## District-wide Functional Map Coast Community College District

# As of 2/4/2013

## Division: CHANCELLOR'S OFFICE Chancellor: Dr. Andrew Jones

The Chancellor bears responsibility and is fully accountable for all operations, programs, and services provided in the name of the district. Working with all district constituencies, the Chancellor guides the development of the district's mission and strategic goals and oversees the allocation of

district resources in their support. As the District's chief executive and advocate, the Chancellor also represents the interests of the district and colleges to local, state, and national stakeholders and decision makers. The Chancellor delegates appropriate authority to the college presidents and holds them accountable for the operations and programs offered at district colleges.

Accreditation standards addressed by the responsibilities described in the section below: I.A.1—4, I.B.4 & 6, IV.A.1—5, III. D. 1, III. D. 2 d, IV.B.1 a—h, IV.B.2 a—e, IV.B.3 a—g

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Leadership		Presidents encourage a culture of participatory	District fulfills its stated mission, as documented by established outcomes measures and outcomes associated with district and college institutional effectiveness reports
	responsibilities of the District in relation to the colleges and evaluates this delineation on a regular basis to improve District/College functions	educational and student services programs offered in the name of college Presidents support the District collective bargaining process by providing management	The Board is fully informed of District strategic priorities and other district-wide initiatives New board members are oriented Board participates in annual self evaluation and
		collective bargaining team members and by providing input on interests and proposals as	retreat

	Participates in the orientation of new board members Coordinates the completion of the Board's annual self-evaluation and retreats Supervises, coordinates, and evaluates the activities of the Chancellor's direct reports (presidents & executive staff) Assures the quality of all district –level decision-making and participatory governance processes Provides leadership in the development of the District Mission and strategic and facilities plans	Presidents demonstrate leadership in evaluating the college's effectiveness in achieving its mission and goals Presidents demonstrate leadership in guiding the development of strategic and operational planning and goal-setting processes and their common improvement. Presidents serve as executive representatives on district-wide councils and committees Presidents represent their colleges and the District to the communities they serve Presidents participate actively in an on-going dialogue meant to clarify district/college functions and responsibilities in a collaborative setting	Chancellor's Cabinet meets regularly to formulate policy recommendations and discuss future initiatives As evidenced by survey data, district-wide participatory governance processes are actively supported and are assessed and improved regularly Goals and objectives of the District Strategic Plan are monitored, revised regularly, and effectiveness outcomes are reported annually to the Board Business contracts are developed responsibly and honored Labor contracts are negotiated responsibly and honored District policies and procedures are followed and are evaluated and revised cyclically. The delineation of district/college roles and responsibilities ("Functional Map") is revised periodically through a process of mutual dialogue between the District Office, district- wide operations, and the colleges The Chancellor's Cabinet, the colleges, and the Board communicate efficiently and regularly
Board Policies and Administrative Procedures	Board policies and Administrative Procedures		

	Regulations		
	Provides for the regular review and updating of all communications and administrative policies		
Advocacy	Represents the District and colleges to local, state, and national constituencies Participates in the development of legislative policy and advocacy positions on behalf of the District and the colleges (i.e., resolutions, participation in state organizations, etc)	external stakeholders and local, state and national constituencies	The district is represented at local, statewide, and national events The district has an effective legislative agenda which is evaluated regularly via the Board's Legislative Committee
and Resource	Assures that District resources are aligned in response to the district's mission and strategic goals and priorities	allocated in response to institutional mission and in support of college strategic goals and	District resource allocation acknowledge District strategic goals and objectives District maintains a sufficient reserve
	Provides budgetary accountability at the District and college level Establishes long-range plans to assure District and college fiscal stability Identifies and pursues initiatives to augment District and college resources and external partnerships Coordinates and implements District bond programs to secure bond funding	Presidents and college leaders identify and pursue external funding sources to augment college budgets Presidents participate in the implementation of local bond projects in order to maximize	District budget allocation model is reviewed and revised regularly The District Budget Advisory Committee addresses short-term college budget shortfalls, if needed External partnerships result in verifiable increases in district revenues, if appropriate Bond programs are executed efficiently and are in compliance with state laws and guidelines
District and College Foundations	Participates in the selection of Director of the District Foundation and assists in District Foundation activities and fund raising efforts Assures that the District Foundation operates in a fiscally responsible manner	College presidents participate in the selection of college foundation directors College presidents assure that foundations operate in a fiscally responsible manner	Foundations' audit reports are unqualified District Foundation awards scholarships to students annually

#### Division: EDUCATIONAL SERVICES AND TECHNOLOGY Vice Chancellor: Dr. Andreea Serban

### **Roles & Responsibilities**

The Division of Educational Services and Technology provides oversight, coordination and support for instructional, student services, and career technical education programs across the district as well as for grant development, educational and strategic planning, institutional research, international programs, and economic and partnership development. The Division of Educational Services and Technology provides support and coordination for college accreditation and integration of District related information in the college institutional self-evaluations. The division also provides leadership for the strategic planning, development, implementation, and support of district-wide information and learning technologies for instruction, student services and administrative and operational systems.

The District Information Services unit reports to the Vice Chancellor of Educational Services and Technology. The District Information Services is charged with information systems, networks, and telecommunications and computer services. The department makes specific recommendations to the District Executive Team on the use of technology throughout the District regarding both ongoing activities and future direction. Each College also has its own information technology staff and operations.

Accreditation standards addressed by the responsibilities described in the section below: I.A.1—4, I.B.1—7, II. A. 2 e & f, IV. B.1 J, IV.B.1 j, IV. B. 3 a & f, IV. B. 3. g

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Planning	assess the effectiveness of its implementation, and assure that the mission aligns with the district's strategic goals and priorities Support the design, implementation, and assessment of the District Strategic Planning	Collection and organization of background information and environmental scanning Coordination of campus input in the development	The district's mission is reviewed and revised on a regular basis The District Strategic Plan is developed through a broad and inclusive process and adopted by the Board The goals and objectives of the District Strategic Plan are aligned with the district mission

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	Ensure the development of the District Strategic Plan is vetted through a broad and inclusive process before being considered and adopted by the Board of Trustees. Review and modify DSP goals and objectives on a periodic basis Define and monitor indicators of institutional effectiveness correlated with the DSP goals and objectives Monitor the effectiveness of district and college efforts in support of DSP goals and objectives Facilitate annual presentations to the Board of Trustees and other groups on measures of institutional effectiveness, including the ARCC AB 1417 outcome measures, and measures associated with the Basic Skills Initiative	objectives Facilitate and coordinate assessment of effectiveness of all college programs and make changes to improve institutional effectiveness Report on a regular basis to local stakeholders, the public, and the Board of Trustees on the	Indicators of access, student success, educational excellence, demonstrate institutional improvement District and college planning efforts are evaluated periodically, and, as a result of such evaluation, are revised to guarantee continuous institutional improvement The Board and District and college constituencies are informed about the District mission and the DSP
Support	Assist college personnel in coordinating accreditation efforts for comprehensive site visits and midterm, progress and other required annual reports Provide college accreditation leaders information in support of district-wide accreditation issues Coordinate the development of timelines for the completion of institutional self-evaluations and	effectiveness of college planning efforts The Colleges offer educational and student support services that fulfill all eligibility and standard requirements for accreditation Organize college efforts to meet or exceed accreditation standards Develop timelines aligned across the three colleges for completing the accreditation institutional self-evaluation Complete accreditation self-evaluation, midterm, and progress reports in a timely manner	Colleges complete accreditation processes efficiently and submit reports for Board review on time The accrediting commission acts to reaffirm the accreditation of colleges upon receipt of self evaluation, midterm, and progress reports The Board, the general public, and all college stakeholders are informed about the accreditation status of colleges through materials posted on the college web sites and

Functional Area District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
of Trustees and the Chancellor on all issues related to college accreditation Vice Chancellor coordinates the production, review, and updating of the "Functional Map" of	The college supports the production of self evaluation evidence as well as evidence collection, storage and retrieval Monitor changes and submit substantive change reports as needed	presentation at Board meetings.

## Institutional Research

Accreditation standards addressed by the responsibilities described in the section below: I. B. 1, I. B. 3 & 4, I. B. 6 & 7, II. A. 1 a & b, II. B. 1 & 3

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Support	district wide issues as requested Maintain a District repository of research	Maintain a college repository of research reports completed	User satisfaction on responsiveness and adequacy of research Continuing self evaluation based on keeping current with the field of higher education policy and research
			Number of titles added to repository each year

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Institutional Effectiveness including Student Learning Outcomes (SLOs)	Coordinate with the college Research Directors the development and publishing of district-wide measures of institutional effectiveness (Key Performance Indicators). Interpret and provide context to District constituents. Develop and maintain District fact sheet	Develop and publish college-specific measures of institutional effectiveness (Key Performance Indicators). Interpret and provide context to college constituents. Facilitate and support, with faculty SLO coordinators, the complete cycle of assessment for all courses, programs, and institutional SLOs. Collect and manage the information from completed SLO assessments, including documented changes resulting from the assessment process. Facilitate college-wide dialogue where appropriate.	Continuing self evaluation of appropriateness/extent of information posted to web site based on conversations with users Evaluation by superiors on responsiveness to requests and adequacy of information provided
Requests	Field and respond to requests that are district- wide. Either collaborate with College Research Directors to develop the report or vet the completed reports through College Research Directors prior to release.	Field and respond to requests specific to the College. Redirect requests from outside of the District to in-house legal counsel for review.	
	Submit data files to external agencies for validation Provide external agencies data error reports to colleges	Analyze and validate college data Creation of Error Checking reports (ODS or Argos) Correct data in Banner in accordance to external mandates	Meets or exceeds external agencies reporting standards: Chancellor's Office/IPEDS/ Department of Education.

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Report Requests for Release in Production Environment	In collaboration with IT staff, create reports using ERP data and agreed upon report writing systems Assist in the validation of data	Assist in the validation of data In collaboration with IT staff, create reports using ERP data and agreed upon report writing systems In collaboration with IT staff, manage report inventory	Standardization of reporting processes and output.
Environmental Scan	In coordination with College Researchers, provide common data regarding demographic, employment, educational, economic trends for the District and surrounding service areas Provide information on state and national trends affecting the district planning efforts	Provide college specific trend data, as needed, to support college planning	Production of data, statistics and graphic presentations.
Survey Development, Administration, Analysis and Support	needed Provide expertise in survey development and implementation to various District constituencies	Develop, analyze and coordinate campus staff and student surveys as needed. Provide expertise in survey development and implementation to various campus constituencies At Coastline and Orange Coast Colleges, creation and coordination of manager evaluation surveys for all levels of management through Vice Presidents.	
Accountability & Compliance Reporting		Compile, review and verify the following reports/requirements, as appropriate, e.g.: ARCC Basic Skills 320 Apportionment Reports Gainful Employment	MIS data submitted to CCCCO for subsequent upload to IPEDS and the ARCC Report. Funding for categorical groups from MIS term submissions.

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	Work with college research offices to resolve any data errors in MIS submissions. Work with campus contacts for review and approval of categorical (CalWORKs, Disabled Students, EOPS) and course data. Coordinate with campus HR staffs to acquire information for the EJ report (faculty reassignment/release time). Input college-specific IPEDS data on the web and review data supplied through CCCCO. Calculation of the Full-Time Faculty Obligation data.	IPEDS Accreditation annual reports Periodic CCCCO reports/surveys. Review accuracy of IPEDS data submitted by District and provide feedback on submission errors. Respond to external surveys as requested.	Data available on the CCCCO Data Mart web site. College data is reflected on the IPEDS College Navigator web site and issued in the annual ARCC Report. Gainful employment reporting and disclosure requirements submitted. Accurate and timely 320 apportionment reports.

# Instructional and Student Support Services

Accreditation standards addressed by the responsibilities described in the section below: II. A.1, II.A.3-8, II.B.3.d, II.A.1 a-c, II.A.2.a, II.A.2.f, II.B.1 & 2,

II.B.3.a—d

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Support	Provision of information, assistance, coordination and guidance to District and college leaders to assist them in achieving their	Deliver student services Manage programs (budget and reporting)	Count of Board Policies and Administrative Procedures reviewed and, if necessary, updated annually
	institution's mission and goals. Review, revision and consultation on educational policies to ensure responsiveness to the district-wide needs and statutory and	Identify policy, systems and procedural needs	Satisfaction of constituency groups with revised systems and procedures

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	regulatory compliance. Review and revision of educational support systems & procedures in order to provide improved efficiency and effectiveness.		
Development, Revisions, Coordination and	Preparation of Board agenda items related to curriculum Board of Trustees has final approval authority on all courses and programs	College level course and program development, approval and revision Develop and implement program and viability review procedures Curriculum delivery	
Student and Study Abroad Programs Development, Administration and Support	Assist colleges with developing international student program plan Develop recruitment materials including translation into other languages if necessary Assess international student needs and 'best practices' for support services Coordinate with the colleges on international student related programs and issues Establish and maintain professional networks with related local, state, national and international organizations and agencies Research and write or assist with writing proposals for international education initiatives and grants Coordinate and administer study abroad programs	Recruitment of international students Support and instructional services for international students Reporting to SEVIS and compliance with federal regulations related to issuance of I20 and maintenance of foreign student status Development and implementation of partnerships with organizations and foreign colleges and universities	Number of international students attending the colleges Diversification of countries of origin for enrolled international students Partnerships with foreign colleges and universities and organizations that facilitate internationalization efforts

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
& Basic Skills Initiatives	Support the District's activities and strategies related to student success Work with district and college senior staff to define and implement policies and strategies	participate in the district-wide Student Success Initiative (SSI)	ARCC measures and other locally defined Key Performance Indicators
	related to student success	Organize activities on campus devoted to enhancing student success outcomes	
	Vice Chancellor of Educational Services and Technology serves as liaison to the Board of Trustees and the Chancellor on issues of student success and basic skills	Participate in the state Basic Skills Initiative and report to the state and the Board of Trustees regularly on actions taken and improvements made in support of basic skills	
	Vice Chancellor of Educational Services and Technology serves as liaison to local, state, and national groups on issues related to student success and basic skills	programs Represent the college to local, regional and statewide constituencies on issue of student success and basic skills	
District-wide Educational Initiatives	Explore and, when appropriate, guide the development of innovative educational partnership programs with area public and private organizations	Explore and, when appropriate, guide the development of innovative educational partnership programs with area public and private organizations	Development of new educational partnership programs Increasing numbers of students enrolled and graduating from new partnership programs
	Work with college faculty and staff to implement innovative educational partnership programs	Work with district and college staff to implement innovative educational partnership programs	

# Grant Development, Management, Coordination and Support

Accreditation standards addressed by the responsibilities described in the section below: II. A.1.a & b, II.A.5, III.C.1.b, III.D.2.a, b, d, f

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Grant Development, Administration and Reporting	Identification of grant opportunities Coordination of grant efforts across the District Gathering of data and information to support grant Assist with development of match and identification of partners/collaborators Assist with grant administration, evaluation and reporting, as needed Prepare and submit quarterly and annual reports for grants from the State Chancellor's Office (e.g., SB 70 grants) Final approval	Grant development and identification of appropriate college staff to develop the grant application Grant preparation, identification of partners/collaborators and matches Final college level approval and authorization Implementation of grant objectives Evaluation of grant activities Reporting to granting agencies	Timeliness of data-gathering to support grant development Timelines and responses District Office turn-around time on acquiring signatures
Perkins Career Technical Education Act Administration and Support	Monitor Perkins funds Provide information to colleges regarding funds and their use; provide information to colleges when opportunities occur for accessing additional funds Assist colleges with establishing annual targets for core Perkins indicators and monitor actual	Develop and implement funding distribution system for distributing Perkins funds to career and technical departments Ensure that program activities and expenditures are consistent with the approved annual plan Hold advisory meetings at least once per year for each Conduct program reviews every two years.	Meeting annual Perkins plans within established budgets and stated objectives Reaching annual targets for core Perkins indicators

Functional Area	District Office Responsibilities	Evaluation/Measurement of Service Outcome
	communicate with the State monitor on core Perkins indicator targets	
	Act as liaison with state monitor on behalf of colleges	
	Keep colleges informed on state and national issues affecting vocational programs.	

# Information Technology

Accreditation standards addressed by the responsibilities described in the section below: III.C.1, III.C.1.a., III.C.1.b, III.C.1.c, III.C.1.d, III.C.2.

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
Services and Support		departments to prioritize what to move forward to College Technology Committee.	Maintenance of existing systems Projects completed
	Coordinate, research, develop, and implement, new IT systems and applications	Instructional lab needs are coordinated between the faculty and college IT departments	Colleges regular technology survey/evaluation
	Telecommunications, internet, and network systems and related infrastructure		Resource requests District and College Technology plan
	Coordinate and develop with campus IT departments' security standards for systems, networks, and data.		Planning committee minutes
	Project management for IT initiatives.		Technology replacement schedule Work orders/email

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	Provide user and technical training for the ERP and sub-systems. Coordinate the development of procedure guides for the proper use of the ERP software and sub-systems. Provide non ERP related user training for district office personnel	processes, develops and reviews training requests.	Staff training documentation is available on the Voyager website. Procedure manuals are available in the Voyager portal. College Program review identifies staff development/training needs. Resource requests Staff Development Committee meeting minutes
Technology Planning, Maintenance and Upgrades	Coordinate upgrades and maintenance to ERP and related sub-systems hardware and software with the District-wide Continuous Improvement Committee (CIT). Coordinate upgrades and maintenance to telecommunications, networks, and security related hardware and software with the campuses IT departments.	College technology plans include a schedule for replacement hardware and infrastructure. Determined by available funding	CIT agendas and documentation illustrate the process of technology planning. The Voyager website lists upgrades and acquired technology.
Technology Resource Allocation	Through CIT and district-wide IT leadership, all technology support and services are reviewed to ensure the institution's needs are met.	Through Program reviews and technology surveys, college determines IT needs.	The Voyager website lists all enhancements pending with priority ranking, in-progress, or completed.
Technology Planning integration	Technology planning, at the District level, is primarily coordinated through the CIT. This provides a bottom up approach for evaluating technology resources and identifying areas for improvement.		CIT and its sub-committees meeting agendas and documentation are available on the Voyager portal. Lab usage reports.

# **Division: Human Resources**

### Vice Chancellor Dr. Deborah Hirsh

### **Roles & Responsibilities**

The Division of Human Resources assists the colleges with all aspects of their human resources services. Examples include: the recruitment, qualification verification and hiring of academic personnel; the hiring of classified staff and management, oversight of performance evaluations, training and development; discipline and grievance processes, ongoing labor relations, collective bargaining, maintenance of employee records; employee leaves; and employee benefits administration. In addition, the Division of Human Resources ensures compliance with Equal Employment Opportunity Regulations such as Title 5, sections 53000 and 59300, and applicable Board Policy, to facilitate equal employment opportunity and promote staff diversity. The Human Resources Division coordinates the development of the District Equal Opportunity Plan, hiring policies and procedures consistent with the Plan, and administers all state and federal reporting requirements related to equal opportunity and diversity. Further, the Division of Human Resources provides technical assistance and support to the colleges on issues of compliance in all aspects of labor law, Board

Policy, and collective bargaining agreements. The Division of Human Resources serves as liaison to the State Chancellor's Office and other agencies regarding investigations and resolution of discrimination and sexual harassment complaints. Finally, the Division of Human Resources, in consultation with district-wide constituent groups, evaluates the ongoing needs relating to employee and dependent health benefits, and administers the District Wellness Program.

Functional Area	District Office Responsibilities		Evaluation/Measurement of Service Outcome
Assignment ; Leaves management; and	attract diverse, qualified and talented candidates. Ensure recruitment plan is	Administrative Procedures for the hiring of staff and faculty.	Timely processing as measured by data kept in logs.
data and personnel	integrated with institutional goals as articulated in the Vision 2020 plan and college staffing plans.		Accuracy of employee data, assignment, FTE and pay as shown by audit.

Accreditation standards addressed by the responsibilities described in the section below: III.A.1.a, III. A.3. a-b, III. A.4.a & c, III. A.5 a & b, III.A.6, IV.A.2.a.

Functional Area District Offic	ce Responsibilities	<b>U</b>	Evaluation/Measurement of Service Outcome
necessary to pools of appli Use market re improve recru CCC Registry InsideHigher Use metrics t weaknesses (MQ and Leve Review facult Minimum Qua FSA within 3- completed ne Routinely aud ensure adher laws, rules ar Board policy a obligations. Input and trac summary rep and Office of campus as ne File and track official persor Tracking and leaves—illnes	attract diverse, talented icants. esearch to diagnose and uitment campaigns (e.g. y, HigherEdJobs, Ed). to identify strengths and in recruitment campaigns rel 2 Screening). ty candidates to ensure alifications are met; assign -4 days after receipt of ew hire packet. dit assignment data to rence to Federal and State nd regulations as well as and contractual ck degrees; provide written borts to Bargaining Units Instruction for each eeded.	Review faculty candidates for Minimum Qualifications for FSA's, makes recommendation to District Office for final clearance of FSA in discipline Review staff and classified management	Accuracy in Leave Tracking as demonstrated in an annual audit. Performance in annual audits by District external auditors of payroll related data and faculty minimum qualifications. Performance in audit by CaIPERS and CaISTRS of assignment and payroll data.

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	administration re leave eligibility requirements, review of fitness exam requests for appropriateness.		
Communication HR Board Policy Development HR Administrative Procedures	Review Policies as scheduled on three year policy review plan Update Policies through participatory governance, executed through Chancellor's cabinet and specially appointed Task Forces Development and updating of HR Board Policies and Administrative Procedures in accordance with Policy Review Plan Present recommended changes to Board Personnel Committee and submit to Board of Trustees for two reading adoption phase.		Determine if Policies were completed in accordance with agreed upon timeline. Seek feedback from District General Counsel on legality and clarity of proposed Policy changes. Seek constituent feedback through Chancellor's Cabinet
Collective Bargaining	Negotiation of new contract language and modifications. Consultation with management on contract interpretation and compliance. Responsiveness to employee and union inquiries. Training of Management on contract changes to ensure consistent application and contract compliance across the District.	Read contracts, comply with contracts, supply negotiating team members, and identify contract language that is no longer relevant or hampers college objectives.	New contracts are within Board's stated budget parameters Frequency or infrequency of Grievances and Arbitrations

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	Printing, distribution and storage of physical contracts and signed electronic versions.		
Disciplinary and Grievance Processes	re grievance response; communication with union as required; respond to grievance at Level III, coordination of mediations; coordination of arbitrations; representation of District; pursuit and structuring of settlements Consultation provided to college administration on early stages of performance issues. Assistance provided in drafting documents. Review of proposed disciplinary action and substantiation; coaching provided to college in assembling complete package, draft charges, conduct Skelly conference, assist with preparation for Board review, and coordinate	Comply with collective bargaining agreements (FT Faculty, Part Time Faculty, and Classified Personnel) with regards to due process, and grievance processes to address local concerns and ensure adherence to negotiated timelines. Respond at Informal, Level I and II to grievances pursuant to relevant contract, investigate claim, respond appropriately to union, implement corrective action as necessary, participate in arbitrations when necessary Relative to discipline, assemble documentation and facts supporting discipline, coordinate with the District HR office to determine and execute as appropriate: an appropriate penalty, draft letter of reprimand, meeting with employee, execute discipline, participate in appeal hearings when needed	Adherence to contractual timelines
Performance management	Maintenance of district-wide employee evaluation system pursuant to collective bargaining agreements. Develop and maintain classified manager and educational administrator evaluation	Provide clear expectations of job performance; provide timely and objective feedback on employee performance; recognize good work, take corrective measures when performance is unsatisfactory, administer timely evaluations in	Improvements in the completion rate of annual employee evaluations as demonstrated in annual audit.

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	instruments. Provide training on requirements per collective bargaining agreements	accordance with collective bargaining agreements.	
Training for College HR Directors and others. Administer a District-wide Wellness program.	Close coordination with college HR Directors to identify problem areas and develop solutions. Provide training either in-house or through consultant services. Ensure compliance with Regulations requiring Sexual Harassment Training Response to college requests to deliver informal topics training including: performance appraisals, performance management, disciplinary process etc. Creation and maintenance of alliances with college administration and employees to aid in the promotion of EAP and Wellness Program at all worksites. Creation of a physical and mental wellness culture District-wide that communicates a caring approach to employees.	Determine training topic needs, contact HR for training, arrange room at college, and communicate to attendees Actively participate in comprehensive wellness program that addresses the physical, emotional occupational, intellectual, and social work/life issues of employees, track attendees at Wellness events.	Increase in the numbers of trainings presented as evidenced in tracking data on training provided. Evaluations of training provided to assess effectiveness. Increase in numbers of employees taking advantage of Wellness offerings (weight watchers at work, yoga, etc.)
Professional Development	Develop leadership training. Allocate funding as negotiated for all employees to pursue professional	Develop and administer college wide professional development program for all employees.	Annual report of employees participating in professional development activities. Reports from faculty members upon return

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Service Outcome
	<ul> <li>development through conference and meeting participation as negotiated.</li> <li>Allocate funding for all employees to pursue educational goals that enrich contributions to the District.</li> <li>Provide released time for employees to attend professional development activities.</li> <li>Work with Classified Union to coordinate classified employee job training program.</li> </ul>	Support professional development committees at each college.	from sabbatical leave.
Informational Reports	Ongoing development/refinement of standard reports or ad hoc variants (e.g. reports by job code; reports by employee group, assigned pay, average absences by location, timecard reporting) that are available to campus users to run at will. Work with IT/Banner teams to develop new reports or improve accuracy of existing reports	modifications	Regular running of reports to validate data entry and maintain overall data integrity. Regular submittal of reports to outside agencies to validate accuracy of data reported by or received by the District.
District EEO Plan	Form district-wide EEO Advisory Committees to assist in plan development and implementation Work with EEO Advisory Committee Develop, implement, update, and disseminate a written plan district-wide	Provide input for development and implementation of the EEO plan Appoint members to serve on district-wide EEO Advisory Committee Provide training on the contents of the Plan	Ensure plan is implemented annually

Functional Area	District Office Responsibilities		Evaluation/Measurement of Service Outcome
Unlawful Discrimination Complaint Processing		College forwards complaints and investigations at the direction of District HR	Complaints are processed within timelines established by Title 5 and by various regulatory agencies

# **Division: Administrative Services**

### Vice Chancellor Andrew Dunn

### **Roles & Responsibilities**

The Vice Chancellor of Administrative Services is the chief business officer of the district and is responsible for accounting, budget, environmental compliance, hazardous materials and safety management, safety services, finance, payroll and risk management. In addition to these areas,

Administrative Services manages the district's facilities, operations and construction management.

Accreditation standards addressed by the responsibilities described in the section below: III.B.1, III.B.1.a., III.B.1.b., III.B.2, III.B.2.a, III.B.2.b, III.D.1, III.D.1.b, III.D.1.c, III.D.1.c, III.D.1.c, III.D.2.a, III.D.2.b, III.D.2.c, III.D.2.c, III.D.2.e

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Services Outcome
Safety & Security	engineering, administrative, or personal protective measures.	allocation, and is tied back to the institutions mission, goals, and values. Resource requests that have a health and safety component are reviewed by the Facilities Committee to consider prioritization. Maintenance tracks requests through the work order system. The campus works with architects, engineers and consultants to ensure that improvements and construction is done in compliance with State law.	Board adoption of District Facilities Plan District maintains an ongoing Ex-Mod below 1, which reflects a loss ratio less than the average community college district in our insurance pool. Evaluation of facilities related requests and their funding are reviewed annually. Program review resource requests Facilities Committee Minutes Safety Audit History DSA Closeout Documentation Inspection Reports

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Services Outcome
	<ul> <li>compliance for each DSA project.</li> <li>Scheduled Maintenance Project Proposals for the most urgent and most qualified projects.</li> <li>Upon receipt of scheduled maintenance grant funding, the District allocates funds to the appropriate budgets, ensures the procurement of services consistent with the stipulations of the grant, and tracks/submits reimbursement documentation to the State Chancellor's Office as required.</li> <li>A number of facilities have been newly built or renovated under the District's Measure C Capital Bond Program. Engineered into these capital projects have been safety measures, air quality control, ADA accessibility parameters, and seismic safety precautions.</li> <li>Pursuant to Government Code 4450-4461, construction plans are reviewed and approved by the Division of State Architects in order to ensure the compliance with Title 24 building code and/or all other relevant construction codes and standards. The District is responsible for ensuring compliance with this requirement.</li> </ul>		College work order process and documentation of completed work orders.
Capital Improvement & Maintenance	Board adoption of Facilities Master Plan In partnership with the State Chancellor's Office, the Facilities department conducts a comprehensive Facilities Condition Assessment every five years. This assessment forms the foundation for Capital Infrastructure and Scheduled Maintenance needs.	priorities for the campus. The College works closely with the District to identify priorities for funding in consideration of	Award of grant funding greater than or equal to CCCD's apportioned percentage Local bond expenditures and outcomes. Review and documentation of IPP/FPP funding. Position in the State queue.

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Services Outcome
		Maintenance tracks requests through the work order system.	College work order process and documentation of completed work orders.
	These needs are entered, categorized, and summarized in the State FUSION reporting system. The District subsequently analyzes all campus proposed needs and develops District-wide		
Space Inventory & Utilization, Cap/Load Management, Capital Replacement	The District relies on the State's space standards to evaluate facilities utilization. The District reviews and updates annually its Space	Program review drives resource requests and allocation, and is tied back to the institutions mission, goals, and values.	Targeted Capacity/Load Ratio as reflected in Five Year Plan Resource requests from program review
(equipment)	Inventory for submission to the State Chancellor's office. Furthermore, the District reviews annual	in compliance with State standards.	Completion of Objectives in the Vision 2020 Strategic Facilities Plan Ten-year Capital Improvement Plan
Master Planning		College Facilities Master Plan includes information which drives the decisions around future construction.	Operational Expenses/Sq. Ft.
	The District carefully considers the State's capital		Utility Expense Trends

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Services Outcome
	funding criteria and other external funding opportunities in the formulation of our capital plans. While the District has not formally adopted a "total cost of ownership" decision-making model, the District places a primary interest on the construction of low-maintenance, low-operating cost facilities. The incorporation of sustainable design principles is an objective for all new construction and renovation projects.		
Capital Improvement Planning	Capital planning is integrated with educational master planning. The Board appointed Land Development Committee ensures that planning objectives are consistent with District vision and reflect the institutions overall capital improvement goals. As part of the Facilities Master Plan development the campus, through their respective participatory governance processes, evaluate program and service offerings, review enrollment goals and projections, and consider the resultant facilities requirements. Input as to existing facility and infrastructure condition is contributed by the State FUSION system.	requests and allocation, and is tied back to the institutions mission, goals, and values. The college reviews requests for changes in facility usage. Programmatic changes are identified and reviewed against the college mission and goals. The college works with a consultant to track	Program review documents and resource requests Committee's agendas and minutes Completion of objectives in the Colleges' Facility Plans
Financial Resource Allocation	Strategies, this document includes four major	allocation, and is tied back to the institutions mission, goals, and values. Recommendations based on the goals and	Program review resource requests. District and College planning and budget minutes. College and District budget development process.

Functional Area	District Office Responsibilities	College Responsibilities	Evaluation/Measurement of Services Outcome
	Human Resources The Vision 2020 Plan informs district budget preparation and reflects the following: Budgetary Guiding Principles, Prioritization Criteria Planning Fundamentals. All these factors combine to help inform the development of budget assumptions. Budget Development begins with the establishment of a set of revenue and expense assumptions, including contractual obligations. These assumptions are modified as additional information becomes available in the process.	District's Vision 2020 Plan. The annual budget development process begins by estimating the revenue to be received by the District, then applying the District Budget Allocation Model to distribute college's share of General Fund. External dedicated income is then added to yield the total available income. Ongoing expenditures are fairly predictable since 90% of the budget allocation is for contractual obligations.	Basic budget assumptions frequently change during the course of budget development. A series of budget presentations are developed each year with increasing levels of detail with each iteration. A review of presentations following the January release of the Governors budget through to the Adoption of Tentative and Final Budgets will illustrate any changes to these underlying assumptions.
Financial Planning	of strategic fiscal issues and decisions.	College continues to set a conservative reserve account in anticipation of long term liabilities and future investment opportunities Membership of the Planning and Budget Committees includes representative from all constituents. The meetings of these committees are open to all college staff and students. All employees (classified, faculty, and management) also receive invitations to present their ideas at the annual planning and budget town hall. Students have the opportunity to make recommendation through their ASG representatives.	As noted above the inputs into the multi- year projections will evolve based on numerous "drivers" including: Changing revenue projections driven largely at the state level, Projections of expense Changes to collective bargaining obligations and Other institutional imperatives.

Functional Area	District Office Responsibilities	COULD DE RESPONSIDIUITIES	Evaluation/Measurement of Services Outcome
	information back to their respective campuses to facilitate their own budget planning.		
Ancillary Operations	The District uses the Banner system which allows for on-line document approval at appropriate levels. User input access is limited by department and controlled by budget availability. Staff has query and reporting access to all funds and is available on-line in real time.		Banner system outputs MS Great Plains outputs
Financial Documents	The District's external audit is coordinated centrally through the office of the Internal Auditor and presented first to the Audit/Budget Committee and then to the Board of Trustees. A management response letter is also generated through the Administrative Services Division. Any comments or findings by the external auditor are tracked and coordinated with the appropriate site to ensure the necessary institutional change is made.	annually between August and October as part of the District's annual external audit. It includes not only the General Funds but also all ancillary operations.	Prior Year Audits Subsequent research and reporting to close Audit Findings Meeting Agendas, meeting minutes, meeting presentation materials. Banner System Outputs
Cash management	The District prepares and regularly updates cash flow projections in order to ensure adequate cash flow throughout the year. Likewise, trends in Reserves and Fund balance are closely monitored in order to ensure fiscal integrity.	colleges continue to act acids a contingency	Periodic cash flow updates, changes to budgetary assumptions and any associated changes to estimates of revenue and expense

Functional Area	District Office Responsibilities	COULD DE RESPONSIBILITIES	Evaluation/Measurement of Services Outcome
Financial oversight	Monthly reports are generated for each Ancillary Program/Fund. Quarterly financial reports are prepared and submitted both to the Board of Trustees and State Chancellor's Office. The Board of Trustees has representatives on the Boards of each Foundation and Ancillary organization.	Expenditures are reviewed monthly and results distributed to the appropriate managers. College wide summaries, such as year-end projections, are reviewed regularly with the President. Requisitions for supplies, equipment, and services require approval by the department manager and are checked against the appropriate budget.	to fiscal leaders around the district and
Contract management	Board Policy guides the execution of contractual agreements. General procurement procedures and bidding guidelines are prominently posted on the Districts website.		The Board of Trustees either provides express approval or ratification of all contractual obligations.

Functional Area	District Office Responsibilities	Collede Responsibilities	Evaluation/Measurement of Services Outcome
Financial process evaluation	The Vice Chancellor of Finance and Administrative Services hosts a weekly meeting with the Administrative Director of Finance and each of the College Vice Presidents of Finance (Budget Group). This group serves to ensure clear communication on fiscal matters, including policy direction from Presidents Council and to gain feedback from the colleges about system performance. The DBAC also serves to meet this standard.	planning and monitoring processes, the annual	Agendas and supporting presentation materials and membership makeup of both the Budget Group and DBAC Audit Reports
Effective use of financial resources	An examination of the District's Budget Allocation Model was begun in Fall 2011 as a means to ensure the most appropriate distribution of resources and to better align the districts model with the System-wide SB 361 funding model. Viewed through the lens of multi-year budget projections, the District's budget development process aligns on-going expense obligations with on-going sources of revenue.	resources systematically and effectively by utilizing the established participatory governance structure within the College. Regular oversight of College financial	Budget Allocation Model Budget Assumptions Adopted Budget Program Review Planning and Budget minutes