative supports the college mission:**

This initiative supports the College’s mission by developing a workforce committed to “excellence” in service delivery. This initiative is aimed to support the training of new managers and to reduce the learning curve so that the new manager will be equipped to yield a return on the College’s investment in the hire/replacement of the position.

**What college goal does the initiative align with?**

- Student Success, Completion, and Achievement
- Instructional and Programmatic Excellence
- Access and Student Support
- Student Retention and Persistence
- Culture of Evidence, Planning, Innovation, and Change
- Partnerships and Community Engagement
- Fiscal Stewardship, Scalability, and Sustainability

**What College planning document(s) does the initiative align with?**

- Educational Master Plan
- Facilities
- Staffing
- Technology

**What evidence supports this initiative?**  Learning Outcome (SLO/PSLO) assessment

- Internal Research (Student achievement, program performance)
- External Research (Academic literature, market assessment, audit findings, compliance mandates)

**Describe how the evidence supports this initiative.**

It is a widely accepted best practice for employers to make the investment in providing a comprehensive onboarding program for new employees. We would like to begin this process with the development and launch of an onboarding program for new managers. Our future goal will be to extend a similar program for all full-time and contract employees.

**Recommended resource(s) needed for initiative achievement:**

An increase in hourly employee support from .20 to .40 FTE would facilitate achievement of this initiative.

**What is the anticipated outcome of completing the initiative?**

The anticipated outcome of completing this initiative is effectively onboard new managers so that they will have the information and resources available at their fingertips so that they can focus their attention on the greater responsibilities of their positions. The onboarding program will serve to reduce the learning curve and the stress associated with starting a new position. The onboarding program will hold HR and hiring managers accountable for ensuring that new managers have an optimal onboarding experience free of unnecessary frustration and ambiguity.

**Provide a timeline and timeframe from initiative inception to completion.**

The New Manager Onboarding program is in the development phase. The HR Director plans to launch the program prior to the close of the first quarter of 2017.

**Initiative (M&O):** Expand hours of operation and hire adequate human capital to meet the ongoing needs of the college.

**Describe how the initiative supports the college mission:**

The initiative supports creating a safe working and learning environment.

**What college goal does the initiative align with?**

- Student Success, Completion, and Achievement
- Instructional and Programmatic Excellence
- Access and Student Support
- Student Retention and Persistence
- Culture of Evidence, Planning, Innovation, and Change
- Partnerships and Community Engagement
- Fiscal Stewardship, Scalability, and Sustainability

**What College planning document(s) does the initiative align with? Select all that apply**

- Educational Master Plan
- Facilities
- Staffing
- Technology

**What evidence supports this initiative?**

- Service Outcome (SAO) assessment
- Internal Research (Student achievement, operational performance)
- External Research (Academic literature, market assessment, audit findings, compliance mandates)

**Describe how the evidence supports this initiative.**

The evidence to support the request is based on the workload of completed tasks, the limitation coverage to support growing college activities and use of the college learning centers and the demand to reduce landfill waste

**Recommended resource(s) needed for initiative achievement:**

To keep up with the continued increase of facility use of the Newport Beach Center and the Garden Grove Center, it would be essential to hire a full-time custodian at each location. It would also help to support the expanded use of the le-Jao Center to hire 1- 19.5 hour custodian.

To alleviate the on-going stresses that have increased with the planned growth of the college, reducing landfill waste, increased facility use, event set up and upkeep of aging buildings it would be essential to hire a full-time utility worker.

**What is the anticipated outcome of completing the initiative?**

It will provide additional hours of coverage to expand the department operation, increase efficiency and continue to support a clean and health learning environment.

**Provide a timeline and timeframe from initiative inception to completion.**

On approval of PIEAC, Budget Committee and College Council, the positions will be advertised in June and hired in July and trained in August in preparation for 2016-2017.

**Initiative (M&O):** Provide work flow efficiency and follow-up services for employees seeking maintenance requests

**Describe how the initiative supports the college mission:**

This will allow access to support service for the college to provide a clean and safe learning environment.

**What college goal does the initiative align with?**

- Student Success, Completion, and Achievement
- Instructional and Programmatic Excellence
- Access and Student Support
- Student Retention and Persistence
- Culture of Evidence, Planning, Innovation, and Change
- Partnerships and Community Engagement
- Fiscal Stewardship, Scalability, and Sustainability

**What College planning document(s) does the initiative align with?**

- Educational Master Plan
- Facilities
- Staffing
- Technology

**What evidence supports this initiative?**

- Learning Outcome (SAO) assessment
- Internal Research (Student achievement, operational performance)
- External Research (Academic literature, market assessment, audit findings, compliance mandates)

**Describe how the evidence supports this initiative.**

The old system is dying and there needs to be a new system in place to meet the need.

**Recommended resource(s) needed for initiative achievement:**

Upgrade to a new service work order system

**What is the anticipated outcome of completing the initiative?**

Provide better follow-up support to the campus and event follow up

**Provide a timeline and timeframe from initiative inception to completion.**

On approval of PIEAC, Budget Committee and College Council, the positions will be advertised in June and hired in July and trained in July in preparation for 2016-2017

**Initiative (M&O):** Effectively service the growing maintenance demands of the College.

**Describe how the initiative supports the college mission:**

This will help to support student and community activities.

**What college goal does the initiative align with?**

- Student Success, Completion, and Achievement
- Instructional and Programmatic Excellence
- Access and Student Support
- Student Retention and Persistence
- Culture of Evidence, Planning, Innovation, and Change
- Partnerships and Community Engagement
- Fiscal Stewardship, Scalability, and Sustainability

**What College planning document(s) does the initiative align with?**

- Educational Master Plan
- Facilities
- Staffing
- Technology

**What evidence supports this initiative?**

- Learning Outcome (SAO) assessment
- Internal Research (Student achievement, operational performance)
- External Research (Academic literature, market assessment, audit findings, compliance mandates)

**Describe how the evidence supports this initiative.**

The evidence to support a need to fund the maintenance and the operations of the college. As the college increases class offerings, community usage and increase in staffing to support college growth, the operational costs of the college increase. Over the past 4 years the M& operational budget has increased about 6% but on average we overspend approximately 42% more than our adopted budget for necessary repairs and service required for equipment.

**Recommended resource(s) needed for initiative achievement:**

To keep up with the demands of college growth and increase to Maintenance operational budget is needed. There should be an increase of 100,000.

**What is the anticipated outcome of completing the initiative?**

It will help to alleviate the stress of on-going increase of facility use. Additional service maintenance agreements would be made to preserve the integrity of aging equipment and the upkeep of the overall appearance of the college. It will provide a continued sense of pride for our students to attend classes in a clean, well-kept, well stocked and efficiently run facility.

**Provide a timeline and timeframe from initiative inception to completion.**

On approval of PIEAC, Budget Committee and College Council, the request would be approved in June and be put in place in preparation for 2016-2017 fiscal year.

# Prioritization

List and prioritize resource requests

Initiative	Resource(s)	Est. Cost	Funding Type	Health, Safety Compliance	Evidence	College Goal	To be Completed by
Effectively service the growing maintenance demands of the College.	Increase M&O operational budget	\$100,000	Ongoing	No	Internal Research ; External Research	Fiscal Stewardship, Scalability, and Sustainability	2017-2018
Provide work flow efficiency and follow-up services for employees seeking maintenance requests	Work Order system	\$5,000	One time	No	Internal Research	Fiscal Stewardship, Scalability, and Sustainability	2017-2018
Improve inventory control, configuration, security, and maintenance of IT assets through the implementation of a new IT systems management software solution. Add an hourly staff member to focus solely on the IT inventory control and asset management.	IT systems management software system	TBA	One time	No	External Research	Fiscal Stewardship, Scalability, and Sustainability	2017-2018

List and prioritize staffing requests. For full-time positions, include a Coast District approved job description.

Initiative	Resource(s)	Est. Cost	Funding Type	Health, Safety Compliance	Evidence	College Goal	To be Completed by
Provide adequate security coverage to ensure student and employee safety at all of the physical Coastline learning centers.	Hire additional security officers	TBA	Ongoing	Yes	Internal Research	Fiscal Stewardship, Scalability, and Sustainability	2017-2018
Expand hours of operation and hire adequate human capital to meet the ongoing needs of the college.	Hire 2 FT Custodians and Hire 1-19.5 hour Custodian	\$148,000	Ongoing	No	SAO; Internal Research	Fiscal Stewardship, Scalability, and Sustainability	2017-2018
Improve inventory control, configuration, security, and maintenance of IT assets through the implementation of a new IT systems management software solution. Add an hourly staff member to focus solely on the IT inventory control and asset management.	Hire hourly support staff	40,000	Ongoing	No	External Research	Fiscal Stewardship, Scalability, and Sustainability	2017-2018
Develop a new employee orientation and management onboarding program to help with the transition of employee into Coastline.	Increase hourly position hours	N/A	One time	No	External Research	Partnerships and Community Engagement	2017-2018

# JOB SPECIFICATION

---

CUSTODIAN

Range: E-38

Spec ID: 65105

Class:

Maintenance

Date:

03/2006

---

## DEFINITION:

Under the general supervision of the Director of Maintenance & Operations, to perform the routine custodial services required to maintain assigned buildings and adjacent ground areas in a clean, orderly, and secure condition; to perform related work as required.

**EXAMPLES OF DUTIES:** Duties may include, but are not limited to, the following:

- a. Empty various trash containers, align furniture, clean, polish, wax, dust, and wash various surfaces daily or periodically to predetermined standards.
- b. Secure assigned buildings and campus areas.
- c. Perform routine maintenance and repairs on buildings and equipment.
- d. Complete reports on pre-printed formats.
- e. Wax, wash, polish, and dust furniture to preserve life and appearance of furniture.
- f. Maintain various types of chalkboard using equipment appropriate for the various surfaces.
- g. Clean and ready boards for the next day's class sessions.
- h. Arrange furniture and equipment in configuration appropriate for needs of group facilities.

## MINIMUM QUALIFICATIONS

### Knowledge of:

1. Basic English writing skills to complete reports.
2. Basic math.
3. Proper methods, materials, tools, and equipment used in the custodial trade.
4. Appropriate safety precautions and procedures.

### Ability to:

1. Read and understand blueprints.
2. Use simple tools and to make non-technical reports.
3. Communicate on a telephone.
4. Use power cleaning equipment, such as: scrubbers, buffers, wet and dry vacuums, rotary shampooer, steam cleaner, dry foam shampooer.
5. Change various types of lights, such as incandescent, fluorescent, mercury, vapor, and exit lights.
6. Establish an efficient work process, adjust to change in workload, and efficiently accomplish the duties assigned for the day.
7. Operate a vehicle observing legal and defensive driving practices and possession of a valid, appropriate, and unrestricted California Driver's License.
8. Understand and carry out oral and written instructions.
9. Work without direct supervision.
14. Establish and maintain effective relationships with those contacted in the course of work.

## **CUSTODIAN**

### **MINIMUM QUALIFICATIONS (continued)**

#### **Education and Experience:**

15. A combination of training, education and experience that would provide the required qualification.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Ability to perform repetitive, routine work to completion.
- Willingness to wear uniforms.
- Willingness to work alone at night.
- Willingness to work other shifts during school break periods if needed. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**BOARD APPROVAL DATE: 07/77**



COAST COMMUNITY COLLEGE DISTRICT  
invites applications for the position of:

## Campus Security Officer

---

**SALARY:** Depends on Qualifications

**OPENING DATE:**

**CLOSING DATE:** Continuous

**DEFINITION:**

**DEFINITION:**

Under the general supervision of the Director of Campus Safety, to provide for the security and protection of students, personnel, property, and equipment on the school campus; to enforce rules and regulations regarding the use of school buildings, property and equipment; to regulate and control student parking areas; to maintain records and reports; and to perform related work as required. Assignments are short-term, temporary, and will not exceed 28 hours per week or 160 days per Fiscal Year.

**EXAMPLES OF DUTIES:**

- a. Perform foot and vehicular patrols of the entire campus.
- b. Offer assistance and aid to any person in need of help.
- c. Check buildings and grounds regularly for security and safety.
- d. Call local law enforcement agency, fire department, or paramedics for back-up assistance.
- e. Keep an accurate log of all incidents.
- f. Write reports and memos as needed.
- g. Communicate with superiors and peers as soon as possible after handling a situation.
- h. Observe, collect, and preserve physical and verbal evidence of crimes or problems.
- i. Operate district vehicles.
- j. Provide escort services as required.
- k. Assist in starting vehicles with jumper cables and in making non-key entries into locked vehicles.
- l. Perform related work as required.

## **QUALIFICATIONS:**

### **Knowledge of:**

1. California criminal law and safety codes.
2. Common fire and safety hazards and use of related equipment.
3. Techniques and procedures applicable to theft and loss prevention.
4. Traffic and parking control.
5. Appropriate safety precautions and emergency procedures.

### **Ability to:**

6. Develop a working knowledge of college and district policies and procedures.
7. Deal effectively with diverse campus groups and individuals under routine or adverse conditions.
8. Communicate effectively.
9. Make quick decisions in emergency situations.
10. Memorize details of incidents occurring on campus.
11. Write concise and comprehensive reports.
12. Maintain accurate records.
13. Operate a vehicle observing legal and defensive driving practices, and possession of a valid, appropriate, and unrestricted California Driver's License.
14. Carry out verbal and written instructions.
15. Establish and maintain effective relationships with those contacted in the course of work.

### **Education and Experience:**

16. Two years of college level course work in disciplines related to assignment.
17. Work experience and education that would provide equivalent qualifications.

### **Special Requirements:**

18. Applicant is required to produce proof of satisfactory completion of training mandated by SB 1626 (Campus Security Officer Training), OR satisfactorily complete such course of instruction (offered at Criminal Justice Training Center, Golden West College) within 120 days after being hired. Applicants may also be required to possess or obtain initial and continuing certification in Basic First Aid and CPR.

19. Applicant may be required to produce proof of satisfactory completion of the Arrest, Search, and Seizure portion (24 hours of instruction) of the P.C. 832 requirements OR satisfactorily complete such course of instruction (offered at Criminal Justice Training Center, Golden West College) within 120 days after being hired.

**CONDITIONS OF EMPLOYMENT:**

Employment is on a part-time, temporary basis and contingent upon verification of employment history, background verification as governed under Education Code requirements, eligibility to work in the United States, and approval by the CCCD Board of Trustees. Short term/temporary assignments do not offer fringe benefits or pay for holidays or time not worked, and are limited to 28 hours per week or 160 days per fiscal year. The hours of work and effective date of employment will be arranged with the supervisor.

This is a CONTINUOUS recruitment for an applicant POOL to fill part-time, temporary, hourly assignments on an as-needed basis. We accept applications all year long. Departments or Divisions will refer to the POOL of applications on file to fill temporary assignments as the need arises. (Applications will remain in the pool for one year.)

- Regular attendance is considered an essential job function; the inability to meet attendance requirements may preclude the employee from retaining employment.
- The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in Coast Community College District policies, procedures, and Title IX. (Reference: BP/AP 5910)
- The Coast Community College District celebrates all forms of diversity and is deeply committed to fostering an inclusive environment within which students, staff, administrators, and faculty thrive. Individuals interested in advancing the District's strategic diversity goals are strongly encouraged to apply. Reasonable accommodations will be provided for qualified applicants with disabilities who self-disclose.

**ADDITIONAL INFORMATION:**

**APPLICATION REQUIREMENTS**

To be considered for employment you must submit a complete application packet. A complete application packet includes:

- Classified/Management Employment Application
- Current Resume

**Disability Accommodations**

If you require accommodations in the Application or Examination Process, please notify Human Resources by calling (714) 438-4714 OR (714) 438-4713.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job.

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- A detailed list of physical demands and work environment is on file and will be provided upon request.

**SALARY**

Based on the HH Salary Schedule.

---



COAST COMMUNITY COLLEGE DISTRICT  
invites applications for the position of:

## PT Hourly POOL - Clerical for the IT hourly position (Intermediate)

---

**SALARY:** See Position Description

**OPENING DATE:** 09/18/12

**CLOSING DATE:** Continuous

**DEFINITION:**

Assignments are short-term, temporary, and will not exceed 28 hours per week or 160 days per Fiscal Year. This is a continuous recruitment to create a POOL of applicants to be used as needed for temporary support. You will be contacted by the hiring manager should the department/division be interested in scheduling an interview. Please do not call the Office of Human Resources regarding the status of your application. (All applications will remain in the pool for one year.)

**QUALIFICATIONS:**

**Knowledge of:**

1. Modern office practices, procedures, methods, electronic technology and equipment.
2. Correct English usage, grammar, spelling, punctuation and vocabulary.
3. Principles, practices and procedures of business letter writing, data collection, record keeping and report preparation.
4. Principles and techniques used in public relations.
5. Current word processing, spreadsheet and database programs, methods and techniques.
6. Basic math with financial and statistical record keeping.
7. Receptionist and telephone techniques and etiquette.
8. Basic research methods and techniques, as well as, office management techniques.

Some higher level positions desire individuals with knowledge of/ability to perform:

1. Knowledge of post-secondary education codes and legislative requirements; instructional process and college environment
2. Office management techniques, methods and procedures
3. Complex inter-related record keeping, complex fiscal, statistical and administrative data collection and report preparation
4. Provide training, work direction and guidance to lower-level office staff and student workers.

**Ability to:**

1. Learn and work within the policies, functions, and requirements of area of assignments.
2. Communicate clearly and concisely, in the English language, both orally and in writing.
3. Compile information and write reports, business correspondence, and procedure manuals using correct English usage, grammar, spelling punctuation and vocabulary.
4. Operate an electronic keyboard accurately at a speed necessary for successful job performance.
5. Record and transcribe information accurately at an acceptable rate of speed.
6. Independently compose routine correspondence and memoranda.
7. Type, format, proofread, duplicate and distribute documents and other written materials.
8. Provide work direction to others. Establish, review and revise office work priorities.
9. Maintain accurate statistical and financial records.
10. Plan and organize work.
11. Perform work with speed and accuracy.
12. Respond to requests and inquiries from students, staff or the public.
13. Effectively present information in person or on the telephone to students, staff or the public.
14. Use sound judgment in recognizing scope of authority.
15. Exercise good judgment and discretion in analyzing and resolving confidential, difficult and sensitive situations.
16. Maintain confidentiality of sensitive information.
17. Establish and maintain cooperative and effective working relationships with those contacted in the course of work.
18. Relate effectively with people of varied academic, cultural and socio-economic background using tact diplomacy and courtesy.

#### **CONDITIONS OF EMPLOYMENT:**

Employment is on a part-time, temporary basis and contingent upon verification of employment history, background verification as governed under Education Code requirements, eligibility to work in the United States, and approval by the CCCD Board of Trustees. Short term/temporary assignments do not offer fringe benefits or pay for holidays or time not worked, and are limited to 28 hours per week or 160 days per fiscal year.

This is a CONTINUOUS recruitment for an applicant POOL to fill part-time, temporary, hourly assignments on an as-needed basis. We accept applications all year long. Departments or Divisions will refer to the POOL of applications on file to fill temporary assignments as the need arises. (Applications will remain in the pool for one year.)

The normal hours of work are *typically* 8:00 a.m. to 5:00 p.m., Monday through Friday; some flexibility may be required to meet the needs of the department. The effective date of employment will be arranged with the supervisor.

- Regular attendance is considered an essential job function; the inability to meet attendance requirements may preclude the employee from retaining employment.
- The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in Coast Community College District policies, procedures, and Title IX. (Reference: BP/AP 5910)
- The Coast Community College District celebrates all forms of diversity and is deeply committed to fostering an inclusive environment within which students, staff, administrators, and faculty thrive. Individuals interested in advancing the District's strategic diversity goals are strongly encouraged to

apply. Reasonable accommodations will be provided for qualified applicants with disabilities who self-disclose.

#### **ADDITIONAL INFORMATION:**

##### **SALARY:**

- Based on the HH Salary Schedule

**APPLICATION REQUIREMENTS:** To be considered for employment you must submit a COMPLETE application packet. A complete application packet includes:

1. A complete Coast Community College District Online Employment Application
2. A current resume (as a separate attachment - PDF recommended)

*Submission of all required application information and materials is the responsibility of the applicant.*

**Disability Accommodations:** If you require accommodations in the Application or Examination Process, please notify Human Resources by calling (714) 438-4714 or (714) 438-4716.

##### **SELECTION PROCEDURES:**

1. All online applications and required materials received will be screened to determine which applicant(s) meet(s) the minimum qualifications as stated in the job announcement. Please note: Possession of the minimum qualifications does not ensure an interview.
2. Applicants who meet the required qualifications and who are also deemed to possess the highest degree of desirable qualifications will be invited to discuss their qualifications in an interview with the College/District. Therefore, it is highly recommended that applicants submit clear, detailed responses to all supplemental questions, if requested, in order to demonstrate his/her qualifications as related to the position.
3. If any travel is required for an applicant to participate in-person during the interview process, this will be done so at the candidate's own expense.

##### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- A detailed list of physical demands and work environment is on file and will be provided upon request.

The Coast Community College District is a multi-college district that includes [Coastline Community College](#), [Golden West College](#), and [Orange Coast College](#). The three colleges offer programs in transfer, general education, occupational/technical education, community services and student support

services. Coastline, Golden West and Orange Coast Colleges enroll more than 60,000 students each year in more than 300 degree and certificate programs.

Since its founding in 1947, the Coast Community College District has enjoyed a reputation as one of the leading community college districts in the United States. Governed by a locally elected Board of Trustees, the Coast Community College District plays an important role in the community by responding to needs of a changing and increasingly diverse population.

***Coast Community College District is an Equal Opportunity Employer***

The Coast Community College District is committed to employing qualified administrators/managers, faculty, and staff members who are dedicated to student learning and success. The Board recognizes that diversity in the academic environment fosters awareness, promotes mutual understanding and respect, and provides suitable role models for all students. The Board is committed to hiring and staff development processes that support the goals of equal opportunity and diversity, and provide equal consideration for all qualified candidates. The District does not discriminate unlawfully in providing educational or employment opportunities to any person on the basis of race, color, sex, gender identity, gender expression, religion, age, national origin, ancestry, sexual orientation, marital status, medical condition, physical or mental disability, military or veteran status, or genetic information.

---

---