Los Rios CCD

2015-2016 UNIT PLAN

SUPPORT SERVICES

Unit: Chancellor's Office and Education & Technology

Submitted by: ___Chancellor's Office Staff___ ___6/1/2015___
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.

The Chancellor's Office staff provide administrative support to the Chancellor, Board of Trustees, Vice Chancellor of Education & Technology, Associate Vice Chancellor of Student Services, and Director of Institutional Research. We provide customer service to 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):

- Provide direct administrative support to the Chancellor and Board of Trustees.
- Provide direct support to Vice Chancellor of Education & Technology, Associate Vice Chancellor of Student Services, Director of Institutional Research.

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

- Prepare and distribute the electronic and hard copy versions of 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 administrative liaison leadership for the following: District Curriculum Coordinating Committee and District Matriculation and Student Success Committee.
- Provide Vice Chancellor co-chair leadership for the following: Education Technology Committee, and District Accreditation Coordinating Committee.
- Provide Vice Chancellor chair leadership for the following district-wide work groups: Athletic Deans, and Information Security Officers.
- Maintain up-to-date, accurate district participatory governance documents, membership rosters, and meeting schedules; and prepare, distribute and post agendas and minutes for the following committees and groups:

    Internally:
    - 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 meetings with Chancellor and Vice Chancellor.
    - 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.).
    - Preparation for 2015 accreditation site visit.
    - Coordination and support for Student Success and Support Program (SSSP) and Student Equity Plan Workgroups.
    - Adult Education Planning Grant.
    - Support the review process of board policies and administrative regulations.

Externally:
- Transfer Taskforce with CSU, Sacramento.
- Sacramento Pathways (Sacramento City College, Sac City Unified 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.

- Update contract managers' contract amendments to reflect term, salary placement, and other benefits-related changes as approved by the Board of Trustees and Chancellor in the annual contract manager evaluation process.

- Facilitate evaluation documentation for the Associate Vice Chancellor of Student Services, Associate Vice Chancellor of Instruction, Associate Vice Chancellor IT, and Director of Institutional Research.

- 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 managers and Board members, including processing of reimbursement claims.

- Track and submit miscellaneous business expense reimbursement claims 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 for approval, 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 back-up 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, including the distribution of the election results, posting of the Student Advisory Committee, etc. for the student trustee and student advisory committee.

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

- Continue to transition the distribution of the electronic version of the board agenda internally and externally.

- Review and assess Chancellor's Office documents for possible revision/enhancement.

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

- Develop an allocation plan and process for vetting sponsorship and community support requests (in coordination with Resource Development and Communications Departments).

- Facilitate the district-level accreditation evaluation visit.

- In coordination with District Information Technology and the Associate Vice Chancellor of Communications & Media Relations, develop a new website for the Board of Trustees.

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.

- Assess options for reconfiguring the arrangement of the central administrative support area in the Chancellor's Office.
- Update Main Conference Room – paint, replace student life photos, clean extra equipment.
- Replace worn out furniture in offices, conference rooms 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), ACCT and AGB professional development (conferences, workshops).
- Ongoing Classified Leadership Training.
- Interest Based Approach (IBA) refreshers.
- Sexual Harassment Prevention training as required.
- Los Rios Management Association (LRMA) Leadership Series as appropriate.
- 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.
  - Information Security Awareness.

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.

- If the requested information is unknown, research internally and follow up to the requester.

- 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.
- Support the colleges by individually attending theater performances, art shows and athletic events.

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.
- Support development and implementation of the 2016 LRCCD Strategic Plan.

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.).

None.

V. Appendix

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

- Education & Technology staff supported approval processes for 11 new Transfer Degrees and 15 Certificates were added between July 1, 2014 and June 30, 2015.
- Education & Technology staff supported implementation of the Student Success and Support Program.
- Vice Chancellor, Education & Technology participated in the City College of San Francisco Accreditation Restoration Team.
- Vice Chancellor, Education & Technology chaired two hiring committees: Associate Vice Chancellor of Instruction and Director of Institutional Research
- Staff served on and supported various hiring committees.
- Vice Chancellor, Education & Technology co-chaired the Capital Adult Education Regional Consortium supporting two regional summits and a corrections roundtable. The consortium had its AB86 Comprehensive Regional Plan approved and its grant extended.
- Vice Chancellor, Education & Technology participated in LRCFT negotiations.
- Chancellor's staff revised the board agenda and college events forms to be more efficient.
- Artwork for the Chancellor's Office lobby was installed.
- Coordinated multiple district-wide accreditation self evaluation activities. College Accreditation Self Evaluation Reports were approved for submission to the ACCJC by the Board of Trustees on May 13, 2015.
- Chancellor's staff implemented on online board agenda and electronic distribution of the agenda.
- Chancellor's office staff was trained to operate the new technical equipment in the Chancellor's Conference Room.
- Launched Civitas Learning project and supported Los Rios implementation of Illume product. Guided development and approval of new Los Rios Board Policy and Regulation for distance education, which were both approved in 2015-16.
- Facilitated development and approval of 2016-17 Academic Calendar.

List sources you used to support your unit plan statements.

- Review of job descriptions.
- Review of staff and conference room calendars.
- Review Board, Chancellor's Cabinet and Executive Staff agendas and minutes.

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