LOS RIOS
COMMUNITY COLLEGE DISTRICT

Los Rios CCD

2014-2015 Unit Plan

Support Services

Unit: Chancellor's Office and Education & Technology

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Submitter Date

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I. Unit Plan

Definition of a Support Services Department/Unit
For purposes of this planning document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

Unit Plan Purpose
Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. This operational plan allows the department/unit to appropriately implement its specific responsibilities to support accreditation standards, the LRCCD Vision/Mission/Values Statement, the LRCCD Strategic Directions document, changes to federal and state laws that impact the colleges and District, annual LRCCD executive staff goals, and other major district plans. Plan implementation is supported by allocations provided in the annual District Budget. Together these documents make up a major portion of the ongoing institutional planning, implementation, and evaluation cycle necessary to ensure continuous program and service improvement. The Accrediting Commission's Standard 1.B.3-4 states:

> *The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.*
>
> *The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.*

The Role of Unit Plans in the Overall Institutional Evaluation, Planning, and Improvement Cycle
LRCCD supports the concept of evaluating current services to determine opportunities for improvement. Unit plans are used by units to identify growth and improvement needs at the operational level, and then provide information to the appropriate administrative and governance levels about the resources and activities required to meet the identified needs.

The District recognizes that its current rate of change, increased enrollment demand, unstable state budget allocations, ongoing facility expansion, changing technology requirements and the rapid growth and demographic changes in its surrounding communities require both short-term and long-term planning efforts. Therefore, unit plans focus on a 1-year time frame directly linked to resource allocations, while also encouraging departments/units to reference or append long-term plans where appropriate.

Plan Due Date
Unit plans are required to be updated annually by June 1 of each year and use this template. A copy of the review will be maintained in the unit and the Office of Education and Technology.

II. Mission Statement

Provide your unit's mission statement below. Your statement must align with the District's mission statement.

Provide your unit's mission statement below.

We, the Chancellor's Office staff, provide administrative leadership and support to the Chancellor, Board of Trustees, and the Office of Education & Technology. We provide customer service to our students, colleges, and the community; serve as an information resource for District related services; and serve as liaisons for districtwide staff and Chancellor's Office administrators in their absence.

For reference, the following are LRCCD's Vision and Mission statements.

Vision Statement
We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

Mission Statement
Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and
- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

III. Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any LRCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

List your unit's primary responsibilities (ongoing):

Working collaboratively with the colleges, district units, and outside agencies, the Chancellor's Office facilitates operational processes required to:

- Prepare and distribute the monthly Board of Trustees agenda materials and minutes (as well as for retreats and special meetings). Also responsible for adequate coverage and staffing of Board meetings for minutes, recording, audio/visual support, and catering.

- Provide Vice Chancellor leadership for the following committees as Administrative Liaison: District Curriculum Coordination and District Matriculation and Student Success committees.

- Provide Vice Chancellor leadership for the following participatory governance committees: Education Technology, International Education, and District Accreditation Coordinating committees.

- Provide Vice Chancellor leadership for the following district-wide work groups as chair: Vice Presidents of Instruction and Student Services, Athletic Deans, Career Technical Education Leadership, and Information Security Officers work groups.

- Maintain up-to-date, accurate district participatory governance documents, rosters, and meeting schedules; and prepare, distribute and post agendas and minutes for the following committees and groups:

  <u>Internally:</u>
  - Chancellor's Cabinet.
  - Participatory Governance Committees (Matriculation, Education Technology, etc.).
  - Executive Staff meetings and retreats.
  - District Office Managers.
  - Vice Chancellor's Council meetings (VP's, Deans).
  - District Academic Senate.
  - Follow-up support for Los Rios College Federation of Teachers (LRCFT) Negotiations.
  - Information Security Officers meetings.
  - Academic Calendar Development Process.
  - Special Task Forces as needed (e.g. data analytics, etc.).
  - Accreditation self-evaluation (2014-15) and preparation for 2015 site visit.
  - Provide coordination and support to Student Success and Support Program (SSSP) Workgroups.
  - Adult Education Planning Grant.

Externally:

- Transfer Taskforce with CSU, Sacramento.
- Sacramento Pathways (Sacramento City College, Sacramento City USD and CSU, Sacramento).
- Coordination with organizations such as NextEd, Sacramento Metro Chamber, etc.

- Chair, support and/or serve on hiring committees.

- Collaborate with the District Curriculum Coordinating Committee, Curriculum Chairs and District Academic Senate regarding curriculum submitted for Board approval.

- Post appropriate documents to the district website.

- Facilitate and coordinate the compilation and distribution of the annual achievements and desired outcomes document.

- Coordinate the filing of appropriate documentation pertaining to the Board of Trustees elections process (every other year).

- Distribute the Chancellor's Evaluation packets to constituents annually.

- Coordinate routine and special events, receptions, dedications, awards, and recognitions for the Chancellor's Office (e.g. First Wednesday, Doctoral Reception, Convocation, etc.).

- Manage schedules and calendars of the Chancellor and other executive managers.

- Manage the Chancellor's annual community board and association membership dues.

- Coordinate economic development community event sponsorships and arrange district representation.

- Review and assist with the distribution of routine communications from the Chancellor's Office.

- Make all travel arrangements for executive manager and Board members, including processing of reimbursement claims.

- Track and submit reimbursement claims for miscellaneous business expenses for the Chancellor, executive managers and Board members.

- Track reportable tickets and invitations for Chancellor's Conflict of Interest Form 700.

- Review and process travel requests submitted to the Chancellor, including out of state requests.

- Monitor department budgets.

- Support institutional accreditation processes and liaison activities with Accrediting Commission for Community and Junior Colleges (ACCJC).

- Manage the facilities and scheduling of district office conference rooms: Board Room, Main Conference Room and Chancellor's Conference Room (including special room set up and equipment needs).
- Respond to requests from district auditors.
- Respond to inquiries, concerns, and requests from students and members of the community.
- Work together to ensure adequate office and phone coverage during business hours.
- Provide administrative support to executive managers as needed.
- Maintain office equipment and supplies.
- Order awards, plaques, and other recognition items.
- Facilitate the review, routing, and approval of grants, contracts, and memorandums of understandings (MOU's).
- Maintain list of new Transfer Degrees, Associate Degrees and Certificates.
- Provide logistical support for the student trustee and student advisory committee.

List any new or expected changes in primary responsibilities this year (ongoing):

- Electronic distribution of the board agenda internally and externally.
- Review and assess Chancellor's Office documents for possible revision/enhancement (e.g., creation of a board travel reimbursement form).

List any new projects your unit expects to implement this year (one-time only):

- Electronic distribution of the board agenda.
- Develop an allocation plan and process for vetting sponsorship and community support requests (in coordination with Resource Development and Communications Departments).
- Complete training to operate the new technical equipment in the Chancellor's Conference Room.

IV. Unit Plans

Based on your unit's listed responsibilities and projects, most recent Program Review, and any additional information provided by the appropriate administrator and/or DIR, use the following question prompts and linked forms to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

A. Identify appropriate **equipment, software, supplies** needed to support new projects, expanded responsibilities, and necessary upgrades.

- Updated or new computers per district standard.
- Access to current presentation technology and conferencing equipment for meetings.
- Upgraded Board Room audio/visual equipment (including recording of Board meetings).
- An upgraded portable projector that supports both PC and Mac (with higher quality resolution).

B. Identify appropriate **staffing** needed to support new projects or expanded responsibilities.

- None at this time.

C. Identify **new buildings or major renovations** needed to support the completion of unit responsibilities.

- Upgrade or replace inefficient HVAC system.

D. Identify **minor remodels or alterations** needed to support the completion of unit responsibilities.

- New photos for the chancellor's office lobby.
- Replace worn out furniture in offices and lobby as needed.

E. Identify **professional development** activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

- The Chancellor's office employees need ongoing training in computer software programs and other professional development areas to maintain and enhance necessary job skills, such as:
    - Board Room equipment – teleconference system.
    - Training on how to upload to the district website.
    - Additional software training as new versions of MS Office programs come out.
    - Additional phone/Lync system training.
    - Office productivity and technology/efficiency.
    - Community College League of California (CCLC) professional development (conferences, workshops).

- Take advantage of ongoing Classified Leadership Training.
- Interest Based Approach (IBA) refreshers.
- Sexual Harassment training as required.
- Los Rios Management Association (LRMA) Leadership Series.
- Accreditation.

F. Ensure required **safety and information security procedures** are followed to create and maintain a safe work environment. If individuals in your unit require training, please refer to the LRCCD Human Resources online safety and information security training opportunities.

- Chancellor's office employees participate in regular trainings offered, such as:

    - Action Coordinators for Emergency Survival (ACES).
    - Emergency Preparedness / Emergency Operations Committee (EOC) Drills.
    - CPR/Automated External Defibrillators (AED).
    - Personal safety training.
    - Information Security.

G. Ensure unit members participate, and provide **leadership** to the District, in their areas of expertise.

- Chancellor's office employees serve as resources for districtwide leadership activities.

H. Ensure that the results from **assessments on quality and satisfaction** are used to improve services.

Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

- Informal feedback from people who interact with the office.
- Timeliness of task completion, such as meeting agenda preparation and distribution.
- Internal audits on business practices.
- Submission of annual achievements and desired outcomes.

I. Ensure unit members know where and how to **refer employees or members of the public** needing support assistance not provided by your unit. Briefly describe what is being done in this regard.

- Because Chancellor's office employees serve as a resource for a variety of inquiries, up-to-date lists of contacts are maintained.

- Staff maintains communication with point people when mass-communications are sent out, and are likely to result in a high volume of phone calls/inquiries.

J. State how your department/unit encourages participation in **individual service activities** and volunteerism supporting students (e.g., access/success, e-recycling, presentations, leading workshops, district committees, etc.).

- Participation in various district and college fundraising activities is encouraged.

K. State your unit's plans to develop and implement **any special or long term projects,** including those identified in your most recent Program Review (if applicable) and the LRCCD Strategic Plan (if applicable). If project plan(s) are contained in another document, list each plan below and attach a copy to your unit plan. For all other project plans, briefly describe projects and indicate implementation timelines below.

- Support the Student Success and Support Program (SSSP) implementation.

L. Please provide any **suggestions for improving** the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

V. Appendix

List your unit's accomplishments based on completion of last year's unit plan.

- 28 new Transfer Degrees and 24 Certificates were added between July 1, 2013 and June 30, 2014.
- Education & Technology staff supported implementation of the Student Success and Support Program (online orientation).
- Vice Chancellor, Education & Technology participated in ALO Training.
- Chancellor and Executive Assistant served on the Riverside CCD District Accreditation Team.
- Vice Chancellor, Education & Technology chaired three hiring committees: Vice Chancellor, Finance;
- Associate Vice Chancellor, Information Technology; Associate Vice Chancellor, Communications & Media Relations.
- Staff served on various hiring committees.
- Award of Adult Education Planning Grant.
- Vice Chancellor, Education & Technology participated in LRCFT negotiations.
- Board agenda items are now submitted electronically through a SharePoint site, and the agenda is prepared electronically in Adobe Acrobat.
- The board agenda and college events forms were revised to be more efficient.
- Chancellor's Conference Room audio/visual equipment has been installed.
- Artwork for the Chancellor's Office has been installed. Selection of the photos for the lobby is in process, with installation scheduled for summer 2014.

List sources you used to support your unit plan statements.

- Review of job descriptions.
- Review of staff and conference room calendars.

Attach supporting documents (Supporting Data from the DIR, etc.) following this page, identifying those you have attached in the text box, below.