

Los Angeles Harbor College Program Review for Administrative Services



Office of Administrative Services

Budget & Procurement

Reprographics

Sheriff's Office

Bookstore

Business Office

Facilities

Human Resources

Information Technology

2007/08 to 2010

TABLE OF CONTENTS

Team Members and Approval Page	
Overview of College Strategic Planning Goals for Administrative Services	
Administrative Services.....	
Bookstore.....	
Business Office.....	
Facilities	
Human Resources.....	
Information Technology.....	
Sheriff's Office.....	
Program Review Assessment Instrument for Administrative Services.....	
Assessment Survey Analysis Summary.....	
Appendices.....	
Survey Measures of Administrative Service Units.....	
Org Chart.....	
Administrative Services SLO's.....	

PROGRAM REVIEW TEAM MEMBERS AND APPROVALS

Program Review Team Chair:

Ann Tomlinson

Program Review Team Members

Managers:

Ivan Clarke – IT
Bill Englert - Facilities
Tatyana Grinberg – Business Office
Carla Muldoon – Community Services
Nestor Tan – Associate VP
Claudette Youins - Personnel
Melvin Young – Sheriff’s Office
Mark Zankich - Bookstore

Faculty Reps:

Sally Fasteau
Lauren McKenzie
Janice Sandell
Michael Song

Approvals:

Manager

Faculty Representative

Faculty Representative

Vice President of Administrative Services

COLLEGE STRATEGIC PLANNING GOALS FOR ADMINISTRATIVE SERVICES

Mission Statement

The Administrative Services units strive to support student learning and student services with effective and efficient business operations by providing a quality learning environment that is aesthetically pleasing, safe, and healthful. The Administrative Services area supports the mission of the college by providing adequate resources required to meet student learning needs both in services and the environment.

Goal 4 Economic Resources

To optimize and be accountable for the responsible use of all financial resources.

Strategies:

- 4.1 Align budgeting and planning so that all expenditures are connected to the master plan.
- 4.2 Develop and maintain a budgeting process that is understandable, accessible, and accountable to all members of the college community.
- 4.3 Develop alternative strategies to increase revenue streams.
- 4.4 Conduct an ongoing review of the budget to respond to the dynamic fiscal and political environment.

Accountability Measures:

- a. Annual Administrative Managers Focus Group
- b. College Student Survey
- c. Cost/FTES (students)
- d. WSCH/FTEF (faculty)
- e. Percent of budget linked with plans
- f. Classroom utilization
- g. Identify sources of revenue and amount available related to need:
 - Enrollment
 - Non-enrollment
 - Grants and Specially Funded Programs
 - District Allocation formula
- h. Fiscal effectiveness of expenditures
 - Determine target dollars needed
 - Assess appropriateness of allocation of revenues
 - Determine fiscal effectiveness of revenues to expenditures
 - Minimize liability

Goal 6 Institutional Environment & Physical Resources

To provide and ensure an aesthetically pleasing, safe and healthful environment conducive to learning.

Strategies:

- 6.1 Identify the college facilities and equipment needs and develop a plan to address these needs.
- 6.2 Update facilities and equipment to support current and future college functions.
- 6.3 Create a college-wide commitment to the care and safety of the campus.
- 6.4 Maintain evacuation and disaster plans.

Accountability Measures:

- a. Annual Administrative Managers focus group
- b. College student survey

Goal 7 Human Resources & Development

To ensure a campus community that values diversity and promotes and encourages a climate of mutual respect, personal and professional growth, effective communication, and teamwork.

Strategies:

- 7.1 Establish an effective college communication system.
- 7.2 Support and implement a staff development plan that maximizes human resources.
- 7.3 Value and recognize contributions that benefit the college community.
- 7.4 Provide sufficient staff for efficient operation of a comprehensive college.
- 7.5 Support of policies that maximize diversity and quality in hiring and performance.

Accountability Measures:

- a. Staff development reports
- b. Documentation of College diversity
- c. Employee feedback



**LOS ANGELES HARBOR COLLEGE
ADMINISTRATIVE SERVICES PLANNING AND PROGRAM REVIEW**

DEPARTMENT: **Administrative Services**

DEPARTMENT HEAD: **Dr. Ann Tomlinson**

PART I: MISSION

1. Describe the department function and purpose.

The Administrative Services units strive to support student learning and student services with effective and efficient business operations by providing a quality learning environment that is aesthetically pleasing, safe, and healthful. The Administrative Services area supports the mission of the college by providing adequate resources required to meet student learning needs both in services and the environment.

2. Progress since the last program review.

- Completed program review cycle.
- Wrote SLO's.
- Analyzed assessment data for program improvement.

PART II: GOALS

Planning Priority 1: Hire two custodians to maintain three new buildings coming in fall which adds 100,000 square feet to our campus.

Strategy: Bond related growth; obtain campus approval and District eligibility list.

Cost: Estimated at \$42,200 per year per custodian.

Planning Priority 2: Upgrade/replace campus wide phone system and equipment.

Strategy: Identify campus operational needs of the abilities of a phone system.

Obtain funding. Obtain quotes for the upgrade and enhancement of the existing system equipment. Research and recommend the options for complete replacement of system. Create plans for specifications for selected option and bid the purchase and installation of them.

Cost: Estimated at \$100,000.

Planning Priority 3: Hire a night time custodial supervisor

Strategy: Refill an existing position; obtain campus approval and District eligibility list.

Cost: \$43,875 per year.

Planning Priority 4: Create one senior CNSS position within the IT group who can take on higher level design and implementation tasks.

Strategy: Increase one of the existing CNSS positions to a senior level (with support of Personnel Commission).

Cost: Additional \$6,000 per year.

Planning Priority 5: Hire a maintenance assistant.

Strategy: Bond related growth; obtain campus approval and District eligibility list.

Cost: \$4,022 per month.

PART IV: CURRENT STRENGTHS, OPPORTUNITIES, AND CHALLENGES

- Strengths: Team work; capability to share staff.
- Opportunities: New building gives people opportunity to upgrade their skills.
- Challenges: Understaffed; Harbor has the 2nd lowest amount of classified staff in the district.

PART V: FUTURE PLANS



**LOS ANGELES HARBOR COLLEGE
ADMINISTRATIVE SERVICES PLANNING AND PROGRAM REVIEW**

DEPARTMENT: **Bookstore**

DEPARTMENT HEAD: **Mark Zankich**

PART I: MISSION

1. Describe the department function and purpose.

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.

2. Progress since the last program review.

Renovation of the bookstore has taken place with upgraded electrical and plumbing, and new flooring and paint. A coffee section has been added with new cabinets and a triple sink. Food vending has been expanded to offset the loss of sales in books. The money for this project came from the bookstore's reserve fund, which allows a portion to be used for renovation.

PART II: GOALS

Goals IIA: Purchase tables and chairs and install wireless for bookstore patio.

Strategy: To provide an inviting area for students; work with Facilities and IT.

Cost: Funds to come from bookstore reserve account.

Goals IIB: Online book ordering implemented by 2008.

Strategy:

Cost: \$16,000 for online book ordering program.

PART III: STAFFING NEEDS

Goals IIIA: Hire full time cashier.

Strategy: Obtain campus approval and District eligibility list.

Cost: \$39,727

PART IV: CURRENT STRENGTHS, OPPORTUNITIES, AND CHALLENGES

- Challenges: Competing in the current market; refund policy; lack of staff.

PART V: FUTURE PLANS

- Expand the coffee bar.
- Get Division Chairs to use one book per course, example Mr. McKenzie's dept.
- Shorten refund policy.



LOS ANGELES HARBOR COLLEGE ADMINISTRATIVE SERVICES PROGRAM REVIEW

DEPARTMENT: **Business Office**

DEPARTMENT HEAD: **Tatyana Grinberg**

PART I: MISSION

1. Describe the department function and purpose.

The Business Office provides support to the college in the area of accounting and budgetary functions. We seek to render timely, efficient and effective service to all faculty, staff, administrators and students, as well as to customers both within and outside the college community. We strive to maintain and enforce strong ethical and professional standards, while adhering to college policies and procedures. In addition, we aim to uphold the highest standard of excellence in the performance of our daily responsibilities. Our goal is to further the mission of the college through exemplary service and support. We recognize the need to continue to learn and adapt to innovative ideas and technologies.

2. Progress since the last program review.

With the addition of a new senior accountant the Business office staff has worked as a team to create a positive work environment and a revision of staff duties. The cashiering operation was successfully transferred to the Business office from Admissions and Records. The Business office met all district report deadlines, mailed over 6,000 student collection letters, cancelled automated ASO student holds, cleaned up student hold screen and assumed responsibility for student fee petitions. In addition, they revised the bookstores cash handling process, implemented new Americorp procedures, and streamlined deposits.

PART II: GOALS

Goal IIA: Face-lift to cashiering area (paint, improved lighting, updated service windows and counter).

Strategy: Work with Facilities.

Cost: To be determined by Facilities.

Goal IIB: Rearrange work stations

Strategy: To improve efficiency and safeguard a money room.

Cost: No Cost.

Goal IIC: Post Business Office services and fees on the website where it would be more accessible and visible.

Strategy: Work with Ray Van Dinther

Cost: No cost.

Goal IID: Face-lift to the Senior Accountant's office (paint, etc.)

Strategy: Work with Facilities.

Cost: To be determined by Facilities.

Goal IIE: Review duties and responsibilities of staff; review procedures; cross-train staff.

Strategy: To provide more efficiency and sustain a positive work environment.

Cost: No cost.

PART III: EQUIPMENT REQUESTS

Goal IIIA: Acquire updated computers for Business Office.

Strategy: Admin. Services to give their computers to the Business Office after they move. Arrange with IT to move equipment to Business Office.

Cost: No cost.

Goal IIIB: Purchase new fax machine/printer to print student registration/fee receipts.

Strategy: Reimbursement from ASO.

Cost: No cost to Business Office.

Goal IIIC: Purchase USB flash drives.

Strategy: Reimbursement from ASO.

Cost: No cost to Business Office.

Goal IIID: Purchase 3 new CPU's for cashiers.

Strategy: Request quote from Dell through IT.

Cost:

Goal IIIE: Purchase scrolling marquee or bulletin board to post announcements.

Strategy: Clear, undated information for students.

Cost:

PART III: STAFFING NEEDS

Goal IIIA: Hire an additional accounting assistant.

Strategy: Understaffed. Obtain campus approval and District eligibility list.

Cost:

PART IV: CURRENT STRENGTHS, OPPORTUNITIES, AND CHALLENGES

- The Business Office has very experienced staff dedicated to provide the best possible services to Harbor College students and employees.

- Our staff is capable of handling and solving problems that arise everyday in the Business Office.
- The Business Office makes sure that guidelines are followed and all reports are submitted on time before the deadlines.
- The Business Office is working in contact with other offices to constantly improve efficiency.
- The personnel are cross-trained to perform some duties so they can substitute for workers during their absence.
- Since moving the Cashier's Office to the Business Office, we are able to serve the students and staff more effectively.
- We review procedures and duties to make it easier to train staff.
- The Business Office is working on creating a positive working environment, and we have some very positive changes.
- Challenges: lack of funds for new equipment, lack of staff; business office is separate from A & R.

PART V: FUTURE PLANS

- Continue to cross-train Business Office staff to improve services by substituting missing employees during their absences and to elevate employee's confidence.
- Continue to work on improving the work environment to become a better team.
- Get face-lift for the cashiering area to make it look friendlier, more professional and welcoming to students (paint, improve lighting, conditioning, update counters, etc.).
- Rearrange work station inside the Business Office to insure safety of the money room.
- Continue to work on writing procedures for the Business Office.
- Update some equipment to improve efficiency.
- Get one additional ECS reader for off-line collection to lower number of Student Return Checks.
- Review procedures for collection, deposits, and others to minimize paperwork and to save time.



LOS ANGELES HARBOR COLLEGE ADMINISTRATIVE SERVICES PLANNING AND PROGRAM REVIEW

DEPARTMENT: **Facilities**

DEPARTMENT HEAD: **Bill Englert**

PART I: MISSION

1. Describe the department function and purpose.

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.

2. Progress since the last program review.

The college is currently in compliance with all safety and health requirements of the state and district. Compliance has been complicated this year with six major construction projects creating issues each and every week. In spite of it all, the facilities employees have consistently worked beyond their requirements in addressing one emergency after another. The college is clearly cleaner and wayfaring signage has increased a more inviting and user friendly campus.

The college has updated the Five Year Construction Plan each year without the assistance of an outside consultant. Also, the facility director has maximized the assistance of state funds to remove asbestos from the administrative building, the PE Building, and the business office area without major disruption to the operations.

Facilities has completed major renovation in the cafeteria to develop a new classroom for culinary arts program. Much of the equipment was replaced to comply with health department issues.

Facilities has played a major role in assuring the safety of the campus during this construction period. The staff have made themselves available and corrected many problems created and not resolved by Prop A/AA construction crews. Facilities also participates in monthly safety meetings to keep current in practicing safe work practices. The facility staff acts as resource people during any crisis on campus.

PART II: GOALS

Goal IIA: Provide a safe well lit campus. Replace and/or upgrade campus exterior lighting and controls.

Strategy: Create a detailed scope of work clearly stating all required needs. Create construction plans and specifications for the project and publicly bid the project. Identify funding source.

Cost: Estimated at \$1M

Goal IIB: Replace campus wide phone system and equipment.

Strategy: Identify campus operational needs of the abilities of a phone system. Obtain funding. Obtain quotations for the upgrade and enhancement of the existing system equipment. Research and recommend options for complete replacement of system. Create plans for specifications for selected option and bid the purchase and installation of them.

Cost: Estimated at \$100,000.

Goal IIC: Implement online work order system.

Strategy:

Cost:

Goal IID: Develop and implement a comprehensive preventive/predictive maintenance program for all facilities disciplines. (long term)

Strategy:

Cost:

Goal IIE: Enhance and improve the college recycling program.

Strategy:

Cost:

Goal IIF: Comprehensive training to facilities staff on all new building systems and technologies.

Strategy:

Cost:

PART III: STAFFING NEEDS

Goal IIIA: Re-employ a full time B- Shift Custodial Supervisor.

Strategy: Obtain campus approval and District eligibility list, perform interviews, hire and process new employee.

Cost: \$43,875 per year.

Goal IIIB: Upgrade current B-shift Custodial supervisor to a Senior Custodial Supervisor.

Strategy: Person is currently working completely out of classification. Secondary supervision is a must on the night shift to insure campus is clean.

Cost: \$10,478 per year increase over current pay as Supervisor.

Goal IIIC: Add to staff for Bond related facilities growth: 1-B-shift HV/AC Tech

Strategy: Cover the central plant cooling and heating needs of the night classes. Handle trouble calls related to plumbing, HV/AC and electrical needs related to night classes.
Cost: Approx. \$70,000 per year.

Goal IIID: Refill all existing custodial positions.

Strategy: Obtain approval to fill already funded but currently vacant positions.

Cost: \$40,000 per year each.

Goal IIIE: Add Lead Electrician to assist with mechanical trades' coordination.

Strategy: Bond related growth: to provide daily coordination and supervision of mechanical trades with new square footage and systems coming on line.

Cost: Approx. \$73,593 per year.

Goal IIIF: Add 1 Gardner and 1 Groundskeeper.

Strategy: Bond related growth: maintain new landscape and irrigations systems and to keep the campus grounds in a highly manicured state.

Cost: Approx. \$44,000 each per year.

Goal IIIG: Add a mechanic to maintain college vehicles and equipment.

Strategy:

Cost: \$5,196 per month.

Goal IIIH: Add 2 maintenance assistants to cover all areas of facilities trades support.

Strategy:

Cost: \$4,022 each per month.

Goal IIII: Add 1 General Foreman to cover all mechanical trades.

Strategy: The shop will be divided under two foremen: one covering carpentry, painting, locksmith, two maintenance assistants. The Mechanical Foreman will cover: electrical, HV/AC, plumbing, two maintenance assistants.

Cost: \$8,261 per month.

PART IV: EQUIPMENT/SUPPLY NEEDS

- Skiploader/backhoe - \$60,000
- Ride on lawnmower - \$30,000
- Hazardous material secondary containment boxes - \$1,500
- Shop shelves and racks - \$4,000
- Campus wide disaster/emergency supply (at least one week supply for 200 people) - \$20,000
- Full size pickup truck - \$20,000
- Six trash gondolas - \$5,000
- Trash compactor for campus wide white paper recycle program - \$45,000
- Portable size scrubber for grandstand maintenance - \$3,000
- Portable man lift with 35' tall reach for gym and theater lighting and structure maintenance - \$15,000

- Sew line jetter for campus mainline maintenance and repair - \$5,000

PART V: CURRENT STRENGTHS, OPPORTUNITIES, AND CHALLENGES

- Strengths – Excellent management skills, team spirit/cooperation for staff.
- Opportunities – Upgrades through bond program.
- Challenges – Lack of staff, graffiti problem, upgrading phone system, high absentee rate, controlling work orders.

PART VI: FUTURE PLANS



**LOS ANGELES HARBOR COLLEGE
ADMINISTRATIVE SERVICES PLANNING AND PROGRAM REVIEW**

DEPARTMENT: **Human Resources**

DEPARTMENT HEAD: **Claudette Youins**

PART I: MISSION

1. Describe the department function and purpose.

To provide leadership in the development, implementation, and administration of sound human resource policies, procedures, and programs which support the college's educational and research mission. The goal is to be responsive to the changing needs of constituents, including employees, management, employee organizations and other college or state-related entities, while advancing the strategic goals and interests of the college.

2. Progress since the last program review.

Personnel and payroll work as a team to provide support in the areas of payroll issues, recruiting, training and retention of employees. Several informative training workshops for staff, supervisors, and retirees have been completed and will continue to be offered. The evaluation process has been streamlined. New personnel bulletin boards have been placed on campus. The electronic system for health benefits is in place.

PART II: GOALS

Goals IIA: Have our evaluation process on target with district timelines.

Strategy: Track completion of evaluations

Cost: No Cost

Goals IIB: Hold more EAP workshops on campus.

Strategy: Make use of valuable information offered by EAP that will help employee's perform their job duties more effectively.

Cost: No Cost.

Goals IIC: Hold individual and group training on campus for SAP/PCR/PORTAL.

Strategy:

Cost: No cost.

Goals IID: Training of personnel and payroll staff.

Strategy: Attend workshops and meetings regarding updates and changes to SAP/PCR/PORTAL, payroll and human resources through District and outside sources.
Cost: \$0 to \$3,000

Goals IIE: Scanning of documents in personnel and payroll.

Strategy: Have files/documents scanned by DMS before we move to new building.

Cost:

PART III: EQUIPMENT NEEDS

Goals IIIA: Upgrade communications equipment.

Strategy: Larger screens and more memory needed.

Cost: \$5000

PART IV: CURRENT STRENGTHS, OPPORTUNITIES, AND CHALLENGES

- Strengths – The personnel office supports the hiring process by making sure that guidelines are followed and search committees represent all constituencies. The SPOC does an excellent job in communicating workshops through the campus email. Experienced staff.
- Challenges – Lack of funds for new equipment.

PART V: FUTURE PLANS

- Hold more training regarding District policies and procedures for supervisors and managers, as well as Senior Staff.
- Conduct orientations for adjunct and full-time on a quarterly basis. (Currently orientations are conducted only for classified employees.)



**LOS ANGELES HARBOR COLLEGE
ADMINISTRATIVE SERVICES PLANNING AND PROGRAM REVIEW**

DEPARTMENT: **Information Technology**

DEPARTMENT HEAD: **Ivan Clarke**

PART I: MISSION

1. Describe the department function and purpose.

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.

2. Progress since the last program review.

Wireless network access is now available throughout the library and in the cafeteria. Outlook has been successfully implemented along with SPAM filtering software. IT has had a successful changeover to the use of new student ID numbers in all local systems. They have completed the implementation of a proxy server for automated student access to library supplied databases and implementation of iPolicy firewall giving substantial security improvements and giving IT access and control over campus firewall. The installation of the WSUS server now allows IT to centrally roll out system patches and upgrades. IT did a complete replacement of equipment in three computer labs. In addition, IT created new maps for all major network connections.

PART II: GOALS

Goal IIA: Install (or develop) improved tracking system of student computer use for reporting to state.

Strategy: Either purchase and install monitoring software (e.g. CI-Track) or develop system internally and install; integrate system with existing student DBs.

Cost: Purchase \$25, 000; Develop \$12,000

Goal IIB: Install a comprehensive, college wide wireless network which is accessible to all students, faculty and staff/

Strategy: Purchase wireless AP's and controllers, and have AP's installed at strategic locations.

Cost: \$110,000

Goal IIC: Improve existing network infrastructure to allow for integrating and managing VLANs to end user ports, and real time monitoring of equipment and use.

Strategy: Replace non-managed switches and hubs; install management; develop new VLAN infrastructure.

Cost: \$40,000

Goal IID: Obtain and manage “loaner” computers and printers to ill unforeseen immediate needs.

Strategy: Purchase and configure two computer systems and one printer; maintain loan system.

Cost: \$3,000

Goal IIE: Consolidate existing servers into a more easily managed, more flexible, and more reliable blade server using virtual servers and SAN storage.

Strategy: Purchase and configure blade server and virtual server software; train staff; purchase and configure SAN; transfer existing systems and services to virtual servers on blade server.

Cost: \$150,000

PART III: STAFFING NEEDS

Goal IIIA: Create one Senior CNSS position within the IT group who can take on higher level design and implementation tasks.

Strategy: Increase one of the existing CNSS positions to a senior level (with support of Personnel Commission).

Cost: Additional \$6,000 per year

PART IV: CURRENT STRENGTHS, OPPORTUNITIES, AND CHALLENGES

- Challenges – Need for personnel; money to provide for additional software and hardware especially to replace some of the very old equipment we are still relying on.

PART V: FUTURE PLANS

- Find a permanent home.
- Purchase cart to transport equipment.



**LOS ANGELES HARBOR COLLEGE
ADMINISTRATIVE SERVICES PLANNING AND PROGRAM REVIEW**

DEPARTMENT: **Sheriff's Office**

DEPARTMENT HEAD: **Deputy Melvin Young**

PART I: MISSION

1. Describe the department function and purpose.

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.

2. Progress since the last program review.

PART II: GOALS

Goals IIA:

Strategy:

Cost:

Goals IIB:

Strategy:

Cost:

PART III: STAFFING NEEDS

Goals IIB: Hire office assistant

Strategy: Replacement position, get college approval.

Cost:

PART IV: CURRENT STRENGTHS, OPPORTUNITIES, AND CHALLENGES

PART V: FUTURE PLANS

**PROGRAM REVIEW ASSESSMENT INSTRUMENT
FOR ADMINISTRATIVE SERVICES**

LACCD Student Survey Measures of Administrative Service Units (Spring 2007)

1. Please rate each of the college services listed below in terms of the frequency with you use the service, its availability, and your satisfaction with the services.
 - Business Office
 - Bookstore
 - Food Services
 - Computer Labs

2. How often do you use a computer for each of the following activities? (Mark one response for each item)
 - a. Use a computer AT HOME to do school work
 - b. Use a computer AT WORK to do school work
 - c. Use a computer ON CAMPUS to do school work
 - d. Use the internet to get information for an assignment
 - e. Use email, instant messaging or other electronic method to work on an assignment with other students
 - f. Use email, instant messaging or other electronic method to communicate with an instructor
 - g. Use the College website
 - h. Use the Library website
 - i. Use the Internet to apply, register, check grades, add or drop classes

3. Campus Facilities and Services (Mark one response for each item)
 - a. I feel safe and secure on this campus
 - b. Campus buildings are clean and well maintained
 - c. Food service on this campus is sufficient
 - d. The restrooms on this campus clean and well maintained
 - e. The grounds and public areas on this campus are clean and well maintained
 - f. The campus has adequate outside lighting after dark
 - g. Sufficient parking is available on campus
 - h. The parking lots are safe, well lighted, and well maintained

ASSESSMENT SURVEY ANALYSIS SUMMARY

Student Survey Spring 2007

Business Office

Since over half the students indicated that they have not used the business office and the cashier's office was located in Admissions & Records, it is possible that the students did not realize they were using the business office. However, the majority of students indicated satisfaction with service and availability. This summer the cashier's office relocated to the Business Office so it is important to monitor the service with this change.

Bookstore

More than half the students (61%) use the bookstore and the great majority indicated satisfaction with service and available hours. No recommendation for improvement at this time. The bookstore should pursue greater vending to offset their services and this new venture can be evaluated next year by the increased revenue or lack of support.

Food Service

The college has limited food service provided by a culinary arts program but vending is also available. Only one third of the students currently use the food service but most were satisfied with the quality and availability. However, for the future the college should provide a more comprehensive food service program by increasing the food vending in the bookstore.

46% of the students felt that food service was sufficient while 31% indicated that food service was inadequate.

Computer Labs

About half the students indicated that they had adequate availability of computer labs and that they were satisfied. Only 1.2% indicated that labs were not available when needed and that they were not satisfied which is not a significant number. Only 28% used a computer on campus to do their school work and 59% did not. 81% used the internet to complete an assignment while only 15% did not use the internet to complete assignments. 47% used email and/or instant messaging to work on an assignment while 50% did not. However, 48% used email/instant messaging to communicate and 49% did not.

The college website was used by 65% and 33% did not use the college website. Over three fourths of the students applied or registered using the internet and 14% never used this method to apply or register.

Facilities

80% of the students reported feeling safe and secure on campus but 29% did not. Over half or 59% reported campus buildings were clean and well maintained but 38% disagreed. Also, over half or 54% agreed that restrooms were clean and 39% disagreed. 66% of the students indicated that the grounds and public areas are clean while about one third disagreed.

Almost half 48% indicated that lighting on campus is adequate but 43% disagreed. Also, half 51% responded that parking lots are safe, well lit, and well maintained while 43% disagreed. Over half 55% said there was adequate parking on campus and only 38% said there was insufficient parking which is somewhat surprising given the amount of parking lost to current construction projects.

**SPRING 2007 LACCD STUDENT SURVEY MEASURES
OF ADMINISTRATIVE SERVICES UNITS**

17a. How often you've used Business Office

	Frequency	Percent
Multiple times per semester	56	7.4
Once a semester	152	20.3
Once ever	75	10.0
Never	399	53.5
NO ANSWER THIS QUESTION	66	8.8
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- About half say they don't use the Business Office. Student probably doesn't realize that the Cashier's Office is in the Business Office. One-third indicates use.

17b. Availability of Business Office

	Frequency	Percent
Available when needed	177	23.7
Usually available	159	21.3
Not available when needed	10	1.4
Not applicable	280	37.5
NO ANSWER THIS QUESTION	120	16.1
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 45% indicated adequate availability. Only 1.4% responded.

17c. Satisfaction with Business Office

	Frequency	Percent
Very satisfied	152	20.3
Somewhat satisfied	157	21.1
Not satisfied	12	1.6
Not applicable	305	40.8
NO ANSWER THIS QUESTION	121	16.2
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS: 41% indicated satisfaction. Only 1.6% responded negatively.

weighted figures

28a. How often you've used bookstore

	Frequency	Percent
Multiple times per semester	459	61.4
Once a semester	142	19.1
Once ever	38	5.0
Never	46	6.1
NO ANSWER THIS QUESTION	62	8.3
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 61% use the bookstore frequently. Only 6% never use the bookstore.

28b. Availability of Bookstore

	Frequency	Percent
Available when needed	389	52.1
Usually available	186	25.0
Not available when needed	18	2.4
Not applicable	45	6.0
NO ANSWER THIS QUESTION	109	14.5
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 77% indicated adequate availability. Only 2% responded negatively.

28c. Satisfaction with Bookstore

	Frequency	Percent
Very satisfied	332	44.4
Somewhat satisfied	205	27.5
Not satisfied	40	5.3
Not applicable	55	7.3
NO ANSWER THIS QUESTION	115	15.4
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 82% indicated satisfaction. Only 5% responded negatively.

weighted figures

29a. How often you've used Food Services

	Frequency	Percent
Multiple times per semester	216	28.9
Once a semester	65	8.7
Once ever	69	9.3
Never	321	43.0
NO ANSWER THIS QUESTION	76	10.2
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- About one third used food services. 43% never use food service.

29b. Availability of Food Services

	Frequency	Percent
Available when needed	197	26.4
Usually available	165	22.0
Not available when needed	37	5.0
Not applicable	224	30.0
NO ANSWER THIS QUESTION	124	16.6
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 48% indicated adequate availability. One third responded that the question was not applicable.

29c. Satisfaction with Food Services

	Frequency	Percent
Very satisfied	163	21.8
Somewhat satisfied	154	20.6
Not satisfied	56	7.5
Not applicable	250	33.4
NO ANSWER THIS QUESTION	125	16.7
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 42% indicated satisfaction. 7.5% indicated dissatisfaction.

weighted figures

32a. How often you've used Computer Labs

	Frequency	Percent
Multiple times per semester	240	32.1
Once a semester	71	9.5
Once ever	65	8.7
Never	305	40.8
NO ANSWER THIS QUESTION	66	8.9
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 41.6% students use computer labs. 40.8% never use labs.

32b. Availability of Computer Labs

	Frequency	Percent
Available when needed	244	32.7
Usually available	154	20.6
Not available when needed	14	1.9
Not applicable	216	29.0
NO ANSWER THIS QUESTION	119	15.9
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 53% indicated adequate availability. 1.2% indicated inadequate availability.

32c. Satisfaction with Computer Labs

	Frequency	Percent
Very satisfied	232	31.0
Somewhat satisfied	138	18.5
Not satisfied	11	1.5
Not applicable	246	33.0
NO ANSWER THIS QUESTION	120	16.0
Total	747	100.0
CEASED RESPONDING	3	
Total	750	

ANALYSIS:

- 49% indicated satisfaction. 1.5% indicated dissatisfaction.

weighted figures

36c. Used a computer on campus to do school work

	Frequency	Percent
Often	147	19.8
Sometimes	136	18.3
Seldom	128	17.3
Never	314	42.3
NO ANSWER THIS QUESTION	17	2.4
Total	743	100.0
CEASED RESPONDING	7	
Total	750	

ANALYSIS:

- 38% use a computer on camps to do school work. 59% used a computer seldom or never.

36d. Used the internet to get information for an assignment

	Frequency	Percent
Often	448	60.3
Sometimes	161	21.7
Seldom	55	7.5
Never	56	7.5
NO ANSWER THIS QUESTION	23	3.1
Total	743	100.0
CEASED RESPONDING	7	
Total	750	

ANALYSIS:

- 82% use the internet to get information for an assignment, while only 15% do not use the internet to get information for an assignment.

36e. Use email or instant messaging to work on assignment

	Frequency	Percent
Often	213	28.7
Sometimes	140	18.8
Seldom	132	17.8
Never	244	32.8
NO ANSWER THIS QUESTION	14	1.9
Total	743	100.0
CEASED RESPONDING	7	
Total	750	

ANALYSIS

- 47.5% use email and instant messaging to work on an assignment. 50% seldom use email to work on an assignment.

weighted figures

36f. Use email or instant messaging to communicate

	Frequency	Percent
Often	167	22.5
Sometimes	191	25.6
Seldom	170	22.9
Never	194	26.1
NO ANSWER THIS QUESTION	21	2.8
Total	743	100.0
CEASED RESPONDING	7	
Total	750	

ANALYSIS

- 48% use email or instant messaging to communicate. 49% seldom or never use email to communicate.

36g. Use the college website

	Frequency	Percent
Often	231	31.1
Sometimes	249	33.5
Seldom	142	19.1
Never	103	13.8
NO ANSWER THIS QUESTION	18	2.5
Total	743	100.0
CEASED RESPONDING	7	
Total	750	

ANALYSIS:

- 65-% indicated use of college website. 19% seldom use. 13.8% never use college website.

36i. Use the internet to apply, register, etc

	Frequency	Percent
Often	436	58.7
Sometimes	129	17.4
Seldom	61	8.2
Never	102	13.8
NO ANSWER THIS QUESTION	14	1.9
Total	743	100.0
CEASED RESPONDING	7	
Total	750	

ANALYSIS:

- 76% use the internet to apply and register. 14% never use internet to apply and register.

weighted figures

44. I feel safe and secure on this campus

	Frequency	Percent
Strongly agree	157	21.7
Agree	420	57.9
Disagree	104	14.4
Strongly disagree	30	4.1
Does not apply	12	1.7
NO ANSWER THIS QUESTION	1	0.1
Total	724	100.0
CEASED RESPONDING	25	
Total	750	

ANALYSIS:

- 80% expressed feeling safe and secure. 29% did not feel safe and secure.

45. Campus buildings are clean and well maintained

	Frequency	Percent
Strongly agree	75	10.4
Agree	354	48.8
Disagree	197	27.1
Strongly disagree	81	11.2
Does not apply	14	1.9
NO ANSWER THIS QUESTION	5	0.6
Total	724	100.0
CEASED RESPONDING	25	
Total	750	

ANALYSIS:

- 59% reported buildings as clean and well maintained. 38% disagreed.

46. Food service on this campus is sufficient

	Frequency	Percent
Strongly agree	54	7.5
Agree	286	39.5
Disagree	141	19.5
Strongly disagree	88	12.2
Does not apply	146	20.2
NO ANSWER THIS QUESTION	8	1.1
Total	724	100.0
CEASED RESPONDING	25	
Total	750	

ANALYSIS:

- 46% felt food service is sufficient. 31% indicated food service is inadequate.

weighted figures

47. The restrooms on this campus are clean and well maintained

	Frequency	Percent
Strongly agree	65	9.0
Agree	330	45.5
Disagree	179	24.6
Strongly disagree	109	15.0
Does not apply	33	4.5
NO ANSWER THIS QUESTION	9	1.3
Total	724	100.0
CEASED RESPONDING	25	
Total	750	

ANALYSIS:

- 54% agreed that restrooms are clean. 39% disagreed.

48. The grounds and public areas on this campus are clean

	Frequency	Percent
Strongly agree	82	11.3
Agree	398	55.0
Disagree	163	22.5
Strongly disagree	62	8.5
Does not apply	14	1.9
NO ANSWER THIS QUESTION	6	0.8
Total	724	100.0
CEASED RESPONDING	25	
Total	750	

ANALYSIS:

- 66% indicated the grounds are clean. 31% disagreed.

49. The campus has adequate outside lighting after dark

	Frequency	Percent
Strongly agree	66	9.1
Agree	282	39.0
Disagree	193	26.7
Strongly disagree	119	16.4
Does not apply	58	8.0
NO ANSWER THIS QUESTION	7	1.0
Total	724	100.0
CEASED RESPONDING	25	
Total	750	

ANALYSIS:

- 48% indicated that lighting is adequate. 43% responded that lighting is inadequate.

weighted figures

50. Sufficient parking is available on campus

	Frequency	Percent
Strongly agree	88	12.1
Agree	315	43.5
Disagree	154	21.3
Strongly disagree	126	17.4
Does not apply	31	4.3
NO ANSWER THIS QUESTION	10	1.4
Total	724	100.0
CEASED RESPONDING	25	
Total	750	

ANALYSIS:

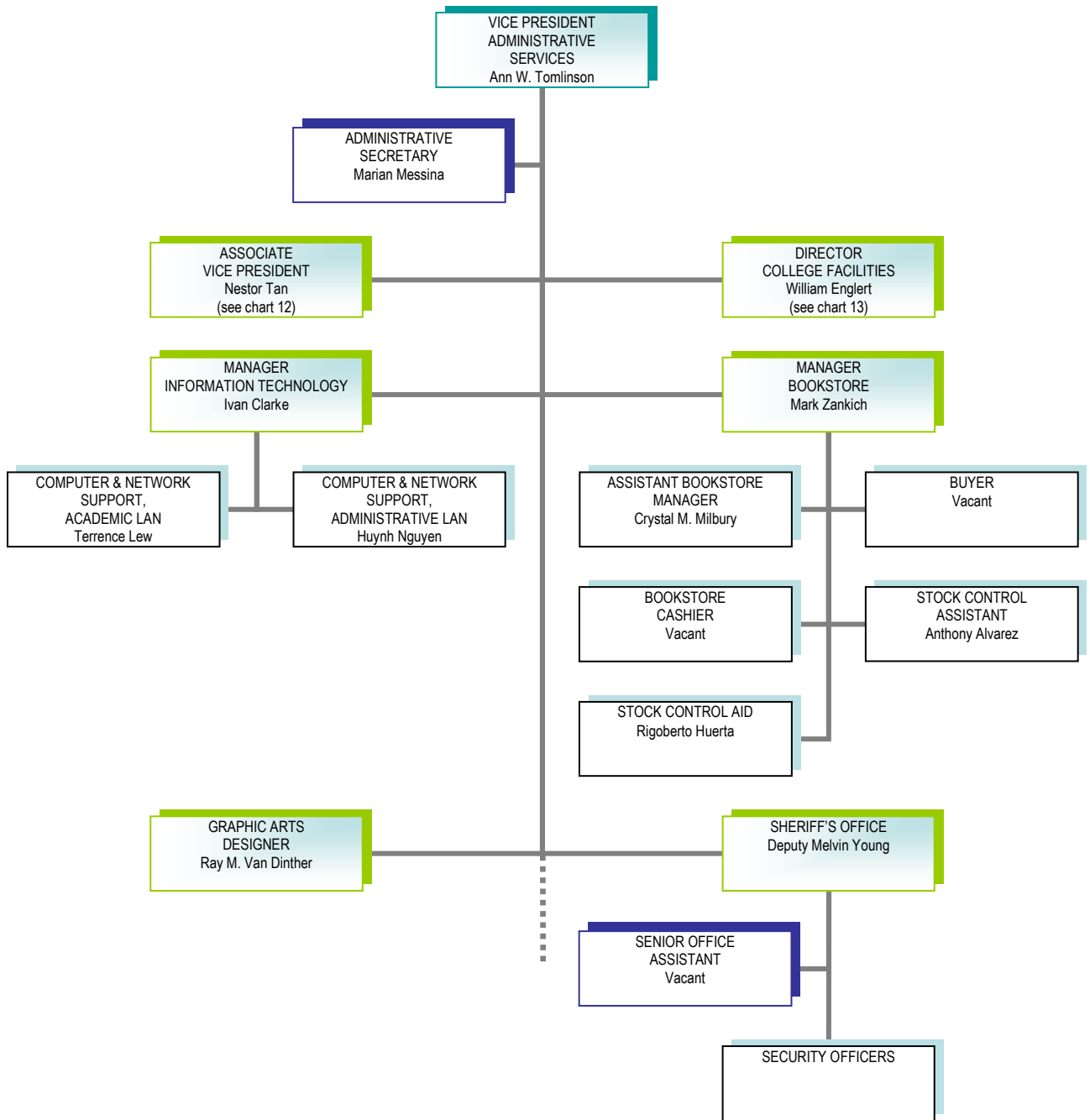
- 55% said there was adequate parking. 38% responded that parking is not sufficient.

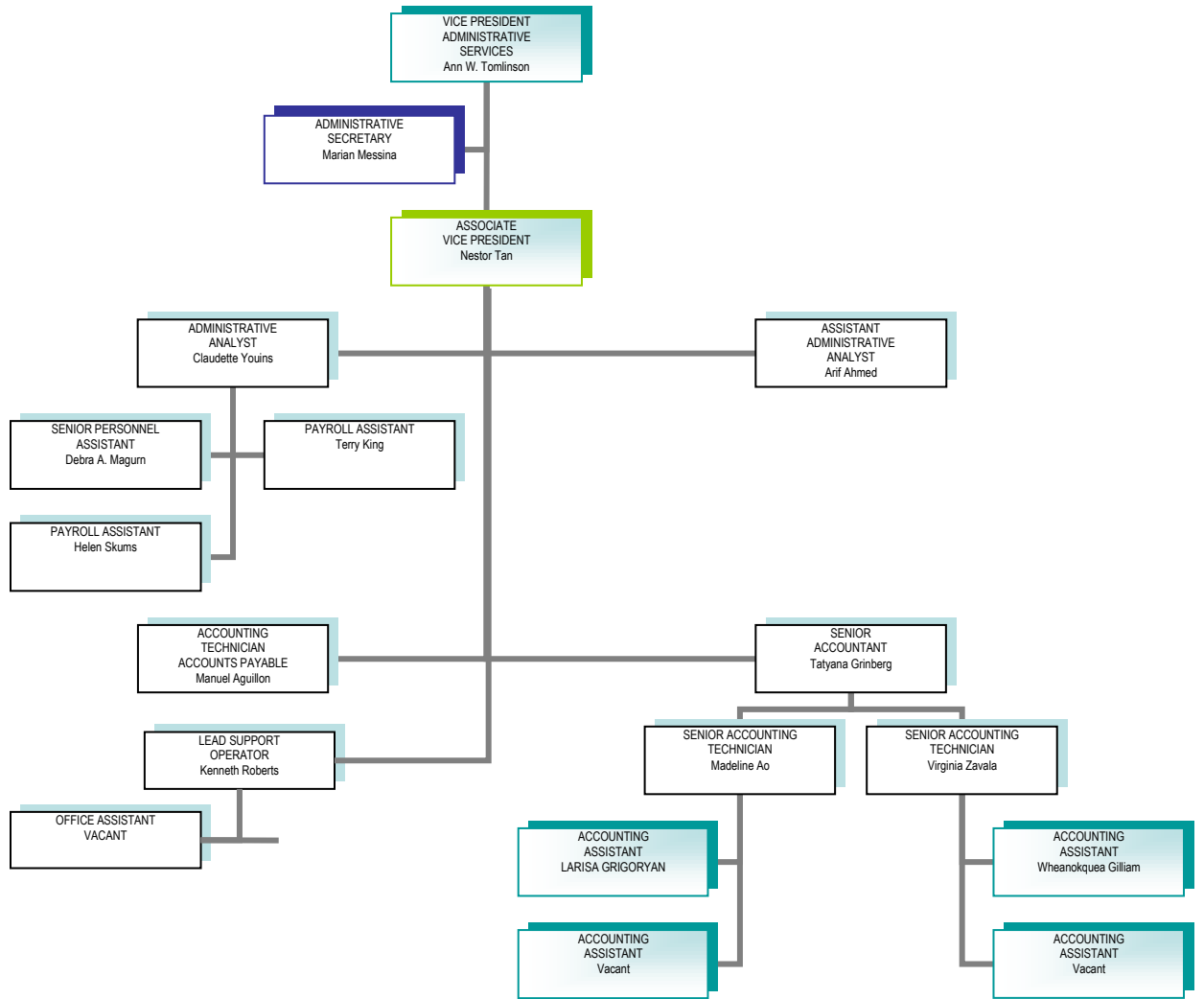
51. The parking lots are safe, well lighted, and well maintained

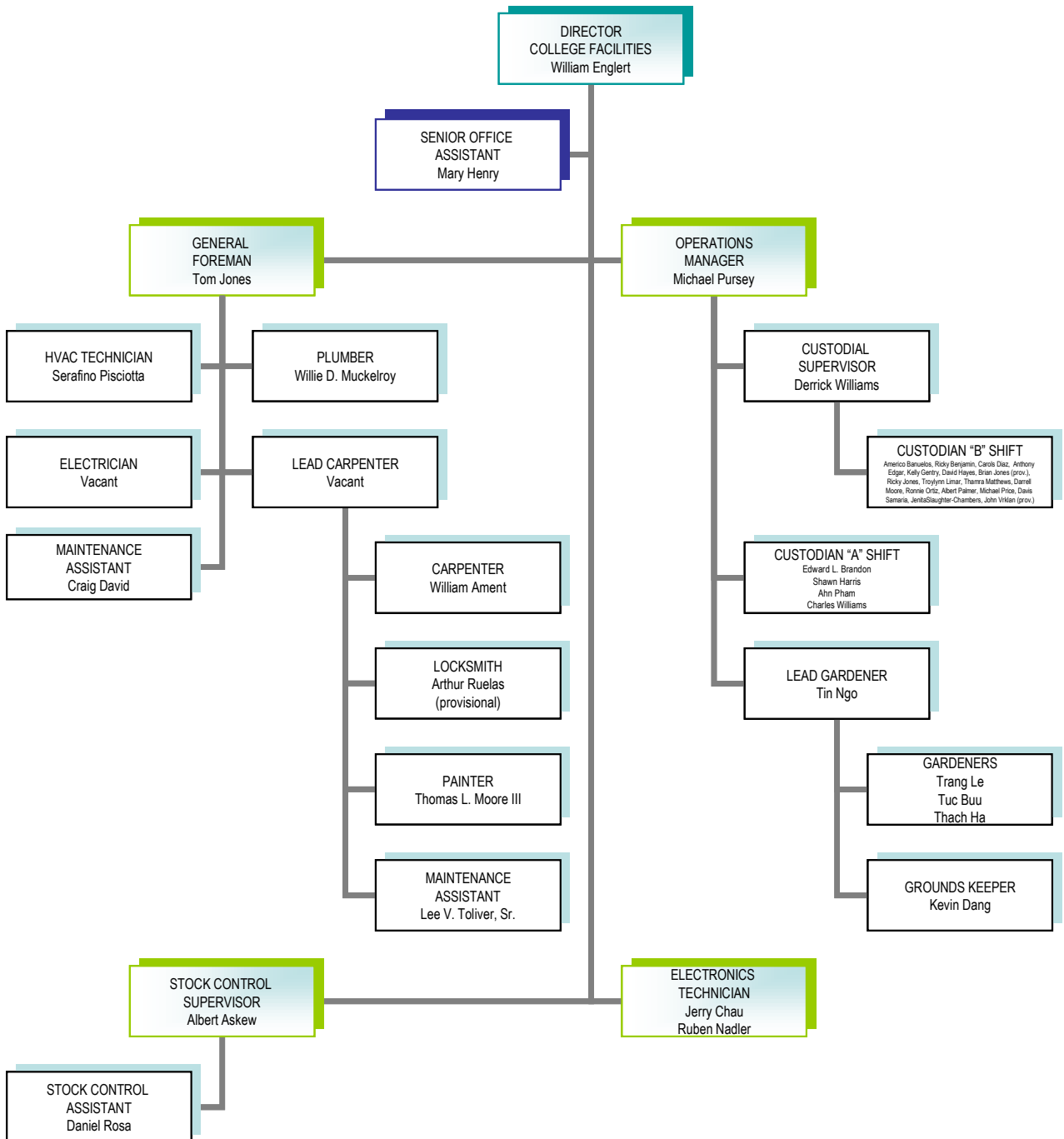
	Frequency	Percent
Strongly agree	68	9.4
Agree	302	41.9
Disagree	182	25.3
Strongly disagree	128	17.7
Does not apply	41	5.7
Total	720	100.0
CEASED RESPONDING	30	
Total	750	

ANALYSIS:

- 51% responded positively that parking lots are safe, well lit and well maintained. 43% disagreed.







ADMINISTRATIVE SERVICES SLO'S

1. In support of student learning, Administrative Services will provide and manage an annual budget supporting the college goals and will maximize all available resources.
2. In support of student learning, Administrative Services will monitor the financial health of the college with monthly financial reports.
3. In support of student learning, Administrative Services will render service to all students, faculty, staff and administrators in regards to finances, accounting and budgetary functions.
4. In support of student learning, Administrative Services will provide up to date computer service and labs.
5. In support of student learning, Administrative Services will provide staff support in personnel and payroll issues, recruiting, training, and retention of employees.
6. In support of student learning, Administrative Services will process procurement and contracts in compliance with state and district policy.
7. In support of student learning, Administrative Services will maintain an attractive, safe, secure and accessible campus environment.
8. In support of student learning, Administrative Services will provide bookstore and food services to enhance instruction.
9. In support of student learning, Administrative Services will provide staff support in printing and mail services to enhance instruction for administration, faculty, and staff.
10. In support of student learning, Administrative Services will maintain a safe environment with trained Los Angeles Sheriff staff.