

## Glendale Community College Action Plan: Administrative Services

Responsible Person – Connie Stafford Sherman

Last Updated: 3/1/2005

| Strategic Direction - Strategic Goal    | Objective   | Expected Outcome   | Who/When  | Planned Activities  | Status <sup>1</sup>   |
|---|---|--|---|---|---|
| Access - Goals 2,5                      | 1. GCC will maximize stakeholder access to all facilities, programs and services. | Greater student and faculty satisfaction with administrative processes; more efficient use of resources.       | 2004-07 - Business Services, College Safety, Employee Resources, Facilities, Information Technology                       | 1.1) Continue to streamline processes for easier access and understanding for all CFS (financial) users.<br>1.1a) Decentralization of HRMS access.  | January 2005 - Some online CFS forms have been created; many business services can be ordered through MEMO. Other self-help instructions need to be written and disseminated.<br>January 2005 – all employee access to limited HR self-serve functions<br>Spring 2005 – College begins on line entry of temporary new hire paperwork. |
| Access - Goal 5                         |   |  | 2005 - Employee Resources / Karen Minnihan  | 1.2) Construct Human Resources Web site on GCC server, providing linkages for employees to access polices and forms, and providing information to potential employees on job openings, application procedures and status. | January 2005 – Ongoing information gathering on look, layout and content.   |
| Access - Goal 5                         | 2. Provide students, faculty and staff access to leading-edge technology.         | Efficiently managed, leading edge technology and resources.  | 2004-07 - Network Services, Innovation Center, Student & Instructional Computing Support, Training & Employee Development | 2.1) Continue the AWUP and expand the scope to include an acquisition and replacement for all forms of instructional media, student support service systems, network and administrative services and (TED).               | January 2005, New process for new desktop workstation has been implemented.<br>Academic workstation will be revamped during Spring 2005.  |
| Access - Goal 5, Collaboration - Goal 2 |   | Geographically expanded access to the network. Greater satisfaction with technology and learning environments. | 2004-07 Innovation Center   | 2.2) Funding for Phase II of wireless technology approved for FY 2005-06. Project moved from Innovation Center to Network Services.   |   |

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| Access - Goals 1, 5                  |   |  | 2004-05 Network Services, Innovation Center, Student & Instructional Computing Support, Training & Employee Development  | 2.3) Strengthen college Help Desk.  | December 2005 Help desk summit planned for future;<br>January 2005 - Improved technology communication on campus with a "Single Point of Contact HELP" number which will direct employees and students to server outages, Student and Employee helpdesk, M&O, Media, and College Safety. |
| Access - Goals 1, 2, 5               |   | Greater student and faculty satisfaction with on-line delivery tools.  | 2005-07 Innovation Center  | 2.4) Select and implement a new software package for delivery of on-line and hybrid courses.  | Spring 2005, CTC evaluating systems. 2005-06 funding approved for new CMS.   |
| Access - Goal 2                      | 3. Develop alternative/enhanced access to instruction, student and administrative services. | Greater student and faculty satisfaction with administrative services. | 2004-07 - Business Services, Employee Resources, Network Services, Innovation Center, Student & Instructional Computing Support, Training & Employee Development | 3.1) Create/update department WEB pages with business processes, services and information to allow staff and student self-service.  | January 2005 - Some departments have active web sites; other are in the planning stages.   |
| Access - Goal 2                      |   |  | 2005-06 - Employee Resources / Karen Minnihan  | 3.2) Construct Human Resources Web site on GCC server providing linkages for employees to access FAQ's and directly contact Employee Resources staff via e-mail for questions, while provided mechanisms for feed back and suggestions. | January 2005 - Information gathering on content.   |

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| Dynamic Learning Environments - Goal 2 | 4. Support faculty innovation in curriculum development and instructional delivery.   | Provide maximum flexibility and learning opportunities.   | 2005-07 - Innovation Center, Network Services, Student & Instructional Computing, TED   | 4) Continue the AWUP and expand the scope to include an acquisition and replacement for all forms of instructional media, student support service systems, network, and administrative services. | January 2005 - Customized training for EWUP approved.          |
| Dynamic Learning Environments - Goal 3 | 5. Establish an evolving technological standard for the 21st century 'classroom' and workplace to provide maximum flexibility and learning opportunities. | Provide maximum flexibility and learning opportunities. Effective stewardship of resources.                                   | 2005-07 - Innovation Center, Library & Media Services, Network Services, Student & Instructional Computing, TED, Virtual Teaching & Learning Connection | 5) Collaboratively develop, modernize and maintain multi-use learning environments throughout the campus with appropriate technology and furnishings.  | January 2005 Conversations continue.                           |
| Dynamic Learning Environments - Goal 4 | 6. Strengthen the link between library/technology resources and classroom instruction.  | Provide maximum flexibility and learning opportunities; Greater student and faculty satisfaction with on-line delivery tools. | 2005-07 - Innovation Center, Library & Media Services, Network Services, Student & Instructional Computing, TED, Virtual Teaching & Learning Connection | 6) Strategically collaborate to maximize efficiency, enhance effectiveness and continue to provide responsible stewardship of public resources.  | January 2005 - Strategic, collaborative conversations continue |
| Collaboration - Goal 1                 | 7. Evaluate, expand and enhance partnerships with educational institutions, business, industry, governmental and community agencies.                      | Increased learning opportunities.   | 2005-07 - IN,SS,AS  | 7.1) Expand instructional partnerships with business, industry, government and community agencies.   |  |
| Collaboration - Goal 1                 |   |   | 2004-07 - Business Services - ongoing   | 7.2) Conduct cost-benefit analysis of current and planned partnerships to inform decision-making when considering new or renewed partnerships.   | January 2007 - As needed basis.                                |

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| Collaboration - Goal 1  |  |   | Business Services - 2004-07   | 7.3) Facilitate third-party billing arrangements and contractual agreements.                         | Spring, 2005 - NSS will require each campus to manage all third party contracts; GCC staff will provide customized service to partners. |
| Collaboration - Goal 2, Qualified and Diverse Workforce - Goal 3                  | 8. Promote interdisciplinary partnerships among college departments/units. | Greater inter/intra-departmental collaboration. Greater satisfaction among end-users. | SS, AS - Business Services, TED - 2005-07   | 8.1) Develop GCC-specific documentation and on-line help for the new SIS. Train and support new SIS. | July 2005 - On-line RPS and new job codes are scheduled for rollout SIS development on going, scheduled for completion July 2005.       |
| Collaboration - Goal 2  |  |   | SS, AS - Business Services, TED - 2004-07   | 8.2) Implement PeopleSoft Training Tracker tool.   | December 2004 in Pilot phase at GCC.  |
| Access - Goal 2, Collaboration - Goal 2, Qualified and Diverse Workforce - Goal 3 |  |   | SS, AS - Business Services, TED, Innovation Center, Instruction Computing, Network Services - 2004-07 | 8.3) Implement new course management system and train users.   | Budget Allocation 2005-06 Evaluation and planning is currently taking place for completion July 2005.                                   |
| Collaboration - Goal 2  |  |   | SS, AS - Instruction Computing, Network Services, TED and Library - 2004-07                           | 8.4) Formalize the High Tech Center Support Team.  | Established multi-departmental work teams for standardized documentation December 2004.   |
| Collaboration - Goal 2  |  |   | Innovation Center, TED - 2004-05  | 8.5) Develop training materials and process for wireless student network.                            | Materials developed.  |

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| Collaboration - Goal 3               | 9. Capitalize on the synergy of centralized and decentralized financial, physical and human resources within the district. | Increased accuracy and timeliness of data.                            | District Office-Human Resources and GCC Employee Resources / Karen Minnihan: 2004 -07                   | 9.1) Work with MCCCCD Human Resources to expand college and employee access to human resources and payroll information management systems, including data entry capability. | Ongoing - Informal agreement to allow college HR departments access to initialize "new employee" records for temporary employees, January 2005, all employee access to limited HR self-service. |
| Collaboration - Goal 3               |  |   | DO HR, District Office-Information Technology, and GCC Employee Resources / Karen Minnihan: 2004 - 2006 | 9.2) Implementation of PeopleSoft Time and Labor Project allowing direct entry of RPS's and time card data for hourly employees.  | Summer 2005 -On-line RPS and new job codes are scheduled for rollout. SIS development on going, scheduled for completion July 2005.   |
| Collaboration - Goal 3               |  | Greater student and faculty satisfaction with on-line delivery tools. | DO HR, DO IT, TED, and GCC Employee Resources / Karen Minnihan: 2005 - 2006                             | 9.3) Training (both initial and continuous) for college departments responsible for direct entry to the Time and Labor component of PeopleSoft.                             | January 2005 – Train the Trainers - College involvement in system design.   |
| Resources for Growth - Goal 1        | 10. Refine college budgeting strategies for the efficient use of resources and delivery of quality programs and services.  | Efficient use of human, financial and physical resources.             | 2004-07 -Business Services - ongoing.   | 10.1) Realign/simplify business services related to NSS.  | Spring, 2005 - NSS Financials in development.   |

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| Resources for Growth - Goal 1        |  |  | 2004-07 - Business Services, Procurement - ongoing               | 10.2) Develop web access to reflect business policies, procedures, and forms.                              | June 2005 - Business Office web page under construction; PPC page contains current purchasing, inventory and accounts payable processes. College Research page has budget decisions and spending trends. |
| Resources for Growth - Goal 1        |  |  | 2004-07 - Business Services - ongoing.                           | 10.3) Integrate ethical standard institutional processes, e.g., stewardship of public resources.           | Ongoing - Training sessions are available every semester. Incorporate ethical themes in Business Office web-page to emphasize stewardship.   |
| Resources for Growth - Goal 2        | 11. Improve existing facilities and facility utilization for the efficient and productive use of learning and work spaces. | Maximize facility utilization. Improved stewardship of resources.  | 2004-06 Jeff Glemba - Lead                                       | 11.1) Schedule all facilities electronically utilizing the NSS.  | Pending NSS - first availability Spring, 2006.   |
| Resources for Growth - Goal 2        |  | Improved facilities and furnishings. Improved stewardship of resources.                                    | 2004-05 Procurement - M&O - Facilities Committee                 | 11.2) Establish standard furniture designs/layouts. Include standard color palettes for carpets and paint. | June 2005 - Layouts nearly complete.   |
| Resources for Growth - Goal 2        |  | Provide an effective tool detailing the condition of each facility and how well it meets the user's needs. | 2004-06 Facilities Committee - Planning (D.O.) - Associate Deans | 11.3) Develop facility assessment plan.  | January 2005 - Assessment Matrix has been developed. December 2005 – A 3-tier approach to facility inspection and assessment is under development.   |

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| Resources for Growth - Goal 2            |  | Reduce utility consumption ratios per capita; meet governance calls for reduced usage during peak period; reduce rising budget trend for utilities. | 2004-06 Al Gonzales - Planning (D.O.) - Associate Deans         | 11.4) Develop utility conservation plan.   | January 2005 Pilot Utility conservation plan has been developed<br>March 2005 plan will be finalized.                                       |
| Resources for Growth - Goal 3            |  |   | 2004-07 Al Gonzales - Planning (D.O.) - Associate Deans         | 11.5) Resources for Growth - Goal 3, Develop Master Plan for GCC North Campus, in coordination with Dean of Student and Community Services and GCC North Director. |   |
| Qualified and Diverse Workforce - Goal 1 | 12. Promote a culture of opportunity and a climate of respect.                             | Better trained, more responsive workforce. Enhanced capabilities of current workforce.  | IN,SS,AS  | 12) Encourage faculty and staff to participate in college/district training opportunities.   | College/District training opportunities increased 2004 – from 2003:<br>AED/CPR - 58%<br>OSHA - 71%<br>Employee & Employee Development - 20% |
| Qualified and Diverse Workforce - Goal 2 | 13. Maintain a safe, secure learning and work environment for students, faculty and staff. | Improved employee and student satisfaction with campus climate.   | IN,SS,AS, College Research Services                             | 13.1) Implement a process of campus assessment and improvement to foster a culture of opportunity and respect.   | Feb 2005 Campus Climate Survey scheduled.   |
| Qualified and Diverse Workforce - Goal 2 |  |   | 2004-06 - Deb Palok, Doug Desanti, Jean Ann Abel, Randy Kimmens | 13.2) Develop a for-credit internship program in College Safety.   |   |
| Qualified and Diverse Workforce - Goal 2 |  | Safer work and learning environments.   | 2004-05 Deb Palok, Al Gonzales, KC Hundere                      | 13.3) Install additional card key access readers.  | June 2005 Start planning for Admin bldg access.<br>Jan 2005 HT1 & 2 complete phase 1 complete,<br>Phase 2 December 2005.                    |

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| Qualified and Diverse Workforce - Goal 2 |   |   | 2004-07 Deb Palok, Employee Resources, Facilities, College Advancement       | 13.4) Develop and implement a plan to make safety every employee's concern.                                  |  |
| Qualified and Diverse Workforce - Goal 2 |   |   | 2004 Deb Palok, D.O.   | 13.5) Hire full compliment of certified college safety officers.   | October 2005 - Preferred candidate hired.  |
| Qualified and Diverse Workforce - Goal 2 |   |   | 2004-06 Deb Palok, Al Gonzales, Planning (D.O.)                              | 13.6) Improve lighting.  | February 2005 Area lighting responsibility delegated to electricians.  |
| Qualified and Diverse Workforce - Goal 2 |   |   | 2004-05 Deb Palok, Al Gonzales   | 13.7) Schedule routine facility/grounds inspections.   |  |
| Qualified and Diverse Workforce - Goal 2 |   |   | 2005 Deb Palok, Patty Judd, TED, District Risk Mgmt, Michael Bryant (EOLT)   | 13.8) Expand HAZMAT training.  |  |
| Qualified and Diverse Workforce - Goal 3 | 14. Invest in strategies to recruit and retain diverse, highly-qualified candidates for employment. | Increase number of qualified candidates.  | 2004-07 Karen Minnihan, District HR, College Advancement, Hiring Departments | 14.1) Enhance recruitment, networking and advertising activities to maintain a qualified, diverse workforce. | December 2005 - Working on Dept Web site, completion in December. More than doubled recruitment advertising placement including nationwide sources. Expanded faculty recruitment to include announcements on several new web sites targeted to diverse groups. |
| Qualified and Diverse Workforce - Goal 3 |   | Increased opportunities to recruit, hire and retain a qualified, diverse workforce. | 2004. Karen Minnihan, District EOLT  | 14.2) Develop and implement a comprehensive internal program to train search committees.                     | November 2004 Developed and implemented a comprehensive internal program to train search committees.   |

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| Qualified and Diverse Workforce - Goal 4 | 15. Promote and enhance employee professional growth, training and mentoring opportunities.  | Increased opportunities to recruit, hire and retain a qualified, diverse workforce.  | 2004-07 - Instruction, Administrative Services, College Safety, Employee Resources, EOLT, Innovation Center, TED, Network Services, Occupational Education | 15) Develop internship programs that support the instructional, student and administrative missions of GCC.   | December 2005 - Discussions begin in College Safety, Network Services, Innovation Center, and TED to develop a College Safety internship and an information technology internship. |
| Strong Identity - Goal 1                 | 16. Strengthen identity and community awareness of GCC as a leader in teaching excellence, innovative technologies, student support, facilities, learning opportunities and student success. | Broader student, faculty and staff understanding of and satisfaction with college processes, goals and accomplishments.            | IN, SS, AS, College Advancement  | 16.1) Enhance internal communications.  | Ongoing - Strategic conversations on the future of technology and the stewardship of financial, human and physical resources have begun in Administrative Services.                |
| Strong Identity - Goal 1                 |  | Recognition of GCC as community leader.  |  | 16.2) Employ new multi-media tools for communication.   |  |
| Strong Identity - Goal 2                 | 17. Promote GCC as a vital community partner in association with the Maricopa Community College System.  | Greater county-wide, state and national recognition of, and tangible support for, the largest community college system in the U.S. | IN, SS, AS, College Advancement  | 17) Strategic linkage to Maricopa advancement priorities, e.g., installation of new marquee at 59th and Olive Ave., hosting of Strategic Conversations and Listening Sessions, and collaboration with District regarding capital campaigns. | April, 2004; Collaboration with City of Glendale ongoing September 2006.   |

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