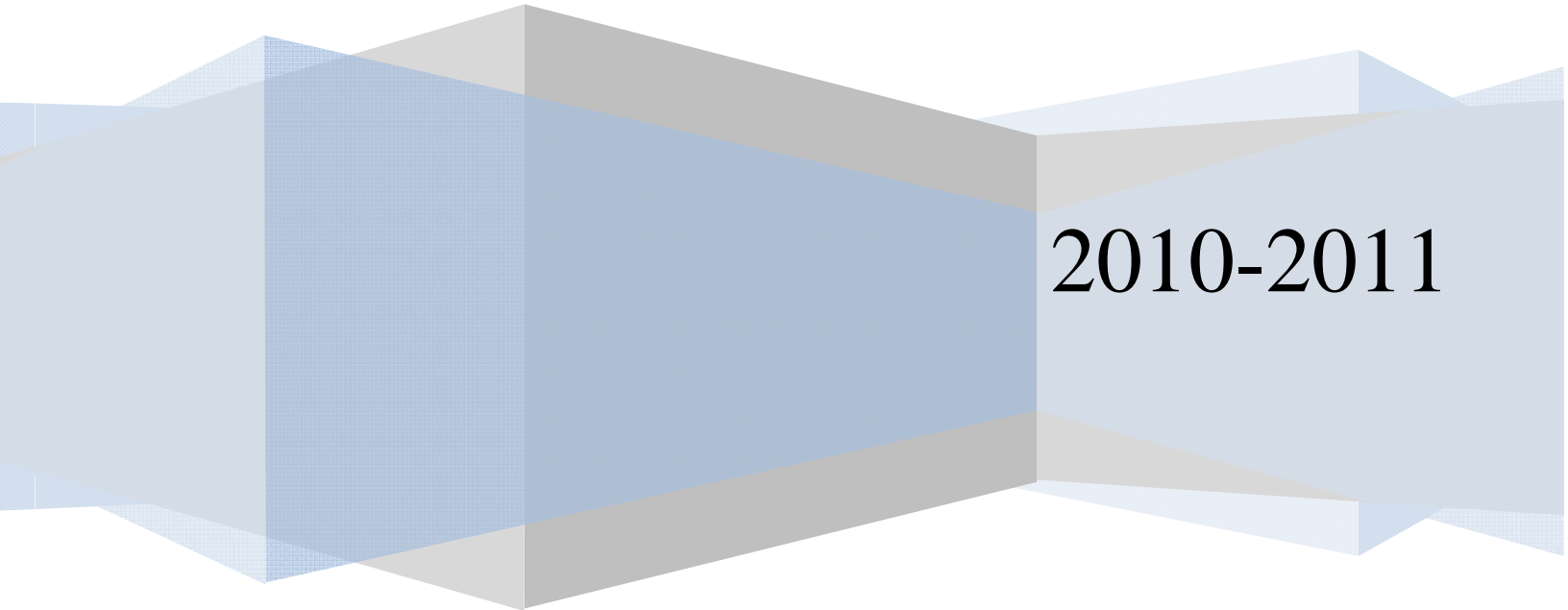


# **ADMINISTRATIVE SERVICES**

**Update to Unit Plans**

**Ann Tomlinson , Vice President**



**2010-2011**

**Los Angeles Harbor College  
OFFICE OF ADMINISTRATIVE SERVICES**

**CLUSTER MEETING  
January 19, 2011**

Chair: Dr. Ann Tomlinson

Faculty/Staff: Lauren McKenzie, Lynn Yamakawa, Brad Young, Nestor Tan, Bill Englert, Mark Zankich, Tatyana Grinberg, Ivan Clarke, Sergeant Harry Van, Mary Vargas

Students: Tysun Roberts, April Abercrombie

**RE: Update to Unit Plans and Status Reports from Managers**

The meeting began at 9:00am in SSA 219 with introductions. Dr. Tomlinson reported that the managers have been working on their program reviews for several months. She invited each manager in attendance to give an update on their area and discuss their goals for the future.

Ivan Clarke described IT as stable. IT has six people total, including a project coordinator, funded by the bond. They have no secretarial support. The staff's hours are staggered in order to provide day and evening coverage. In addition to supporting the 1,300 computers on campus, they have a substantial number of additional network devices to support including audio video devices, phones, access control systems, air conditioning, door access, security systems, etc. It was noted the network door access system has a key system backup. Bill Englert also noted the fire safety law which requires that doors open from the inside. We are the first campus in the district to have virtual desktop, a virtual system with only a monitor, keyboard, and mouse. Their biggest challenge is lack of staff. Dr. Tomlinson noted she would like to add two lower level positions to IT. Ivan reported on a new Academic Advisory Committee which should help with the disconnect between IT and academics. The committee will provide a sense of the priorities for the classroom in terms of IT. Dr. Tomlinson added that Ivan was one of the authors of the IT Strategic Plan for the district. Ivan reported on the Emergency Notification System (ENS) and noted only 600 students have signed up. He encouraged the students in attendance to spread the word.

Sergeant Van stressed the priority of the Sheriff's office is security; to provide a safe environment for the staff and students. He noted the Sheriffs on campus are pro-active and have added extra patrols. The swap meet and issuing citations keep them busy. He reported that Harbor has had four active shooter training sessions on campus with several outside agencies. He reminded everyone about the importance of disaster preparedness.

Mark Zankich reported the Bookstore reduced their staff to four by implementing a flexible schedule. The Bookstore has merged with Reprographics/Mailroom, which has one employee. The Bookstore will cover the salary for Repro. In the fall, Mark plans to implement a textbook rental system where a selected number of books can be rented and returned at the end of the semester. Mark would like to carry more used books, but in order to do so he needs the

instructors to get their orders in early. The Bookstore has grown in the snack, coffee and vending areas. The students requested the Bookstore stay open every other Saturday to accommodate PACE but it is not possible at this time due to their limited staff and budget. Other options will be discussed at a later time.

Tatyana Grinberg explained that the Business office handles all campus banking, including ASO. Money (7%) given to the Business office by ASO is used for office supplies. The Business office has a total of six employees which cover two shifts. Temps are hired during rush. The Business office is selling I-Tap cards (transit access passes) to students. A new SIS system will be implemented in the near future.

Nester Tan oversees the college's finances, including procurement, budget, financial projections, accounts payable, and the op plan. Due to the financial crisis many reports need to be processed. Nestor discussed procurement policy which follows district, federal and state laws and the new paperless E-BTA system for budget transactions. Dr. Tomlinson noted it takes six weeks to fully implement a contract since all contracts go to Board for ratification.

Bill Englert has completed his program review for Facilities. Dr. Tomlinson asked Mary Vargas to help each manager gather and organize their program review documents. Bill shared the difficulty of doing a comprehensive program review. The biggest challenge for Facilities is lack of staff. While the physical plant has grown, the budget has not. He noted that campus events involve all Facilities staff. Dr. Tomlinson added Bill and Ivan are involved with the bond and are on call 24/7 if problems arise.

Brad Young stressed the need to establish an evacuation procedure. The district requires that a plan be completed this semester. Facilities and the Sheriff's office will work together to develop a plan.

Bill reported that the emergency call boxes will be out of service while being reprogrammed, beginning at noon today. They will be back in service within 48 hours.

The meeting ended at 10:20am.



**LOS ANGELES HARBOR COLLEGE  
ADMINISTRATIVE SERVICES**

**DEPARTMENT: BOOKSTORE  
MANAGER: MARK ZANKICH**

**MISSION:**

Our mission is to be a convenient and efficient source for educational purchases at reasonable and competitive prices for textbooks, school supplies and other services related to campus life. We strive to provide exemplary customer service, to encourage cooperative relations within the college community, and to provide services and resources for all your educational needs.

**ACCOMPLISHMENTS:**

- Reduced staff with flexible schedule.
- Merged with reprographics/mailroom.
- Computer system that interacts with all nine bookstores.

**ISSUES AND PRIORITIES:**

- Implement textbook rental program.
- Reduce inventory.
- Plan new bookstore.

**GOALS FOR 2010-11**

- Monthly tracking of profit and loss.
- Target is 76% cost of goods.
- Tracking inventory by rate of sale.

8/03/2010



**LOS ANGELES HARBOR COLLEGE  
ADMINISTRATIVE SERVICES**

**DEPARTMENT: BUSINESS OFFICE  
MANAGER: TATYANA GRINBERG**

**MISSION:**

The Business Office supports the college in the area of accounting and budgetary functions by providing professionally efficient services to all students, faculty, staff, and administrators.

**ACCOMPLISHMENTS:**

- Business Office opened an additional 4<sup>th</sup> window to better serve students during “rush” time.
- Sale of I-Tap cards to students.
- Implementation of Electronic Check Readers to reduce the number of returned checks.
- Scanning documents.
- Transcript fees are now paid online.

**ISSUES AND PRIORITIES:**

- Replacement staffing (accounting assistant and cashier) to provide better service to students, faculty, and staff and to have better cash control.
- Continue to scan documents to go paperless.
- Facelift to cashiering area and senior accountant office.
- Computerized miscellaneous off-line collection.

**GOALS FOR 2010-11**

- Increased security.
- Review business office policies and procedures.
- Reorganization and redistribution of work loads.

8/03/2010



## **LOS ANGELES HARBOR COLLEGE ADMINISTRATIVE SERVICES**

**DEPARTMENT: FACILITIES**

**MANAGER: BILL ENGLERT**

### **MISSION:**

Facilities and Operations is a building and maintenance service provider, which is dedicated to excellence in customer service. We support our institutional mission by providing the college with a safe, secure, pleasant and accessible environment, an environment that supports the college in achieving excellence in teaching and learning and we do that with pride, integrity, and respect.

### **ACCOMPLISHMENTS:**

- Implemented a comprehensive recycle program which is approaching 90% diversion from landfill and is rapidly becoming self funding.
- Graduation is a major accomplishment for our department.
- Facilities has installed numerous pieces of equipment in support of the Culinary Arts Department.
- Painted a wainscot in the fine arts building hall way.
- Abated trip hazards throughout the campus grounds.
- Safely did a major tree trimming project throughout the campus to enhance the safety and appearance of the entire campus.
- Supported all aspects of Bond related construction and campus operations.
- Developed and implemented a storm water management plan.
- Put in place a plan for detailed/scheduled cleaning of campus buildings.
- Upgraded campus walkway lighting.
- Planned and provided comprehensive Arch Flashing training to staff.
- Negotiated and executed contracts for elevator service and repair, pest control, and trash removal.
- Updated five year and space inventory plans.
- Competed for and obtained rebate funds from So Cal Gas Co for energy efficient equipment installed in cafeteria.

### **ISSUES AND PRIORITIES:**

- Obtain training on EMS system operations.
- Enhance knowledge of Central Plant operations.
- Degum campus walkways.
- Perform pre-rain roof drain inspections and cleaning.

- Perform and certify Regulation 4 testing of fire alarm system.
- Complete departmental program review.
- Hire key personnel.

8/03/2010



## LOS ANGELES HARBOR COLLEGE ADMINISTRATIVE SERVICES

**DEPARTMENT: INFORMATION TECHNOLOGY**

**MANAGER: IVAN CLARKE**

### **MISSION:**

The Office of Information Technology will provide the highest technology-based services, in the most cost-effective manner, to facilitate the College mission as it applies to management, teaching, learning, and community services. IT will maintain computers and network critical to college operations.

### **ACCOMPLISHMENTS:**

- Successful setup and transfer of ~400 computers and 150 phones in new building projects to allow for day one operations as buildings have opened with no downtime for staff, faculty, or classes.
- Pilot tested and rolled out Virtual Desktop Interface (VDI) systems for three computer labs. Ongoing use of VDI allows for centralized management and control of computer systems with substantially reduced time and resources needed to update, troubleshoot, and manage the systems.
- Upgraded phone system and implemented Voice over IP (VoIP) to allow phones to be connected and controlled through the network. VoIP allows us to use existing network lines to install phones without the need for a separate phone infrastructure. VoIP also allows for better management of the phones and ease in troubleshooting of phone issues.

### **ISSUES AND PRIORITIES:**

- The role of IT at the college has expanded substantially with many devices (security systems, access controls, videoconferencing, AC controls, etc) being added to the network, and that expansion continues. Further, the addition of classroom A/V systems to the IT support role, along with the growth in the number and uses of computers (computer count up about 150 in the past year) on the campus is straining the ability of the IT group to give timely support, much less work develop more effective ways to use and support technology systems. IT staffing has actually decreased in the past 5 years with the removal of the Senior CNSS position from IT, and more skilled help is seriously needed.
- There needs to be better coordination with the IT group when technology is being added to classes and administrative areas. Too often equipment is purchased without IT being informed,



and that equipment either does not meet that campus and district standards, or the new equipment is difficult to support because of some unique characteristic. Also, ongoing management and upgrades of equipment is too often not considered in new technology rollouts. Often these issues can be reduced or even eliminated if IT had some involvement in the development of the technology use and the selection of the specific equipment.

- As equipment moved to being network based, the importance of keeping the network up and running has become a serious priority. We need to ensure that the network infrastructure is reliable with built in redundancy to deal with occasional equipment or network failures. Too much of the infrastructure was built ad hoc with little consideration to the long term management. We need to ensure that a capable, reliable, and manageable infrastructure is in place.

8/03/2010



## **LOS ANGELES HARBOR COLLEGE ADMINISTRATIVE SERVICES**

**DEPARTMENT: PERSONNEL AND PAYROLL  
MANAGER: CLAUDETTE MC CLENNEY**

### **MISSION:**

It is the mission of the Personnel Department to advance and support the overall mission of the College through customer-responsive services. The Personnel department at Los Angeles Harbor College provides employee support services such as benefits, payroll, recruitment, training, employee relations and other services related to employee support etc. We succeed by earning the satisfaction of our customers, the respect and trust of those who govern us, support us and do business with us; and the pride of our employees.

### **ACCOMPLISHMENTS:**

- Decreased the rate of overpayments by working with the staff in Academic Affairs, running the Sync Report weekly and reviewing the class schedule changes weekly.
- Decreased the number of emergency pay requests.
- Provided PCR and SAP training to staff.
- Implemented and oversaw the online health benefits open enrollment registration.
- With the help of IT implemented the online paystub project.
- Payment history requests completed within one week.
- Returned telephone inquiries within one day.
- Turnaround time of employment verifications is 24 hours.
- Conducted one employee orientation.
- Workers compensation paperwork to the third party administrator and district risk management within one week.
- Addressed issues brought up by the auditors.
- Scheduled retirement, financial and EAP seminars or workshops for employees.
- Coordinated Harbor's Wellness Day.
- Coordinated Harbor's Sexual Harassment Trainings.
- Addressing the issue of the need for reports regarding personnel e.g. learning to run BW reports more effectively and placing the data into a spreadsheet format. Purchased software to learn Excel.
- All forms and documents have been updated.
- Documents are scanned on a weekly basis.
  
- Acted as compliance on interview committees.
- Reports, forms etc. to District within one week.

- Budget changes processed within two days.
- Position requests created within one week.
- Payroll corrections made on a daily basis.
- All leaves processed within a week.
- All retirements are processed within a week.
- All resignations are processed within a week.
- Meet with payroll staff at least once a week to discuss and correct payroll issues and problems.
- Unemployment claims are forwarded to the third party administer within one day.
- Spreadsheet to departments of released assignments.
- An Email comp time and vacation balances reports to departments so that they can monitor their employee's time balances and avoid payout.
- Job announcements are posted to the web and bulletin boards in a timely manner.

#### **Issues and Priorities:**

- The Personnel and Payroll Department will undertake review of Personnel and Payroll systems, processes, procedures and policies using the principles of continuous quality improvement and excellent and seamless client service.
- Personnel and Payroll will support the enhancement of College performance through competitive positioning, policies and programs, appropriate assessment, recognition and reward mechanisms. (HR Guides, Personnel and Payroll Commission Rules, Performance Evaluations, EAP, Outstanding Work Performance, etc.)
- Personnel and Payroll will develop and deliver training programs to help staff and managers accomplish the goals of the College Strategic Plan in using SAP and PCR.
- The SPOC will improve reports generated for administration, managers and supervisors.
- Personnel and Payroll will provide support of PCR and SAP initiatives, including change management, and systems development activities.
- Legal compliance is another goal for the Personnel and Payroll department. Because of the legislation that affects employers and employees, the Personnel and Payroll department must be careful to maintain appropriate documentation of all compliance activities in the area of hiring and record keeping and follow each piece of legislation carefully.
- Payroll will reduce error rate on time input by 15% by January 31, 2011.
- Payroll will reduce the number of off cycle request by 5% by January 31, 2011.
- Strengthen communication and interpersonal skills of the Personnel and Payroll and Payroll staff.
- The SPOC will improve accuracy of the input of leaves, resignation and retirements.
- Payroll and Personnel will work to solve pay issues in a timely manner.
- PCR is not attached to budget.

8/03/2010



**LOS ANGELES HARBOR COLLEGE  
ADMINISTRATIVE SERVICES**

**DEPARTMENT: LOS ANGELES COUNTY SHERIFF'S DEPARTMENT  
MANAGERS: SERGEANT HARRY VAN  
DEPUTY GREG MENDONCA**

**MISSION:**

In support of student learning, the Sheriff's Office will maintain a safe college environment with well trained Los Angeles Sheriff staff. We are innovative and responsive to the needs of those we serve.

**ACCOMPLISHMENTS:**

- Finding creative ways to reduce monetary expenditures for the campus. Graduations in the past have cost the campus additional funds due to the need to hire additional Sheriff's personnel to properly cover the event. This year's 2010 graduation no additional funds were expended to the campus. We were able to utilize personnel from surrounding campuses and return man power to them to offset their cost as well.
- Better communication between campus staff and Sheriff personnel.
- Hosted three active shooter training events. The training included surrounding local police agencies as well as Sheriff's local stations.
- Hosted a basketball tournament fundraiser for the Cadets. The fundraiser helped offset the cost of the Cadets equipment. Also purchased equipment at the logistic sale from the Sheriff's Department ie: uniform pants, belts and other equipment for the cadets.

**ISSUES AND PRIORITIES:**

- The overall security of the campus is one of our top priorities. Providing a safe learning environment is crucial. Protecting life and property.
- Central clearing point for coning off spaces/special parking requests for high profile events prior to arriving to the Sheriff's Office. Numerous requests are made with little knowledge of the type of event or persons attending.
- If the campus were to suffer a power outage or other large disaster incident the responding resources could be limited. Items like a Med Sled will allow quick and safe movement of staff/students from danger zones to safety. The cost is minimal but the need and positive impact is huge. The use of a power chair to move a wheelchair is only as good as the batteries last. The Med Sled can be used repetitively, can stabilize an injured person(s), and serve as a triage platform.
- Secure key access to certain offices and buildings.

- An escort cart for 6 persons.
- A Live Scan (fingerprint) machine in order to respond to the numerous requests made to the Sheriff's office.

8/11/2010