



2015

**Annual Department Review**

**Administrative Services**

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

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## Campus Safety and Emergency Services

# Section 1: Department Planning:

## Internal Analysis

The 2014 crime reports shows that no (0) Cleary-related crimes have occurred at any one the college learning centers. This information and additional statistics were updated in the 2014 crime statistics report. In order to stay relevant with regulations it is imperative that the college conducts emergency drills. Currently, no drills have been conducted, but the department is looking to plan for future events in 2015-2016.

### SAO Employee Survey

Overall, 80.2% of respondents report that they are satisfied with the services provided by Campus Security, and 19.8% indicate that they are dissatisfied with such services. The following table (Table 1) shows the percentage of respondents who are satisfied or dissatisfied with the department’s services.

Table 1.1 Department of Campus Safety and Emergency Services

| Service                                     | Respondents | Satisfied | Dissatisfied |
|---|-------------|-----------|--------------|
| Level of safety at CCC                      | 101         | 78.2%     | 21.8%        |
| Safety Officers are present and visible     | 101         | 75.2%     | 24.8%        |
| Safety Officers provide a sense of security | 99          | 77.8%     | 22.2%        |

Coastline employees are similarly **satisfied** with the level of safety at CCC (78.2%), Safety Officers’ presence and visibility (75.2%), and the sense of security provided by Safety Officers (77.8%), while 21.8%, 24.8%, and 22.2% are **dissatisfied** with such services, respectively.

### *Qualitative Feedback*

While respondents appreciate Campus Security when they are present and feel that they are especially helpful at events, the overall impression of Campus Security is that the department is understaffed. Respondents indicated that they would like to see an increase in the presence of Security Officers, particularly in the evenings.

### SAO Student Services Survey

As shown in Table 30 below, 97.7% of respondents **agree** that CCC sites are safe, while 2.3% **disagree**. Additionally, 17.8% of respondents indicated that they **don’t know** or find the statement inapplicable to them.

Table 1.2 Satisfaction with CCC Site Safety

| Answer Options      | Agree | Disagree | Don't Know/<br>Not Applicable | Response Count |
|---------------------|-------|----------|-------------------------------|----------------|
| CCC sites are safe. | 97.7% | 2.3%     | 17.8%                         | 370            |

**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 31.

Table 1.3. Parking Permits at CCC Sites

| Answer Options                              | Response Percent | Response Count |
|---|------------------|----------------|
| CCC Administrative Center (Fountain Valley) | 13.5%            | 53             |
| Garden Grove Center                         | 38.6%            | 152            |
| Le Jao Center                               | 17.3%            | 68             |
| Newport Beach Center                        | 45.7%            | 180            |
| Not applicable                              | 34.8%            | 137            |

Of those respondents, 13.5% said that a **parking permit is required** at the CCC Administrative Center, 38.6% said that a parking permit is required at the Garden Gove Center, 17.3% said that a parking permit is required at the Le Jao Center, and 45.7% said that a parking permit is required at the Newport Beach Center. Over a third of all respondents (34.8%) indicated that knowledge of parking regulations is **not applicable** to them, possibly because they only take online classes or utilize public transportation.

**Service Area Outcome(s)**

Table 1.4. Parking Permits at CCC Sites

| SAO   | ASSESSMENT MEASURE /TARGET   |
|---|--|
| Provide students, staff and facilities 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 |
| 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                        |
| Provide an annual safety and crime report   | <b>Measure:</b> Report publishing <b>Target:</b> Publish annual reports  |

The findings from the student survey found that 97.7% of students feel safe at the campus. This is consistent with the report of zero reported crimes at the college learning centers.

In 2014-2015, emails were disseminated to all student regarding the parking permits. Through the review by the Facilities, Safety and Sustainability Committee it was determined that there is an apparent need to update the two parking machines to accept debit/credit cards as currently the machines only take cash at Garden Grove and Newport Beach learning centers.

In 2014-2015 the safety and crime statistics report was published online.

<http://documents.coastline.edu/About%20CCC/Security/2014%20Annual%20Security%20Report%20Rev-7.pdf>

## 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)  | In-progress | In 2014-2015 a consulting firm visited the college to review the documentation and help develop the full policies and emergency preparedness procedures.                              | N/A   |
| 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 PEIAC 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.   | There were report   |
| 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) | Not Started | There is currently limited physical space available.  | N/A   |
| Reconfigure the repeater system (4.1)  | In-progress | Discussions have occurred district-wide to identify a repeater system. A decision is anticipated in 2015-2016.  | N/A   |
| Increase response time and efficiency of Campus Safety and Emergency Services (4.2)  | Not started | In 2014-2015 PIEAC and budget committee approved for the technology to be updated in the security vehicle. The college vehicle has not been assessed for the new technology upgrades. | N/A   |

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

Table 1.5 *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 | Vice President of Administrative Services  | Director CS/ES | -           | -       | 6 security officers (19.5 hour)  | 1 security officer |
| Current year  | Vice President of Administrative Services  | Director CS/ES | -           | -       | 10 security officers (19.5 hour) | 1 security officer |
| 1 year        | Vice President of Administrative Services) | Director CS/ES | -           | -       | 10 security officers (19.5 hour) | 1 security officer |

In 2014-2015 four 19.5 hour positions were approved by PEIAC and budget committee and were hired in 2015-2016. Table 2.2 provides a comparative breakdown of security coverage.

Table 2.2 Staffing requirements

| LOCATION            | MONDAY  | TUESDAY   | WEDNESDAY   | THURSDAY  | FRIDAY                | SATURDAY |
|---------------------|---|---|---|---|-----------------------|----------|
| COLLEGE CENTER      | Officer 1 (Admin)<br>1730-2230<br><br>Officer 2<br>1230-1730                              | Officer 1 (Admin)<br>1730-2230<br><br>Officer 2<br>1230-1730                              | Officer 1 (Admin)<br>1730-2230<br><br>Officer 2<br>1230-1730                              | Officer 1 (Admin)<br>1730-2230<br><br>Officer 2<br>1230-1730                              | Hourly 1<br>1730-2230 | -----    |
| GARDEN GROVE & CSUF | Officer 3<br>0730-1230<br>Thompson, J.<br>1230-1730<br>R. Flores<br>1730-2230             | Officer 3<br>0730-1230<br>Thompson, J.<br>1230-1730<br>R. Flores<br>1730-2230             | Officer 3<br>0730-1230<br>Thompson, J.<br>1230-1730<br>R. Flores<br>1730-2230             | Officer 3<br>0730-1230<br>Thompson, J.<br>1230-1730<br>R. Flores<br>1730-2230             | Hourly 2<br>0830-1730 | -----    |
| LE-JAO              | Jeff Jones<br>0730-1230<br>Horn, R.<br>1230-1730<br>John Chan<br>1730-2230                | Jeff Jones<br>0730-1230<br>Horn, R.<br>1230-1730<br>John Chan<br>1730-2230                | Jeff Jones<br>0730-1230<br>Horn, R.<br>1230-1730<br>John Chan<br>1730-2230                | Jeff Jones<br>0730-1230<br>Horn, R.<br>1230-1730<br>John Chan<br>1730-2230                | Hourly 3<br>0830-1730 | -----    |
| NEWPORT BEACH       | A.DeLaFuente<br>0730-1230<br><br>Kevin Nguyen<br>1230-1730<br><br>A.Balderas<br>1730-2230 | A.DeLaFuente<br>0730-1230<br><br>Kevin Nguyen<br>1230-1730<br><br>A.Balderas<br>1730-2230 | A.DeLaFuente<br>0730-1230<br><br>Kevin Nguyen<br>1230-1730<br><br>A.Balderas<br>1730-2230 | A.DeLaFuente<br>0730-1230<br><br>Kevin Nguyen<br>1230-1730<br><br>A.Balderas<br>1730-2230 | Hourly 4<br>0830-1730 | -----    |

## Professional Development

In 2014-2015 PIEAC and budget committee approved professional development budget be approved for Admin. Services. In addition, in 2014-2015 all security officers participated in report writing and threat assessment trainings at Golden West College.

Currently, Director of Campus Safety is a member of the following groups and has participated in monthly meetings and annual conferences:

Federal Bureau of Investigation National Academy Associates (FBINAA)

International Association of Chiefs of Police (IACP)

California University and College Chiefs of Police Association (CCUPCA)

## 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 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 match the SAO data regarding students use of the parking meters.

## 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.





## 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 2014-2015 the fiscal office completed 747 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.

## SAO Employee Survey

Overall, 88.4% of respondents are satisfied with the services provided by the Department of Business Services while 11.7% are not. Table 1 below shows the percentage of respondents who are satisfied or dissatisfied with the department’s services.

Table 1.1 Department of Fiscal Services

| Service                                      | Respondents | Satisfied | Dissatisfied | Have Not Utilized Services |
|--|-------------|-----------|--------------|----------------------------|
| Communication of departmental budget reports | 78          | 82.1%     | 17.9%        | 39.5%                      |
| Timeliness of purchase order requests        | 73          | 80.8%     | 19.2%        | 43.4%                      |
| Level of accuracy                            | 79          | 88.6%     | 11.4%        | 38.8%                      |
| Online capabilities of fiscal processes      | 62          | 71.0%     | 29.0%        | 51.9%                      |

Participants indicated that they are most **satisfied** with Business Services’ level of accuracy (88.6%) and communication of departmental budget reports (82.1%), while 29.0% of respondents report being **dissatisfied** with the department’s online capabilities of fiscal processes. Additionally, between 38.8 and 51.9% of those who took the survey indicated that they have **not utilized** the department’s various services.

### *Qualitative Feedback*

Overall, the respondents have had positive experiences with the department’s support staff, complimenting the staff on their helpfulness, responsiveness, and good communication, as well as the department’s improvement with response to requests. However, respondents expressed dissatisfaction with the department’s lack of efficiency regarding travel reimbursements.

## Service Area Outcome(s)

Table 1.2 Service Area Outcome(s)

| 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<br><b>Target:</b> 80% satisfaction with services provided |

In 2014-2015 the department has made strides providing fiscal reports on a consistent basis to all departments and has provided training opportunities for the data cubes for individuals to access budget information.

Similar to the previous years, the department has reviewed processes and manuals, currently no major updates have been made at this point. However, there is discussion about exploring new processes and strategies as technology is upgraded and processing streamlined.

The 2015 survey found an 88.4% satisfaction with the department. Further analysis concluded that operational aspects of the department surpassed the 80% satisfaction threshold with an exception to access to online tools and processes. This perception is anticipated to shift with the recent adoption of online services and reports provided.

## Progress on Forward Strategy Initiative(s)

Table 1.3 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) | In-Process  | Exploring the opportunity through workflow to streamline and accounts receivable.  | N/A   |
| 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 1.4 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 purchase requisitions produces 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 | Vice President of Administrative Services | Director of Business Services and Entrepreneurship (0.5 FTE) | None        | None    | Accounting Coordinator, Sr.<br>Accounting Coordinator, Sr.<br>Accounting Analyst<br>Accounting Technician | None   |
| Current year  | Vice President of Administrative Services | Director of Business Services and Entrepreneurship (0.5 FTE) | None        | None    | Accounting Coordinator, Sr.<br>Accounting Coordinator, Sr.<br>Accounting Analyst<br>Accounting Technician | None   |
| 1 year        | Vice President of Administrative Services | Director of Fiscal Services (1 FTE)                          | None        | None    | Accounting Coordinator, Sr.<br>Accounting Coordinator, Sr.<br>Accounting Analyst<br>Accounting Technician | None   |

As part of prior restructuring the college determined the need to combine the Director of Fiscal Service and the Director of Personnel Services into one position now titled the Director of Business Services and Entrepreneurship. This was not considered sustainable long term. As compliance, regulations, fiscal accountability, employee relations continue to grow, the need to return the position to two management jobs will become necessary. In 2014-2015 PIEAC approved for the Director of Human Resources to be hired and will start in 2015-2016. Therefore, the Director of Fiscal Services will be a standalone position and will be better able to serve the department and college.

### Professional Development

Professional development has been provided for all staff in this department. It has encompassed personal growth, time management, diversity training, and accounting/fiscal updates. This has been accomplished with seminars, webinars, and various conferences. In response to the findings in SAO resulting, in 2014-2015 additional funding was provided for professional development to the department for 2015-2016.

In 2014-2015 the director attended the annual Association of Chief Business Officials (ACBO) conference and staff participated in annual training and skills building courses such as business communication and writing. In planning for 2015-2016, 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 13/14 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. 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.



## 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, OLIT 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.

### SAO Employee Survey

Respondents are highly satisfied with the Department of Maintenance and Operations (96.4%), with only 3.6% reporting overall dissatisfaction with the department’s services. The following table (Table 1) shows Coastline employee’s level of satisfaction with services provided by Maintenance and Operations.

Table 1.1 Department of Maintenance and Operations

| Service  | Respondents | Satisfied | Dissatisfied |
|--|-------------|-----------|--------------|
| Classrooms, offices learning centers, and other CCC sites are clean (e.g., classrooms, labs, restrooms, service areas) | 102         | 91.2%     | 8.8%         |
| Classrooms, offices learning centers, and other CCC sites are well maintained.   | 102         | 91.2%     | 8.8%         |
| Classroom and office temperature is comfortable.   | 103         | 64.1%     | 35.9%        |
| Parking for CCC sites is adequate and well maintained.   | 105         | 94.3%     | 5.7%         |
| The department responds to work orders in a timely manner  | 91          | 86.8%     | 13.2%        |
| Grounds at all locations are well maintained   | 106         | 95.3%     | 4.7%         |
| The mailroom operations are adequate   | 101         | 91.1%     | 8.9%         |

Respondents are most **satisfied** with the maintenance of grounds at all locations (95.3%) and the maintenance and adequacy of parking for CCC sites (94.3%). In contrast, the findings show that Coastline employees are considerably **dissatisfied** with the classroom and office temperature maintained by the department, with 35.9% of respondents indicating that the temperature is not comfortable.

### *Qualitative Feedback*

Overall, respondents feel that the staff within the Department of Maintenance and Operations does a great job with their resources, but feel the department is understaffed. Respondents also indicated that they would like the restrooms to be wiped down more often in order to avoid potential accidents.



## SAO Student Survey

### *Finding Directions to CCC Locations*

Respondents were asked to indicate which techniques they could use to find directions to CCC’s locations. The results are summarized in Table 32. Of the 402 respondents, 52.0% said that they could look in the **online class schedule** for the address, 58.5% said they could look on the **main college webpage** under “Coastline’s Locations”, 10.9% said they could use a **search engine** such as Google, and 11.4% said they could use CCC’s free iPhone and Android **mobile application**. Finally, 8.2% of all respondents indicated that the question is **not applicable** to them, presumably because they only take Distance Learning courses.

Table 1.2 Finding Directions to CCC Locations

| Answer Options   | Response Percent | Response Count |
|--|------------------|----------------|
| Look in the online class schedule for the address.               | 52.0%            | 209            |
| Look on the main college Web page under "Coastline's Locations." | 58.5%            | 235            |
| E-mail your teacher for the address.                             | 10.9%            | 44             |
| Do a Google search (or other search engine).                     | 51.5%            | 207            |
| Use CCC's free iPhone and Android mobile application.            | 11.4%            | 46             |
| Not applicable   | 8.2%             | 33             |

### *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 33.

Table 1.3. *Parking Permits at CCC Sites*

| Answer Options                              | Response Percent | Response Count |
|---|------------------|----------------|
| CCC Administrative Center (Fountain Valley) | 13.5%            | 53             |
| Garden Grove Center                         | 38.6%            | 152            |
| Le Jao Center                               | 17.3%            | 68             |
| Newport Beach Center                        | 45.7%            | 180            |
| Not applicable                              | 34.8%            | 137            |

Of those respondents, 13.5% said that a **parking permit is required** at the CCC Administrative Center, 38.6% said that a parking permit is required at the Garden Gove Center, 17.3% said that a parking permit is required at the Le Jao Center, and 45.7% said that a parking permit is required at the Newport Beach Center. Over a third of all respondents (34.8%) indicated that knowledge of parking regulations is **not applicable** to them, possibly because they only take online classes or utilize public transportation.

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

Respondents were asked to indicate their level of agreement with the statements in Table 34 (below) about physical classroom sites, maintenance, and safety at CCC. Of 371 respondents, 80.3% **agree** that classrooms, learning centers, and other CCC sites are **clean**; 79.5% **agree** that classrooms, learning centers, and other CCC sites are **well maintained**, while 2.2% and 2.7% **disagree**, respectively. Of those respondents, 17.5% and 17.8%, respectively, indicated that they **don’t know** or find that the statement inapplicable to them.

Table 1.4. Physical Classroom Sites, Maintenance, and Safety

| Answer Options   | Agree | Disagree | Don't Know/<br>Not Applicable | Response<br>Count |
|--|-------|----------|-------------------------------|-------------------|
| Classrooms, learning centers, and other CCC sites are clean (e.g., classrooms, labs, restrooms, service areas) | 80.3% | 2.2%     | 17.5%                         | 371               |
| Classrooms, learning centers, and other CCC sites are well maintained.   | 79.5% | 2.7%     | 17.8%                         | 371               |
| Classroom temperature is comfortable.  | 70.4% | 11.3%    | 18.3%                         | 372               |
| Parking for CCC sites is adequate and well maintained.   | 72.4% | 6.2%     | 21.4%                         | 369               |
| CCC sites are safe.  | 80.3% | 1.9%     | 17.8%                         | 370               |

Additionally, 70.4% of respondents agree that classroom **temperature** is **comfortable**, 11.3% disagree, and 18.3% responded “don’t know/not applicable”. Of 369 respondents, 72.4% agree that **parking** for CCC sites is **adequate** and **well maintained**, 6.2% disagree, and 21.4% indicated that they don’t know or find the statement inapplicable to them. Finally, the majority (80.3%) of respondents agree that CCC sites are **safe**, only 1.9% disagrees, and 17.8% said that they don’t know or that the statement is not applicable to them.

**Qualitative Feedback**

Those respondents who provided commentary indicated that the **layout** of the Le Jao Center, particularly as it relates to parking, is not very clear. Also, the overall perception of classroom temperature is that it is too **cold**, particularly at the Newport Beach Center.

Service Area Outcome(s)

| 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       |

The above chart shows the maintenance & operations service assessment and how it compares to our target. Unfortunately, this survey is not broken down by site. If they survey was broken down by site we could have a better understanding of the needs and areas to improve regarding a safe and secure and inviting teach, learning, and working environment. With regard to continuing to reduce the college’s landfill waste, this area is a priority, although not mandated by AB75 right now, we are still committed to ongoing reduction of waste. Due to current staffing levels it makes it a challenge to meet these goals. A full time Utility worker is needed to manage and accurately measure the waste diverted.

## Progress on Forward Strategy Initiative(s)

Table 1.5 *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 and operational items. The college must provide a budget to support the replacement of outdated equipment | In Progress | This is on-going support provided by the college that is requested yearly. Specific to the equipment needed.                                    | Regular dialogue with staff where needs are determined and prioritized. Those needs are submitted for college permitted  |
| Attend various conferences and training will allow for the department to ensure knowledge of government regulations, safety standards and will help drive collaboration with others in the same industry   | Not Started | N/A   | Based on funding   |
| Ensure high-levels of cleanliness, sanitation and efficiency across all facilities   | In Progress | Three 19.5 hour custodians have been hired and well as additional hourly custodians to provide additional coverage.                             | 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. | Overall the department works hard to keep up with the demands of the college but with limited staffing, budgets restraints and increased growth this is becoming more challenging. |
| Maintain adequate space we currently occupy  | In Progress | Additional storage was procured by college  | Provided us with adequate storage space to meet the needs of the college.  |
| Upgrade technology to include receiving scanners, work order system and add additional computers to custodial rooms  | Not Started | N/A   | Funding not available  |

## 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. | In Progress | Discussion of SAO responses within the department is discussed and opens dialog amongst staff members to find solutions. |

## Section 2: Human Capital Planning

## Staffing

Table 2.1 Staffing Plan

| Year          | Administrator | Management | F/T Faculty | Adjunct | Classified | Hourly |
|---------------|---------------|------------|-------------|---------|------------|--------|
| Previous year | 1             | 1          | 0           | 0       | 15         | 4      |
| Current year  | 1             | 1          | 0           | 0       | 18         | 2      |
| 1 year        | 1             | 1          | 0           | 0       | 20         | 2      |

**Maintenance** - The Maintenance Department consists of skilled maintenance and semi-skilled workers that do general maintenance at each site that include plumbing, electrical, carpentry, locks, painting, roof and facility repairs, event set-up, and HVAC maintenance.

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

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

**Mailroom** - 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** - 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.

Classified staff has currently increased by three part-time custodians. We currently need one additional custodian for service and upkeep of the continued increase of facility use of the Newport Beach Center. In addition, the hiring of a full-time Utility Worker would 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. Utility Worker and Custodian job descriptions are attached.

## Professional Development

| TRAINING  | EMPLOYEE  |
|---|---|
| Sexual Harassment: Policy and Prevention          | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Personal Protective Equipment (PPE)               | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Slips, Trips and Falls                            | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Mandated Reporter: Child Abuse and Neglect        | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Campus Sexual Violence: SaVE Act Overview         | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Drug Free Workplace                               | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Discrimination: Avoiding Discriminatory Practices | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Sexual Harassment: Staff-to-Staff                 | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Injury and Illness Prevention Plan (IIPP)         | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Bloodborne Pathogen Exposure Prevention           | Kathy McKindley, Dave Cant, John Kistler, Pat Kelly, Jeff Evans |
| Chemical Spills Overview                          | Dave Cant, John Kistler, Pat Kelly, Jeff Evans                  |
| 25Live Conference                                 | Kathy McKindley   |

## 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 needs a software upgrade.

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.



## Personnel Services

# Section 1: Department Planning:

## Internal Analysis

In 2014-2015 the personnel services office completed over 30 successful hirings 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.

### SAO Employee Survey

Overall, 90.0% of respondents are satisfied with the services provided by the Department of Personnel Services, and 10.0% are not satisfied. The percentage of respondents who are satisfied or dissatisfied with the department’s services are shown below in Table 1.

Table 1.1 Department of Personnel Services

| Service   | Respondents | Satisfied | Dissatisfied | Have Not Utilized Services |
|---|-------------|-----------|--------------|----------------------------|
| Access to human resources information and forms | 100         | 90.0%     | 10.0%        | 9.1%                       |
| Timeliness in response to requests              | 99          | 90.9%     | 9.1%         | 10.0%                      |
| Hiring committee process                        | 95          | 76.8%     | 23.2%        | 13.6%                      |

Participants indicated that they are **satisfied** with access to human resources information and forms (90.0%) and the department’s timeliness in response to requests (90.9%). In contrast, the findings show that 23.2% of respondents are **dissatisfied** with the hiring committee process.

### ***Qualitative Feedback***

Overall, respondents positively evaluated the department of Personnel Services. Respondents feel that the staff is willing to help Coastline employees and that the staff responds to requests in a timely manner. Additionally, respondents reported that the hiring process is often too time consuming.

## Service Area Outcome(s)

Table 1.2 *Service Area Outcome(s)*

| 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 personnel services 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<br><b>Target:</b> 80% satisfaction with services provided                |

Many training events have occurred over the past year online specifically with the Title IX regulations that as required all management and employees to participate.

Evaluation lists are sent out on a month basis to management to ensure that classified and management evaluations are completed on in a timely manner. This has not met the threshold of 100% at this point but the college is making a strong effort and is very close to achieving that target.

The files are 100% secured with purchase of the new security cabinets.

The 2015 survey found an 88.4% satisfaction with the department. Further analysis concluded that operational aspects of the department surpassed the 80% satisfaction threshold with an exception to hiring committee process.



## 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    | Exploring new mechanisms to ensure all training is up-to-date and manuals/processes are always relevant to legal mandates | N/A  |
| Strengthen communication and time management skill sets  | Not Started | There are future plans to explore different conferences   | N/A  |
| Reconfigure the Personnel Services office to comply with confidentiality requirements  | Completed   | The office was reconfigured, furniture and cabinets were installed  | File are new secure  |
| Implement ePAF (electronic Personnel Action Form)  | Completed   | The program has been implemented  | The system is being used when applicable. Has streamlines processes for the college. |
| Implementation of FLAC (Faculty Load and Compensation) module of Banner  | Completed   | The program has been implemented  | The system is being used when applicable. Has streamlines processes for the college. |

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

Table 1.4 *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 | Information on applications and jobs flown has been presented and discussed in the review process. |
| 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 | Vice President of Administrative Services | Director of Business Services and Entrepreneurship (0.5 FTE) | None        | None    | Staff Assistant, Sr.<br>Staff Assistant, Sr. | None   |
| Current year  | Vice President of Administrative Services | Director of Business Services and Entrepreneurship (0.5 FTE) | None        | None    | Staff Assistant, Sr.<br>Staff Assistant, Sr. | None   |
| 1 year        | Vice President of Administrative Services | Director of Human Resources (1 FTE)                          | None        | None    | Staff Assistant, Sr.<br>Staff Assistant, Sr. | None   |

As part of prior restructuring the college determined the need to combine the Director of Fiscal Service and the Director of Personnel Services into one position now titled the Director of Business Services and Entrepreneurship. This was not considered sustainable long term. As compliance, regulations, fiscal accountability, employee relations continue to grow, the need to return the position to two management jobs will become necessary. In 2014-2015 PIEAC approved for the Director of Human Resources to be hired and will start in 2015-2016. Therefore, the Director of Human Resources will be a standalone position and will be better able to serve the department and college.

## Professional Development

Professional development has been provided for all staff in this department. It has encompassed personal growth, time management, diversity training, ePAF, and other Banner training. This has been accomplished with seminars, webinars, and various conferences. In 2014-2015 the director attended the Chief Human Resource Officers (ACHRO) conference. Additionally, in 2014-2015 additional funding was provided for professional development to the department for 2015-2016 and the department is looking to send its staff to attend human resources related conferences in 2015-2016.

## Section 3: Facilities Planning

### Facility Assessment

In 2014-2015 the department remodeled the floor plans and included an office for the new director and purchased and installed secure filing cabinets to ensure that safety regulations are continually being followed.

## Section 4: Technology Planning

### Technology Assessment

All Human Resources and Payroll (Banner) software is maintained by District Information Technology. As they implement and/or upgrade the different modules and add on products, the amount of paperwork by hand is eliminated and reflecting increased productivity, reduced errors and better efficiency. The conversion to ePAF has resulted in a significant amount of paper reduction. In 2014-2015 the district implemented FLAC to record faculty pay.

# New Initiatives

**Initiative (CS/ES):** Develop implement and conduct ongoing emergency preparedness trainings and drills to ensure college-wide awareness and understanding of emergency processes and procedures.

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

This will ensure that the college is prepared to react to any emergency crisis and ensure student safety in support of a high quality education.

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

- |  |  |
|--|--|
| <input type="checkbox"/> Student Success                   | <input type="checkbox"/> Partnerships                              |
| <input type="checkbox"/> Access, Persistence and Retention | <input type="checkbox"/> Culture of Planning, Evidence and Inquiry |
| <input type="checkbox"/> Innovation                        | <input checked="" type="checkbox"/> Growth and Efficiency          |

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

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> Educational Master Plan | <input type="checkbox"/> Facilities |
| <input checked="" type="checkbox"/> Staffing     | <input type="checkbox"/> Technology |

**What evidence supports this initiative?**

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

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

This initiative aligns with legal mandates to conduct emerging trainings and drills regarding emergency preparedness.

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

Hire a consultant to develop the material and conduct emergency preparedness trainings.

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

The college will continue to have a safe working and learning environment.

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

On approval of PIEAC, Budget Committee and College Council, the consultant will be hired and the trainings conducted in fall 2016.

**Initiative (CS/ES):** Increase access for student to obtaining parking permits at the college learning centers.

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

This will increase access and opportunity for students interested in taking face-to-face courses at the college learning centers.

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

- |  |  |
|--|--|
| <input type="checkbox"/> Student Success                   | <input type="checkbox"/> Partnerships                              |
| <input type="checkbox"/> Access, Persistence and Retention | <input type="checkbox"/> Culture of Planning, Evidence and Inquiry |
| <input type="checkbox"/> Innovation                        | <input checked="" type="checkbox"/> Growth and Efficiency          |

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

- |  |  |
|--|--|
| <input type="checkbox"/> Educational Master Plan | <input checked="" type="checkbox"/> Facilities |
| <input type="checkbox"/> Staffing                | <input type="checkbox"/> Technology            |

**What evidence supports this initiative?**

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

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

Based on the findings of the SAOs and assessment of the machines, Facilities, Safety and Sustainability committee made a recommendation to upgrade the machines.

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

Two parking permit machines one for the Garden Grove learning center and the other for the Newport Beach learning center.

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

Increase student access to parking permits.

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

On approval of PIEAC, Budget Committee and College Council, the machines will be purchased and installed in summer 2016.

**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:**

This will allow access to support student and community activities.

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

- |  |  |
|--|--|
| <input type="checkbox"/> Student Success                   | <input type="checkbox"/> Partnerships                              |
| <input type="checkbox"/> Access, Persistence and Retention | <input type="checkbox"/> Culture of Planning, Evidence and Inquiry |
| <input type="checkbox"/> Innovation                        | <input checked="" type="checkbox"/> Growth and Efficiency          |

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

- |  |  |
|--|--|
| <input type="checkbox"/> Educational Master Plan | <input checked="" type="checkbox"/> Facilities |
| <input checked="" type="checkbox"/> Staffing     | <input type="checkbox"/> Technology            |

**What evidence supports this initiative?**

- Service Outcome (SAO) assessment
- Internal Research (Student achievement, program 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 it would be essential to hire another full-time 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?**

- |  |  |
|--|--|
| <input type="checkbox"/> Student Success                   | <input type="checkbox"/> Partnerships                              |
| <input type="checkbox"/> Access, Persistence and Retention | <input type="checkbox"/> Culture of Planning, Evidence and Inquiry |
| <input type="checkbox"/> Innovation                        | <input checked="" type="checkbox"/> Growth and Efficiency          |

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

- |  |  |
|--|--|
| <input type="checkbox"/> Educational Master Plan | <input checked="" type="checkbox"/> Facilities |
| <input type="checkbox"/> Staffing                | <input type="checkbox"/> Technology            |

**What evidence supports this initiative?**

- Service Outcome (SAO) assessment
- Internal Research (Student achievement, program 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 tracking system

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

Provide better follow-up support to the campus

**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.

# Prioritization

## Resource Requests

| Initiative   | Resource(s)   | Est. Cost | Funding Type | Health, Safety Compliance | Evidence                             | College Goal          | To be Completed by | Priority |
|--|---|-----------|--------------|---------------------------|--------------------------------------|-----------------------|--------------------|----------|
| Develop implement and conduct ongoing emergency preparedness trainings and drills to ensure college-wide awareness and understanding of emergency processes and procedures.  | A consultant to develop the material and conduct emergency preparedness trainings | 10,000    | One-time     | Yes                       | External Research                    | Growth and Efficiency | Fall 2016          | 1        |
| Ensure high-levels of cleanliness, sanitation and efficiency across all facilities   | Maintenance and Operations supply budget  | 50,000    | Ongoing      | No                        | SAOs; Internal Research              | Growth and Efficiency | Fall 2016          | 2        |
| 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 and operational items. The college must provide a budget to support the replacement of outdated equipment | Vehicle leasing project   | 50,000    | Ongoing      | No                        | Internal Research                    | Growth and Efficiency | Fall 2016          | 3        |
| Increase access for student to obtaining parking permits at the college learning centers.  | Parking permit machines (2)   | 29,000    | One-time     | No                        | SAOs; Internal Research              | Growth and Efficiency | Summer 2016        | 4        |
| Provide work flow efficiency and follow-up services for employees seeking maintenance requests   | Service creating and tracking software  | 10,000    | One-time     | No                        | Internal Research; External Research | Growth and Efficiency | Summer 2016        | 5        |
| Ensure high-levels of cleanliness, sanitation and efficiency across all facilities   | Siemens efficiency consulting services  | 20,000    | On-going     | No                        | Internal Research                    | Growth and Efficiency | Summer 2016        | 6        |

## Staffing Requests

| Initiative  | Resource(s)   | Est. Cost | Funding Type | Health, Safety Compliance | Evidence                | College Goal          | To be Completed by | Priority |
|---|---|-----------|--------------|---------------------------|-------------------------|-----------------------|--------------------|----------|
| Increase perception of safety on campuses and provide oversight of mandated documents and supervision | Campus Security Officer, Lead (E-43) 19.5           | 22,944    | Ongoing      | Yes                       | External Research       | Growth and Efficiency | Fall 2016          | 1        |
| Expand hours of operation and hire adequate human capital to meet the ongoing needs of the college.   | Utility Worker (E-40) (included health and welfare) | 64,496    | Ongoing      | No                        | Internal Research       | Growth and Efficiency | Fall 2016          | 2        |
| Expand hours of operation and hire adequate human capital to meet the ongoing needs of the college.   | Custodian (E-38) (included health and welfare)      | 63,464    | Ongoing      | No                        | SAOs; Internal Research | Growth and Efficiency | Fall 2016          | 3        |



## Appendix



# JOB SPECIFICATION

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UTILITY WORKER

Range: E-40

Job Code:

65363/700

Class: Maintenance

Date: 10/2003

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### DEFINITION:

Under general supervision, to perform the more specialized and responsible custodial duties required in the maintenance and security of college or District facilities; assist grounds and maintenance staff on an as-needed basis; and perform related work as required.

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

- a. Participate in cleaning and maintenance activities; wash interior and exterior windows, sanitize and clean restrooms daily; confer with supervisor regarding care and cleaning problems and needs.
- b. Make minor non-technical repairs, replace lights, and repair plumbing; perform preventive maintenance of equipment and make minor repairs.
- c. Survey buildings and grounds for hazards and report findings to supervisor.
- d. Check restroom during shift and clean them as necessary.
- e. Sweep or vacuum halls, clean stairway, and wash windows.
- f. Arrange room for meetings, classes, and special events.
- g. Move furniture and install or assemble as needed.
- h. May be responsible for security of buildings.
- i. May operate and clean district vehicles such as vans and trucks.
- j. Make off-site pickups and deliveries.
- k. Order and maintain custodial/maintenance supplies; organize and maintain storage areas.
- l. Assist grounds and maintenance staff on an as-needed basis.
- m. May operate grounds keeping power equipment.
- n. Perform other job related duties as assigned.

### MINIMUM QUALIFICATIONS:

#### Knowledge of:

1. Proper methods, materials, tools, and equipment used in custodial and basic building maintenance work.
2. Basic English writing skills to complete reports.

3. Basic math.
4. Appropriate safety precautions and procedures per OSHA regulations.

## UTILITY WORKER

### MINIMUM QUALIFICATIONS: (Continued)

#### Ability to:

5. Perform custodial and building maintenance work.
6. Read and understand blueprints.
7. Converse on a telephone.
8. Operate power equipment.
9. Use power cleaning equipment such as: scrubbers, buffers, wet and dry vacuums, rotary and dry foam shampoos and steam cleaners.
10. Change various types of lights, such as incandescent, fluorescent, mercury, vapor, and exit lights.
11. Adjust to changes in workloads and shift assignments.
12. Establish an efficient work routine and efficiently accomplish the duties assigned for the assigned shift.
13. Operate a vehicle observing legal and defensive driving practices and possess a valid, appropriate, and unrestricted California Driver's License.
14. Understand and carry out oral and written instructions.
15. Work without direct supervision.
16. Establish and maintain effective relationships with those contacted in the course of work.

#### Education and Experience:

17. Any combination of education and experience that would provide the required equivalent qualifications.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Strength to lift, carry, and/or push 50 pounds with frequent lifting and/or carrying of objects weighing up to 25 pounds.
- Ability to climb stairs and ladders.
- Willingness to wear uniforms.
- Work with various chemicals used in cleaning and maintenance of equipment and facilities.
- Ability to perform repetitive routine work to completion.
- 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.

**BOARD APPROVAL DATE: 06/82**

## JOB SPECIFICATION

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CUSTODIAN

Range: E-38

Spec ID: 65105

Class:

Maintenance

Date:

03/2006

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### 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**



## JOB SPECIFICATION

CAMPUS SECURITY OFFICER, LEAD

*Orange Coast College Golden West College Coastline Community College*

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CAMPUS SECURITY OFFICER, LEAD

Range:E-43 Spec  
ID:65056

Class:

Maintenance

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Date:

03/2006

### DEFINITION:

Under general supervision of the Director of Campus Safety, to provide 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; to lead and direct the activities of other security officers assigned to patrol duties; and to perform related work as required.

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

- a. Monitor, assist, and coordinate safety and security personnel and functions within a designated work shift.
- b. Provide functional organization of duty assignments on a daily basis.
- c. Make foot and vehicular patrols of the entire campus.
- d. Offer assistance and aid to any person needing help.
- e. Check building and grounds regularly for security and safety.
- f. Coordinate with local law enforcement agency, fire department, or paramedic services as necessary.
- g. Maintain an accurate log of all incidents.
- h. Prepare reports and correspondence as needed.
- i. Communicate accurately to superiors, peers, and security staff relative information concerning incidents or events.
- j. Observe, collect, and preserve all physical and verbal evidence of crimes or situations.
- k. Identify all witnesses and victims of crimes for reporting purposes.
- l. Protect and preserve all crime scenes.
- m. Operate district vehicles in a safe and approved manner.
- n. Provide escort services as required.
- o. Assist in starting vehicles with jumper cables and in making non-key entries into locked vehicles.
- p. Perform related work as required.

### MINIMUM 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.

#### **CAMPUS SECURITY OFFICER, LEAD**

#### **MINIMUM QUALIFICATIONS:**

(continued)

##### **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 verbally and in a written format.
9. Make appropriate and timely decisions in emergency situations.
10. Accurately recall details of incidents occurring on campus.
11. Write concise and comprehensive reports and assist in the preparation of detailed special reports.
12. Maintain accurate records.
13. Lead and direct the work of others.
14. Carry out verbal and written instructions.
15. Operate a vehicle observing legal and defensive driving practices, and possess a valid, appropriate, and unrestricted California Driver's License.
16. Establish and maintain effective relationships with those contacted in the course of work.

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

17. Applicant is required to produce proof of satisfactory completion of the P.C. 832 requirements.
18. At least two years of public safety, security, or police related experience or the equivalent.

##### **Special Requirements**

19. Must qualify to be a sworn peace officer on a college campus and be willing to sign an oath of office.
20. Possess or obtain initial and continuing certification in Basic First Aid and CPR.
21. 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.
22. 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.

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

- Willingness to wear established departmental uniform and approved equipment while on duty.
- Work various shifts – Day, Swing, Graveyard, and Holiday.
- 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. BOARD APPROVAL DATE: 02/15/95