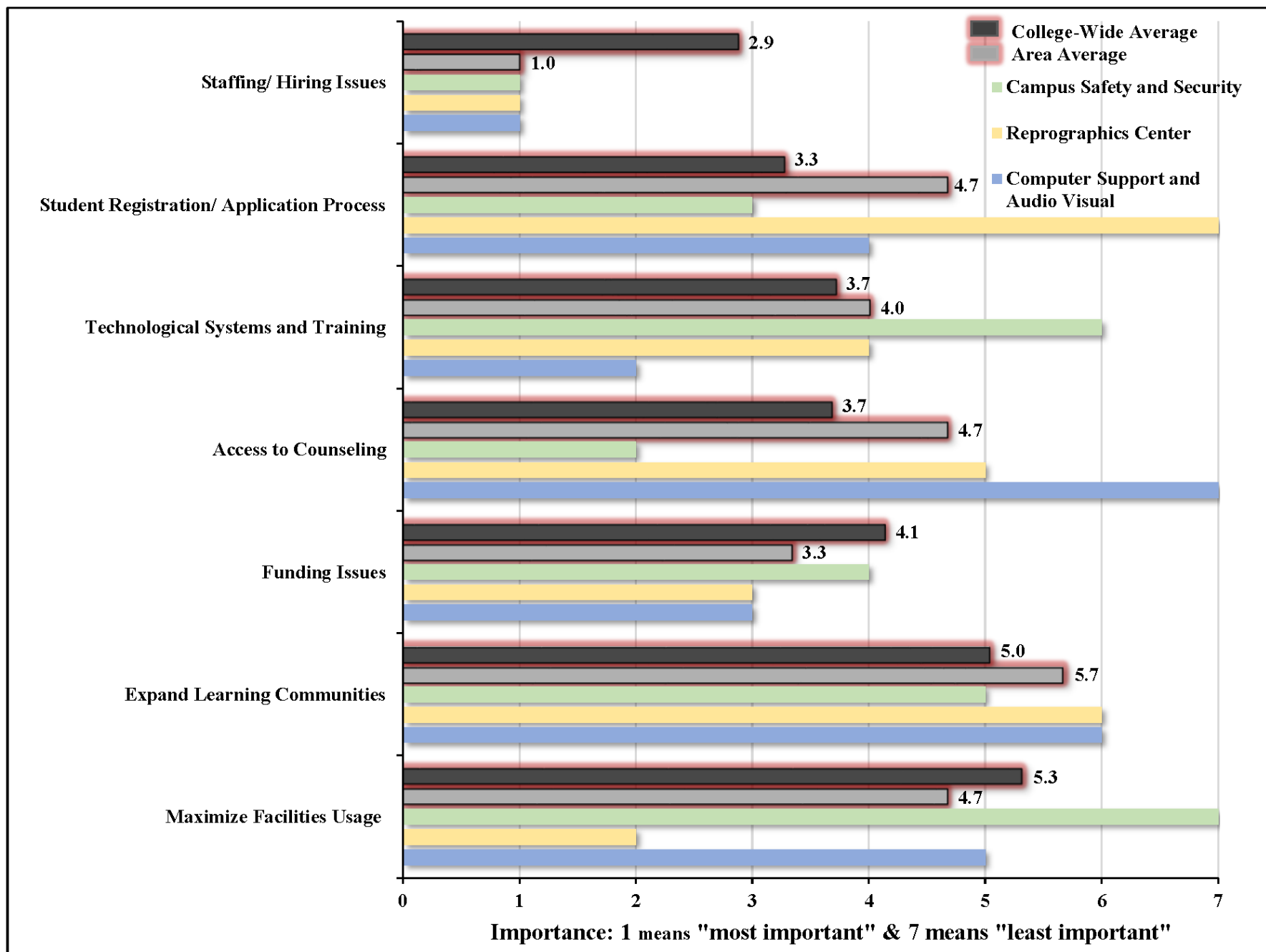


VP Administrative Services Summary Report

Part I: Priority Areas to Address Ranked by Programs within Your Area



Detailed Priority Area Information

- **Staffing/Hiring Issues**
 - Work with the district to further investigate hiring obstacles and collaboratively create policy solutions.
- **Technological Systems and Training**
 - Examine Chabot's processes and structure for implementing and orienting employees to system-wide technological change and consider ways to solicit campus-wide input.
- **Expand Learning Communities**
 - Research how to expand learning communities (e.g., Umoja, Puente, CIN, MESA, FYE, Guided Pathways, etc.) and learning-community-type supports to wider groups of students.
- **Access to Counseling**
 - Evaluate what funding, resources, or structural changes would be needed to ensure all students have access to the high quality counseling services that Chabot provides.
- **Maximize Facility Usage**
 - Maximize usage of and planning for facilities.
- **Funding Issues**
 - Secure funding for programs and college-wide events.
- **Student Registration/Application Process**
 - Improve registration/application process for students.

Part II: VP Administrative Services Summary of Individual Programs*

*Includes PARs submitted by 11/21/2022

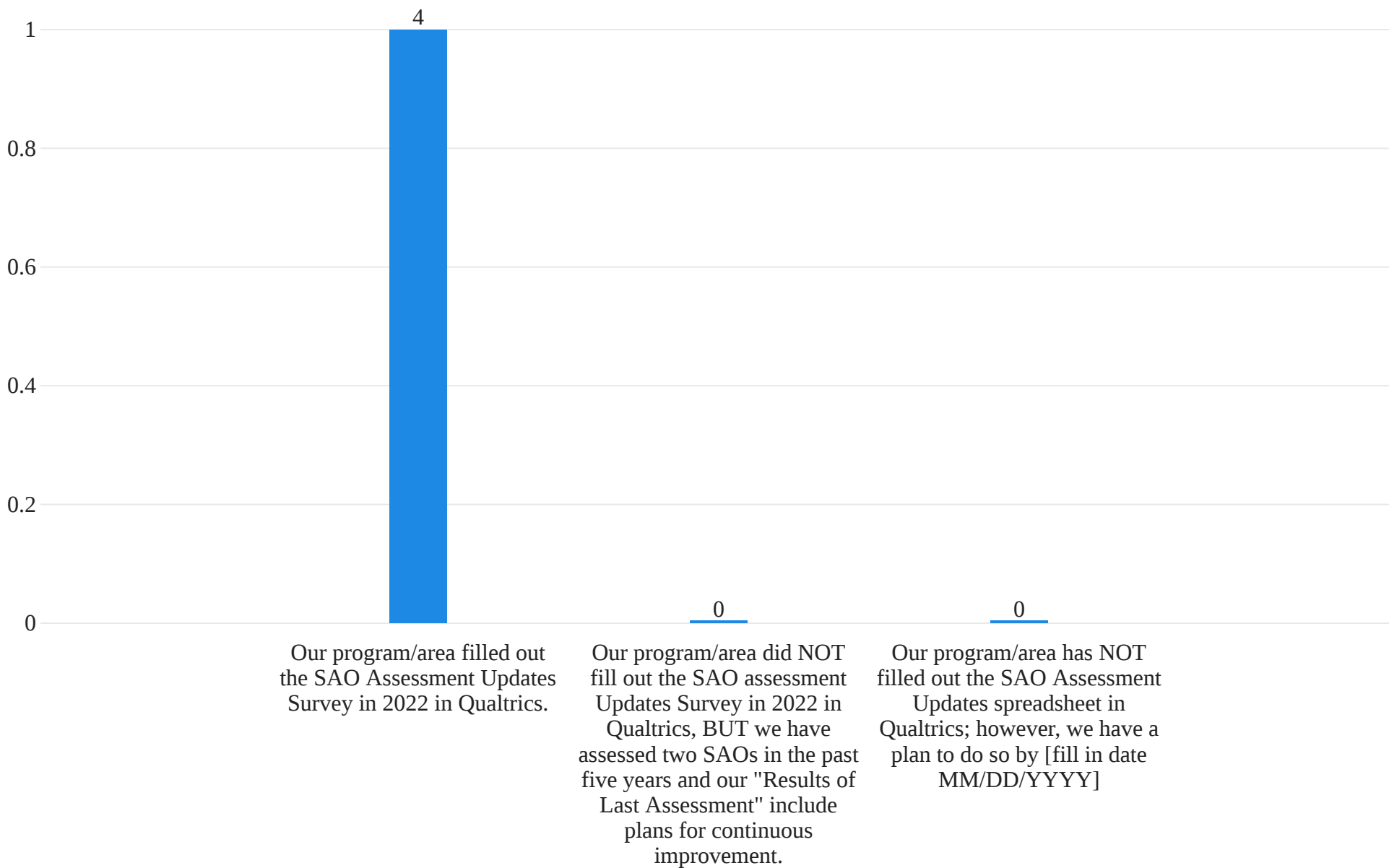
4 Responses

Program/Area Name	Name(s) of the person/people who contributed to review:	Which PAR Template (word template) did you fill out?
Business Services	PHILOMENA FRANCO LAN TRAN NANETTE ALDANA	Student/Admin Services/Office of the President
Campus Safety and Security	Ron Billy & Bradon Wilson	Student/Admin Services/Office of the President
Computer Support and Audio Visual	Bruce Griffin, Sara Woods	Student/Admin Services/Office of the President
Reprographics Center	Craig Shira and Sarah Flores	Student/Admin Services/Office of the President

Service Area Outcomes

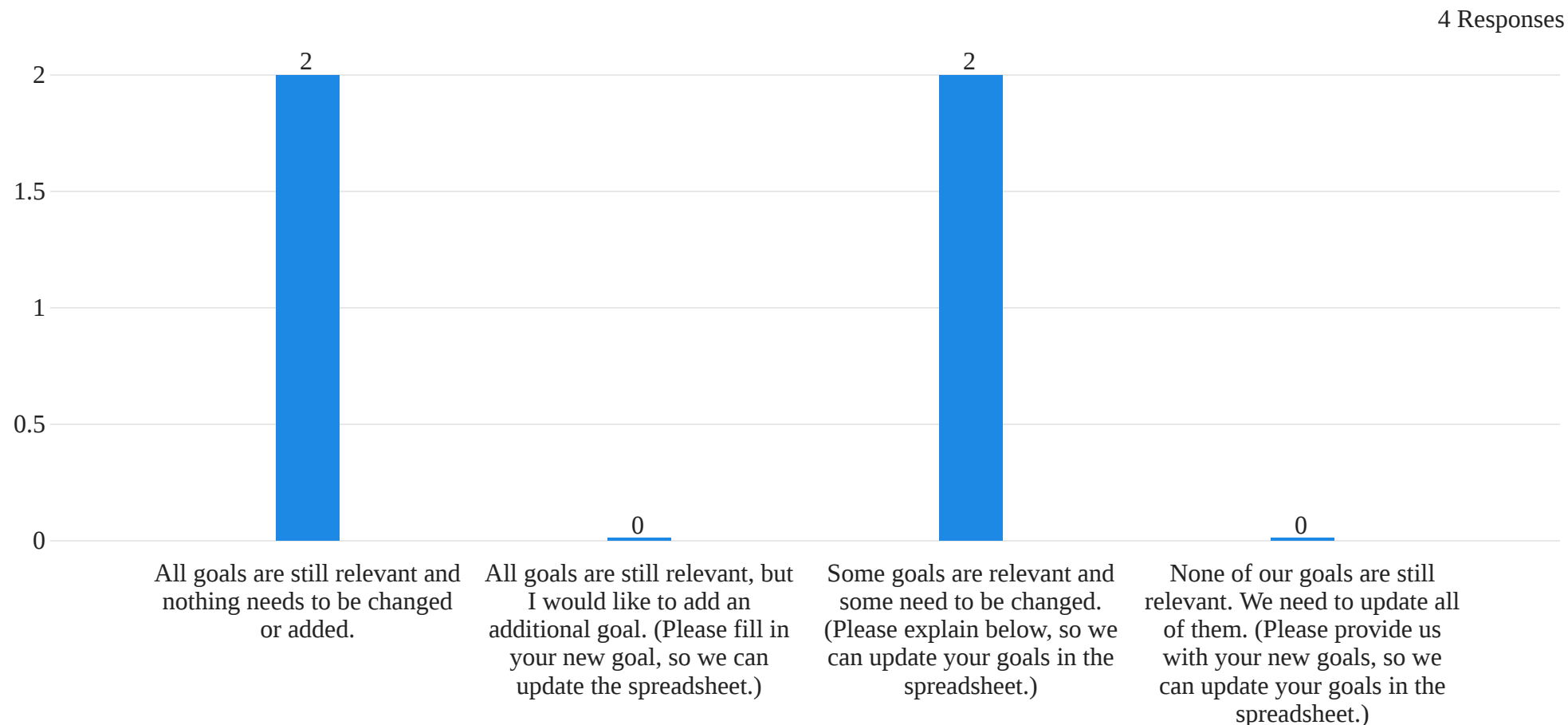
What is the status of your program's SAO assessment?

4 Responses



Reflections on Goals & Future Planning

Status of Goals Established in Fall 2021 Program and Area Review



4 Responses

Name of Program, Discipline, Area or Service

All goals are still relevant, but I would like to add an additional goal [fill in].

Business Services

N/A

Campus Safety and Security	N/A
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Computer Support and Audio Visual	N/A
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Reprographics Center	N/A
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4 Responses

Name of Program, Discipline, Area or Service	Some goals are relevant and some need to be changed. (Please explain below, so we can update your goals in the spreadsheet.)
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Business Services	N/A
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Campus Safety and Security	N/A
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We would like to create more specific goals than what is currently listed:

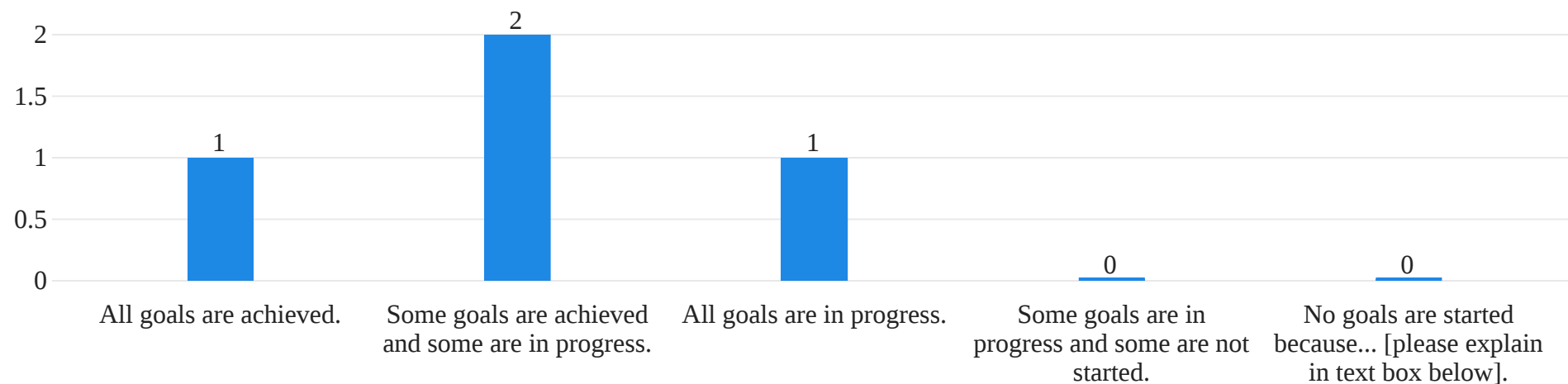
Computer Support and Audio Visual	<p>Provide more timely response to users' and students' technology needs.</p> <p>Ensure a broader and more accurate replacement of technology assets across the college.</p>
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Reprogra
phics
Center

We achieved the first goal: we replaced Print Shop Pro with Market Direct Storefront as our web-to-print system. The second goal about adapting to Covid-19 restrictions is less relevant now that we are all back on campus, but the core issues of poor ergonomics and connectivity still exist should the need arise to work remotely. Our third goal is still relevant: we continue to be short on space for equipment and materials, limiting the services we can provide for the campus. A lack of cubicles/private space prevents Reprographics professionals from having quiet space to concentrate or handle confidential projects.

Status of Your Program's/Area's Goals

4 Responses



Trends in Accomplishments and Challenges in Reaching Goals

4 Responses

Name of Program,
Discipline, Area or
Service

Question: So far, what is going well and what are some challenges regarding completing your program's/area's goals? You could include reflections on: achievement of outputs or outcomes and/or challenges with producing outputs or outcomes so far.

Business Services

(Philomena and Lan)A challenge is the reason for not achieving all our goals but it's in the process is relying on other departments to train on the using the new technology, changes in policy and/or procedures. The goal for a paperless environment by converting all forms to online requests is still in progress. Eliminating of typing of checks and converting to the printing of checks on the desktop for the Co-Curricular fund, SSCC fund, and Revolving fund was not achieved due to IT Department having other priorities and being unable to assist the Chabot College Business Office request for system upgrades. The safety of Business Office personnel due to a large amount of cash in store in the department was achieved due to Garda picking up the cash once and twice a week. New parking meters accept credit cards assessable and have greatly reduced the amount of cash being handled. Streamlining the approval of business/accounting documents is still in progress as well as improving the accounting process. Difficult to work as a group to improve the existing processes and procedures due to District Office having to have different views and ideas to run the business office. Additional training on the class web and Banner system is still in progress for Faculty, administrators, and classified professionals. Set up yearly budget and year-end closing training is still in progress. This will result in funds and programs set up accurately every fiscal year.

Campus
Safety
and
Security

Department training and shared governance participation are going well. Challenges in completing the program's goal to provide a safe and secure learning environment are staffing issues and limited resources. The department is short-staff, with four open positions and two employees limited by work restrictions. Other challenges are the security cameras and the access control system failures that have made it challenging to provide a safe and secure learning environment.

Computer
Support
and
Audio
Visual

The staff has worked diligently to maintain the current fleet of systems which has grown during COVID to meet the demand for off-site work and student needs. However, this has often meant deprioritizing other important tasks. Going forward it will be important to both maintain and replace the computer fleet while also performing preventative maintenance, serving faculty and staff

While we have achieved our goal of replacing Print Shop Pro with Market Direct Storefront (MDSF), we are still missing a vital component: single-sign on (SSO). Users need to register to create an account, which is one more username and password to remember. We frequently receive requests to reset forgotten username/passwords because of this. We can integrate campus user accounts if we implemented SSO to minimize this issue. This goal aligns with the Chabot College Technology Plan for 2021 – 2026, which states under Initiative #1 to Maintain a Current Technical Environment that Chabot implement SSO.

Despite the issue of lacking SSO, the transition to MDSF has worked. Reprographics now handles all print requests through MDSF, which has made processing copy service jobs quicker through automation—which is vital during this time of being understaffed. We continue to make updates to MDSF to improve user interface, offer Flex Day training sessions, offer How-To videos, and update a Frequently Asked Questions page to help users learn the new system.

Repro
graphi
cs
Center

Our second goal is less relevant now that we are all back on campus, but the core issues of poor ergonomics and connectivity still exist should the need arise to work remotely.

We continue to be short on space since losing access to nine office spaces eight years ago. As a result, we barely fit current equipment, are unable to fit new equipment, we can't keep common media in stock, and there are times there isn't enough space for two people to work in the same room because common tasks block walkways and workspace. Most of our finishing equipment needs to be on rolling trays or carts, causing us to "Tetris" our tables, equipment, and trays before, during, and after a job. Challenges to expanding our space include: there is no space in building 200 for us to expand into, the Facilities Master Plan underestimates our square-footage, and there are no current plans to address our lack of space to function effectively as a service provider on campus. Our largest complaint about the Facilities Master Plan is that it included the Mailroom as part of our square-footage despite Reprographics and the Mailroom being separate functions: our spaces should not be combined in square-footage estimates. As a result, the Facilities Master Plan says we use less space than we actually use. Reprographics would need, at a bare minimum, 3,000 square feet of space and we would like to have this accurate data reflected in the next Facilities Master Plan.

Rationales for Resource Requests

3 Responses

Program/Area Name	Which of your PAR goals, plans for improving student learning, and/or plans for reaching SAOs will need augmented or new resources?
Business Services	<p>Personnel requests for Business Office and Mailing Department are critical. Mailroom Clerk and Accounting Technician are both vital positions that have a major contribution to helping and running the department with a high standard of services to Students, Staff, and administrators.</p> <p>Mailroom Clerk was included in the 21-22 Program Review. This individual would be trained to organize and manage the Chabot College mail room in addition to covering the Switchboard Operator and helping the Reprographics department by packaging, organizing, and binding print requests for pick-up at the mailroom, and delivering supplies to the division Ricoh copiers. This position is important because, in absence of the Business Services temporary/on-call employees that left in September, we experienced two weeks where there nobody managed the mailroom or operated the switchboard. A student assistant helped with the daily mail, but this is not enough to meet the demand of those who need to pick up or send mail.</p> <p>The request to fill the Accounting Technician position is dormant because of the condition given to hiring committee. Based on the limited hours (25) and length in time with the hiring process finding knowledge, experience and time schedule of the on-call, our accounting technician will be overwhelmed at the end of the day due to increasing the volume of paper works she process. Currently, we will be hiring 2 on-call personnel until this position is filled we will continue to operate our office with on-call personal.</p>
Campus Safety and Security	N/A

Computer

Support and Audio Visual Both goals will require additional staffing given the increase in technology assets and new locations (Fire Academy). Additionally, there is a need to augment the budget to account for increased costs.

Reprographics Center

Goal one: timely, high-quality print services.

Between the start of the Fall 2021 semester and today, we processed about 1,700 requests, ranging from simple copies to highly complex projects requiring detailed hand-work.

Our number-one issue with providing timely, high-quality print services is a lack of proper staffing. Reprographics is set-up to have a print specialist, a graphic design specialist, and someone who specializes in both print and design. Our print specialist position has been vacant since January 2020. To cover this vacancy, our Graphics Technician has to focus exclusively on print, is unable to offer design expertise, and our Graphic Designer works out-of-classification to meet campus print needs. Having temporary/on-call support from Business Services has helped; however, there are three major problems with using temporary/on-call employees.

- 1) A print specialist with the experience we require won't apply for a temporary/on-call position,
- 2) The frequent turnover of temporary employees prevents them from developing in-depth knowledge to address anything more involved than basic copies (never learning machine maintenance, color management/calibration, skilled operator functions, and multivariable data printing), and
- 3) Constantly hiring and training new employees becomes a burden because it takes time away from actually processing print and graphics services. This further exhausts our team, who are already pushed to our limits.

Our staffing problems worsened when both of the Business Services temporary/on-call employees left their employment at Chabot in September. Should Reprographics encounter a scenario like we encountered in June 2022, where both full-time Reprographics employees were out of the office for a week, there is currently nobody to offer print production services. Even if new temporary/on-call employees or student assistants are hired, they won't have the knowledge, experience, or approved working hours to meet expectations.

This request to fill the Reprographics Technician position is not new. Until this position is filled, it is necessary to continue operating with our doors closed because we do not have the human resources to address interruptions and additional rush demands to the production queue. Going forward, as a need for print services and graphics support increases, our Graphics Technician and Graphic Designer are going to be logging extra hours worked, to be handled as over-time or comp-time.

Another personnel request we've requested is a Mailroom Clerk. This individual would be trained to organize and manage the Chabot College mail room in addition to covering the Switchboard Operator, assisting Reprographics by packaging, organizing, and binding print requests for pick-up at the mailroom, and delivering supplies to the division Ricoh copiers. This position is important because, in absence of the Business Services temporary/on-call employees that left in September, we experienced a two-week period where there nobody managed the mailroom or operated the switchboard. A student assistant helped with the daily mail, but this is not enough to meet the demand for those who need to pick-up or send mail.

Our second issue is that not having adequate facilities causes delays, prevents us from offering services, and limits our ability to work. One example of delays due to not having space to maintain stock is envelopes. We do not have the space to store envelopes and they must be ordered from the vendor each time we receive a print request, creating up to a four-week delay from when envelopes are requested and when we can complete the request. Other delays are caused by not having enough workspace. In room 222, we don't have space to operate more than one finishing machine at a time, which means we can only have one person work on a project at a time instead of two people working on two different projects simultaneously. Using this equipment blocks the walkway, making the other side of the room inaccessible for the duration of the project. Not having enough space also limits the services we can offer because we don't have the facilities to install new equipment. A common campus need is signage for our 24x36" A-frame sandwich boards but the posters are easily damaged, weathered, and time-consuming to laminate. Our Ricoh partners offer technology to replace our 10-year old wide format printer that would address this campus need, but we can't purchase it because we don't have the space for the machine.

This request is not new and will continue to be needed until we get more space.

Goal two: timely, high-quality graphics services

In the past year, our Graphic Designer processed over 250 graphic design requests, including reconstructing the Course Catalog and Class Schedule to meet ADA compliance. While the vendor CommonLook was needed to make these documents web-accessible (WCAG compliant), we saved money by working on these documents in-house. In the past, the external graphic designer hired to develop the Course Catalog did not take ADA laws into consideration, resulting in this vital document being non-inclusive. Chabot would have had to pay an additional \$15,190 to have a vendor reformat the Course Catalog to meet ADA laws. Not only do we save money by using an in-house specialist, these documents now meet the legal requirements for design and meet Chabot's inclusion and equity values.

Our Graphic Designer and Graphics Technician have also worked to raise awareness of Chabot's legal obligations to provide accessible media for all media shared through outreach, with students, and internally, a requirement most who design their own flyers are unaware of. As a result of educating the campus, work has started to start reconstructing forms used by students so that they are accessible and meet legal requirements.

A significant hurdle to providing graphic services to Chabot, as mentioned already, is the vacant Reprographics Technician position. The vacancy limits and delays graphic services because the two graphics specialists need to spend time performing the work of the print specialist instead of addressing the campus graphics needs. In addition to working outside of classification by filling in for the vacancy, time is lost interviewing, hiring, and training a temporary/on-call employee to replace ones that left. In the past year, our graphic designer spent about 42% of his time doing graphic design. The other 58% of the time was spent addressing other issues in Reprographics, which could have been addressed by the vacant Reprographics Technician and Mailroom Clerk positions. With the Reprographics Technician position filled, our graphics specialists can address the increasing demand for media to serve our students, satisfy ADA laws, and meet District brand guidelines.

Additional training would also improve our ability to offer accessible media. Current training allows Reprographics to offer digital media that passes the Adobe accessibility test, which is a great first step to meeting accessibility standards. To further our goal of offering inclusive, accessible, equitable media to the Chabot community, Reprographics would need training to meet WCAG standards. CommonLook offers a software license and training to meet WCAG standards. Reprographics can collaborate with Disabled Students Programs & Services (DSPS) and any others interested to share group training.

This training request and license request is new.

Service and Instruction Mode of Delivery (Optional Question)

4 Responses

Program/Area Name

As Chabot evolves our operating procedures in response to the Covid-19-pandemic: what does your program/area believe is important to keep in mind regarding online vs. hybrid vs. face-to-face instruction, service delivery, and working environments?

Business Services

The district should continue using technology for making sure the safety of the staff and students. Working in a hybrid schedule should be considered for all employees and has the option to work on certain days from home and other days in the office. Advance technology keep us safe from the following:

- Exposure to infectious diseases (e.g. Covid, monkeypox, etc.)
- Road rage traveling to the office and meeting at the District
- Calamity like earthquake
- Active shooter on the campus

Nanette *Some job positons are unable to work from home and should be allotted “Hazard pay/comp time”, since those of us that have to be here are still exposed to all of the above reasons that they are justifying to work partially from home.

(Nanette) Safety first. Keeping working environments safe and following all safety measures so everyone feels comfortable. On line is a good option, but many students I have conversations with want to have face to face instruction because they feel it helps them more when they have an instructor there vs being on line..

Campus Safety and Security

N/A

Computer Support and Audio Visual

1. Supply-chain issues may continue for the foreseeable future. This has made acquiring key components difficult due to long lead times and small allocations.
2. The increased number of computers needed to support students' remote work impacts staff's ability to replace aging equipment and provide service to other departments.

Reprographics Center

The College and District need to recognize that various accommodations need to be made to ensure Classified Professionals are supported equitably so we can provide crucial institution-supporting services. For certain classifications, that might include a hybrid work-schedule that allows certain days working from home and other days in the office. For other classifications that have to be on-campus at all times to perform their vital work, accommodations such as workspace modification, adjusted schedules, and increased pay for those called to work during emergencies.