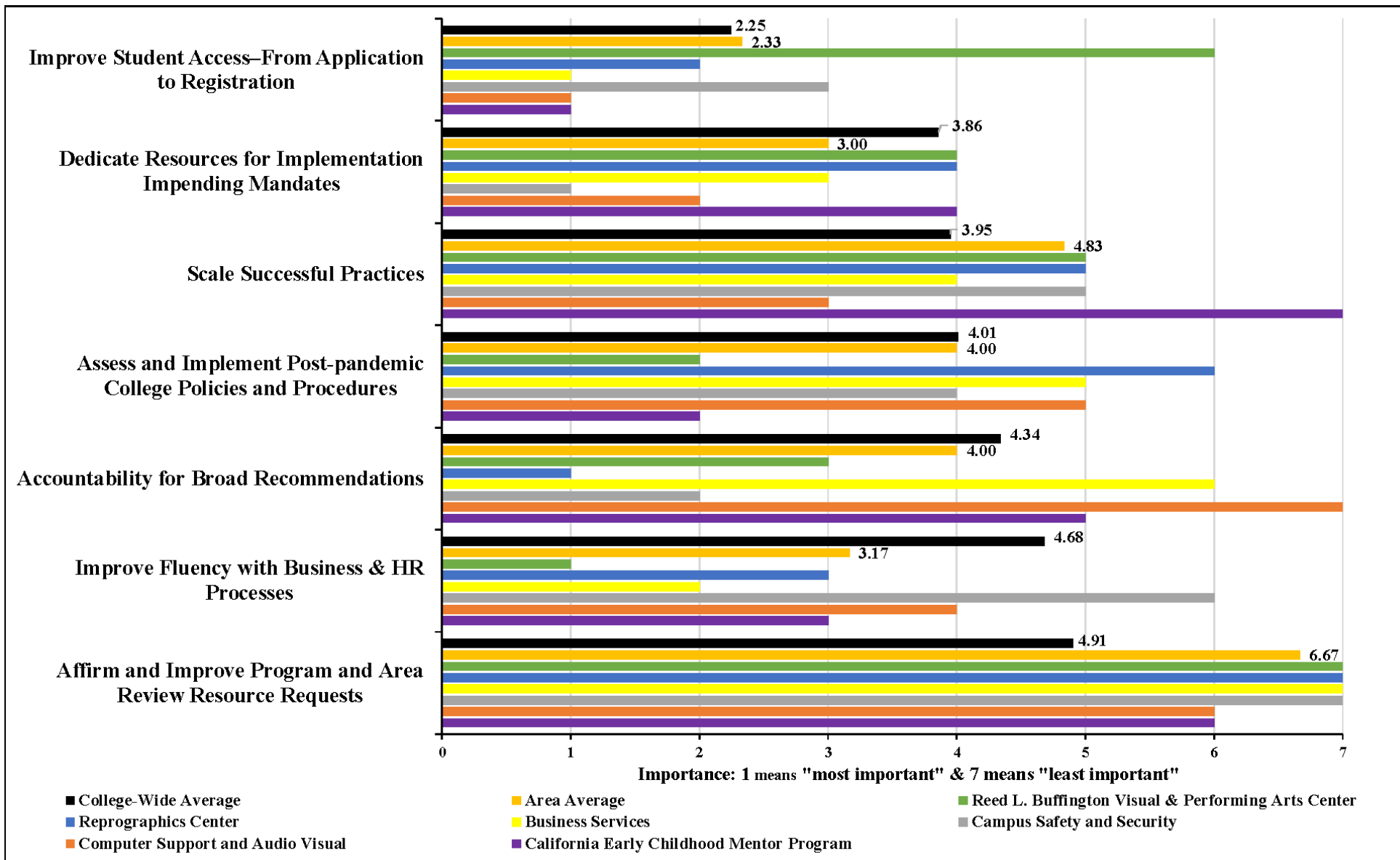


VP Administrative Services Summary Report

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



Detailed Priority Area Information

- **Improve Student Access—From Application to Registration**

- Ensure processes from application to onboarding and registration are seamless and efficient from students' perspectives.

- **Improve Fluency with Business & HR Processes**

- Develop a Chabot-based training program on district hiring processes that ensures appropriate classified professionals, faculty coordinators and all administrators know how to successfully complete and expedite steps (adjusting training to various groups of personnel, from request to announce (RTA) to onboarding). Work with LPC and District to hold Roundtable Forums to review and streamline our business processes (including hiring, purchasing, budget, outside contracts, payroll, etc.)

- **Assess and Implement Post-pandemic College Policies and Procedures**

- Assess and implement campus policies, structures, facilities, and technology that respond to the needs of students, classified professionals, faculty, and administrators in our Covid-19 endemic world. Build a vibrant, equitable campus climate by committing resources to programs, services, and facilities that address students' basic needs (e.g., food, transportation costs, books, housing/rental assistance, hardware and software access, and technological support).

- **Dedicate Resources for Implementation Impending Mandates**

- Allocate resources to respond to the challenge of implementing new and existing federal and state unfunded mandates: e.g., Cal-GETC, AB 1111 (common course numbering), AB 705, AB 1705, Financial Aid, etc.

- **Scale Successful Practices**

- Scale successful practices from grants and categorical endeavors and learning communities through the implementation of Guided Pathways Student Success Teams to reach larger numbers of students.

- **Affirm and Improve Program and Area Review Resource Requests**

- With the implementation of base budgeting for instructional equipment and lottery funds, both the number and amount of items requested in PAR have been decreasing. However, PRAC continues to receive a large number/amount of requests for which the decision on allocation should be made at the budget manager level. PRAC, in consultation with PAR, will attempt to address causes for inappropriate or duplicate resource requests.

- **Accountability for Broad Recommendations**

- Build an accountability structure for recommendations that have college-wide scope to ensure continuous improvement.

Part II: VP Administrative Services Summary of Individual Programs*

*Includes PARs submitted by 11/21/2023

6 Responses

Name of Program, Discipline, Area or Service	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	Student/Admin Services/Office of the President
California Early Childhood Mentor Program	Neva Bandelow and Vanessa Dilks	Student/Admin Services/Office of the President
Campus Safety and Security	Ron Billy	Student/Admin Services/Office of the President
Computer Support and Audio Visual	Bruce Griffin/Dale Wagoner	Student/Admin Services/Office of the President
Reed L. Buffington Visual & Performing Arts Center	Bernadette Fife	Student/Admin Services/Office of the President
Reprographics Center	Craig Shira, Sarah Flores, Tina Crawford	Student/Admin Services/Office of the President

Reflections on Annual Priority Progress in Academic Year 2022-23

6 Responses

Name of Program, Discipline, Area or Service	What progress did you see in any of these annual planning priorities?
Business Services	N/A
California Early Childhood Mentor Program	<p>We recognize the Student Services division is expanding and focusing on students' access to basic needs, health and reducing academic barriers through tutoring, counseling, Student Service and the food pantry.</p> <p>Chabot also hired a marketing position and the social media platforms have been expanded to include President Cook's own social media page. Students voice is always included in decision making and in listening sessions, and in creating welcoming and responsive environment with Chabot staff.</p>
Campus Safety and Security	<p>The college have made significant progress in improving student interfaces. I have noticed increased marketing on social media, and information posted on the college website. The college has also improved the basic needs program and connection to the external community.</p>
Computer Support and Audio Visual	<p>- President Cooks has done an excellent job reaching our and connecting with the community. The social media campaigns have highlighted this well.</p> <p>- While not specifically "Chabot", the College and ITS launched MyPortal as a front end to ClassWEB and a hub for more information, as well as CRM Advise to better serve students.</p>

Reed L. Buffington
Visual &
Performing Arts
Center

- 1) Although we do not directly connect to the Pathways Success Team we do provide services at the PAC for educational and recognition opportunities for students.
- 2) We currently have 58 community and 30 internal Chabot/District events scheduled to take place in the PAC this fiscal year. We are providing opportunities for Student Assistance to work side-by-side with professionals in the industry. This also provides opportunities for Students to attend and be better connected to their community.
- 3) Our area has made significant changes to aggressively improve our marketing through Social Media which has resulted in a marked increase in awareness of all of the events at the Chabot Performing Arts Complex.

Reprographics
Center

Chabot College hired a marketing specialist, whose expertise will allow Chabot to improve its student interfaces by becoming better at reaching out to the community (outreach), better at communicating within our community (inreach), and by improving accessibility to the content Chabot is communicating.

Chabot also increased staffing in the equity office for more personnel to make basic needs available.

6 Responses

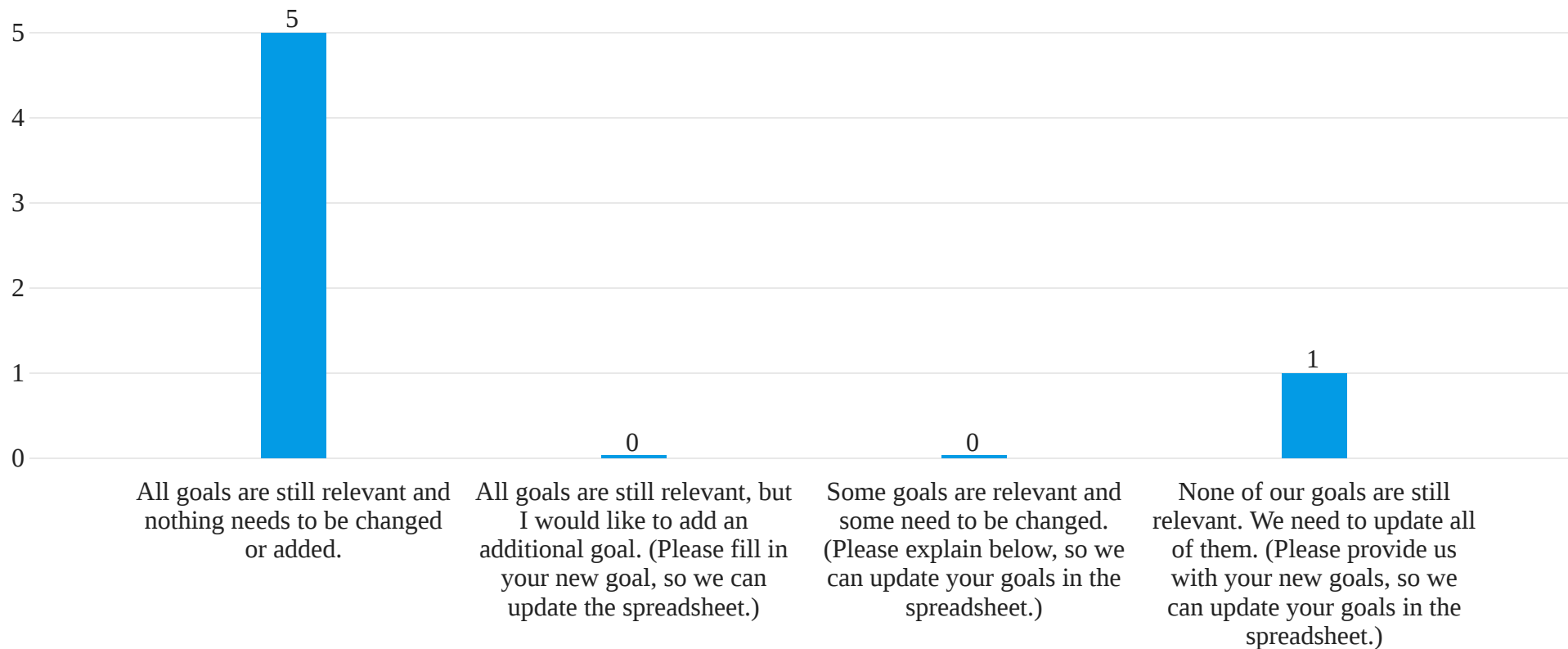
Name of Program, Discipline, Area or Service	Question: If you could advise college decision makers how to make better or more efficient progress on any of these annual planning priorities, what would you say?
Business Services	It is crucial to provide ongoing training and support for all classified professionals in both current and new technology platforms.
California Early Childhood Mentor Program	No comments at this time.
Campus Safety and Security	Continue to connect with students through marketing and social media to connect students to the Pathway Success Team, Resources, Special programs, etc.
Computer Support and Audio Visual	- Continue to partner with the District and LPC to implement CRM Recruit, which will help convert prospective applicants to registered students.
Reed L. Buffington Visual & Performing Arts Center	<p>We are now seeing that we are behind in Theatrical Technology. This is important because we are trying to help our students be relevant when they finish at Chabot. The PAC attempts to self-fund for operating expenses, but we really need some significant funding assistance from other opportunities in order to keep up with the technology in the industry. Some examples are our Video, Lighting and Sound systems should be upgraded to modern technologies and our building should be upgraded for ADA compliance.</p> <p>Our operating structure as a rental facility (as opposed to being a producing facility) is sound and the most efficient way to achieve our goals with the resources we have.</p>
Reprographics Center	We need better reporting back to departments that are affected by decisions. Recommendations and requests are made without any response and either nothing gets done or a decision is made that makes it look like the recommendations and requests were never seen.

Name of Program, Discipline, Area or Service	Question: If you believe there is an important issue to address to carry out the college mission that is NOT mentioned in the previous list, please describe below (optional).
Business Services	None
California Early Childhood Mentor Program	Provide campus wide/program specific DEIA mutual learning communities. It would be helpful to have a campus-wide conference highlighting the various programs on campus with their goals, strategies and impact so that we could identify what each other is doing in a single meeting.
Campus Safety and Security	N/A
Computer Support and Audio Visual	There should be something to the effect of: Take actions to maximize the supplemental and success allocations from the Student-Centered Funding Formula.
Reed L. Buffington Visual & Performing Arts Center	N/A
Reprographics Center	<p>1) The need to focus campus finances on our core priorities: while we may want to open and run 100 different programs, our tight budget means we can't adequately fund every idea. Chabot should be known for operating a cultivar of top-notch, well-maintained programs instead of spreading ourselves too thin and offering several sub-par, under-funded, and under-staffed programs that can't be properly maintained or kept safe. Instead of creating additional services, we should focus on strengthening the services we do offer and form community connections with other institutions, schools, and organizations that are better equipped to offer services that we don't/can't.</p> <p>2) Better communication of requirements and laws Chabot needs to follow to continue receiving funding, such as ADA and Clery.</p>

Reflections on Goals

Keeping in mind, you only have one year left in this PAR cycle to accomplish these goals, please take a look at your goals to determine:

6 Responses

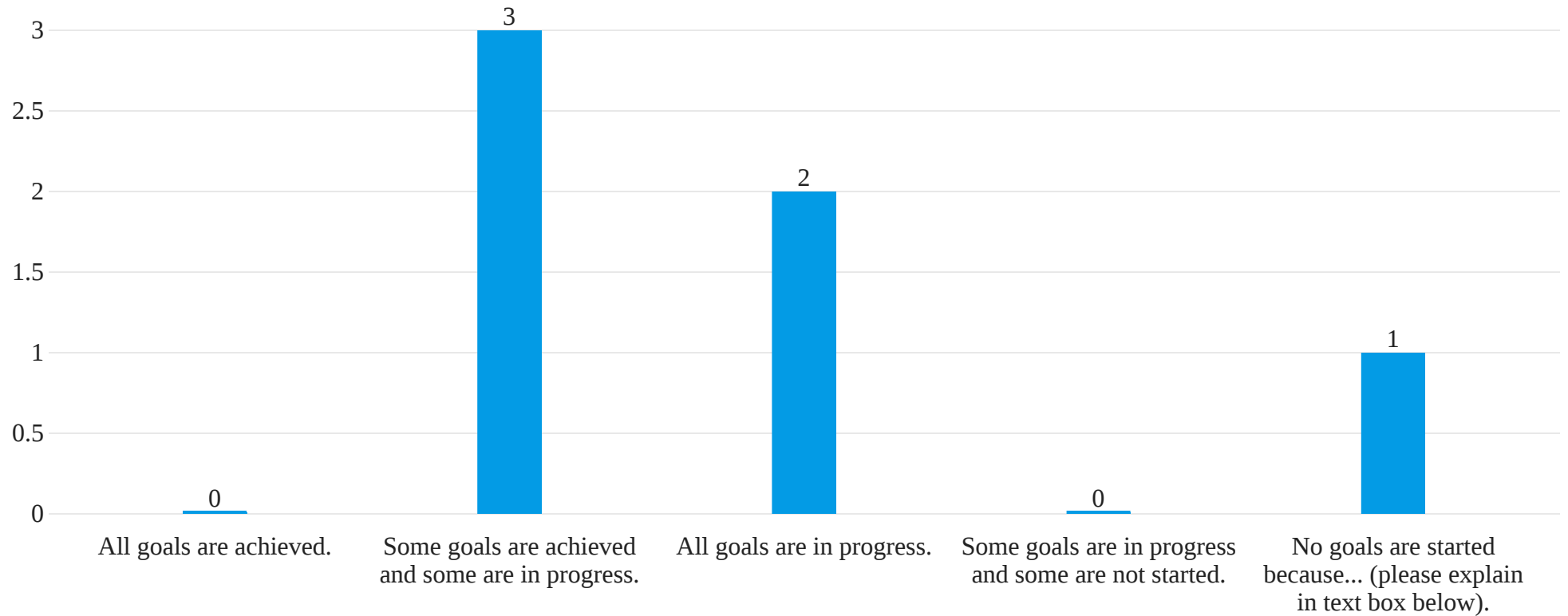


6 Responses

Name of Program, Discipline, Area or Service	None of our goals are still relevant. We need to update all of them. (Please provide us with your new goals, so we can update your goals in the spreadsheet.) - Text
Business Services	N/A
California Early Childhood Mentor Program	<p>We did not participate in PAR in previous years. We did not establish goals prior to the current FY. We have established the following goal for FY 2023:</p> <ol style="list-style-type: none"> 1) Provide CECMP Mentors placements to Chabot's Spanish ECD 63 (Curriculum) students to enable them to successfully complete the lab portion of their course. 2) To provide professional development opportunities to Chabot's Child Care Center staff relative to teaching literacy in a Toddler/Young 3's classroom with Mentoring support
Campus Safety and Security	N/A
Computer Support and Audio Visual	N/A
Reed L. Buffington Visual & Performing Arts Center	N/A
Reprographics Center	N/A

What are the statuses of your program's/area's goals right now?

6 Responses



6 Responses

Name of Program,
Discipline, Area
or Service

No goals are started because... (please explain in text box below). - Text

Business Services N/A

California Early
Childhood Mentor
Program We did not participate in PAR in previous years.

Campus Safety and Security	N/A
----------------------------	-----

Computer Support and Audio Visual	N/A
-----------------------------------	-----

Reed L. Buffington Visual & Performing Arts Center	N/A
--	-----

Reprographics Center	N/A
----------------------	-----

6 Responses

Name of Program, Discipline, Area or Service	So far, what is going well regarding completing your program's/area's goals? Please include reflections on achievement of outputs or outcomes.
Business Services	We continue to have smooth day-to-day Business Office operations plus accuracy and efficiency level is high.
California Early Childhood Mentor Program	Not applicable
Campus Safety and Security	The following is going well: ongoing training, shared governance participation, revenue from the new digital parking system, and successfully coordinated an earthquake and fire drill. Campus Safety improves the campus emergency preparedness by purchasing 10 AEDs. The AEDs were installed throughout campus in large gathering locations. Campus Safety has provided Active Shooter, Emergency Preparedness, and Building Monitors training and meets monthly with faculty & staff on the Health & Safety committee. Campus Safety has also conducted community outreach to several student groups on campus.
Computer Support and Audio Visual	We have continued to upgrade computers across the campus. This has accelerated through purchasing in greater volume to lessen supply-chain issues as well as adding a tool to improve the inventory process. However, the department is still limited with respect to staffing (2/3 that of LPC) and short windows between terms to swap out computer labs. Over the next year, the Department will be focusing on streamlining the computer imaging process to further increase throughput.
Reed L. Buffington Visual & Performing Arts Center	<p>Goal #1 – Due to the nature of our business, our area saw a significant decline in bookings when COVID 19 hit. We are still recovering. We have increased our bookings each year since the shut down and hope to continue that trend.</p> <p>Goal #2 – As bad as COVID 19 affected us, it also provided the opportunity to work with the most amazing professionals in the industry that might not have come to work for us under “normal” conditions. Everyone was hungry for work, but no one (but us) were offering it. As expected when the situation began to “normalize” some have moved on to bigger venues and opportunities. But the ones who have stayed are providing an amazing opportunity to students and to community members.</p>
Reprographics Center	<p>Goal one: achieved in 2021.</p> <p>Goal two: When we requested resources for remote working, Computer Support declined our request and told us to purchase our own hardware and software licenses. We worked with our area Administrative Assistant to specify what equipment we would need.</p> <p>Goal three: we made several requests to increase our square footage and the Facilities Master Plan proposes moving us to building 3800.</p>

6 Responses

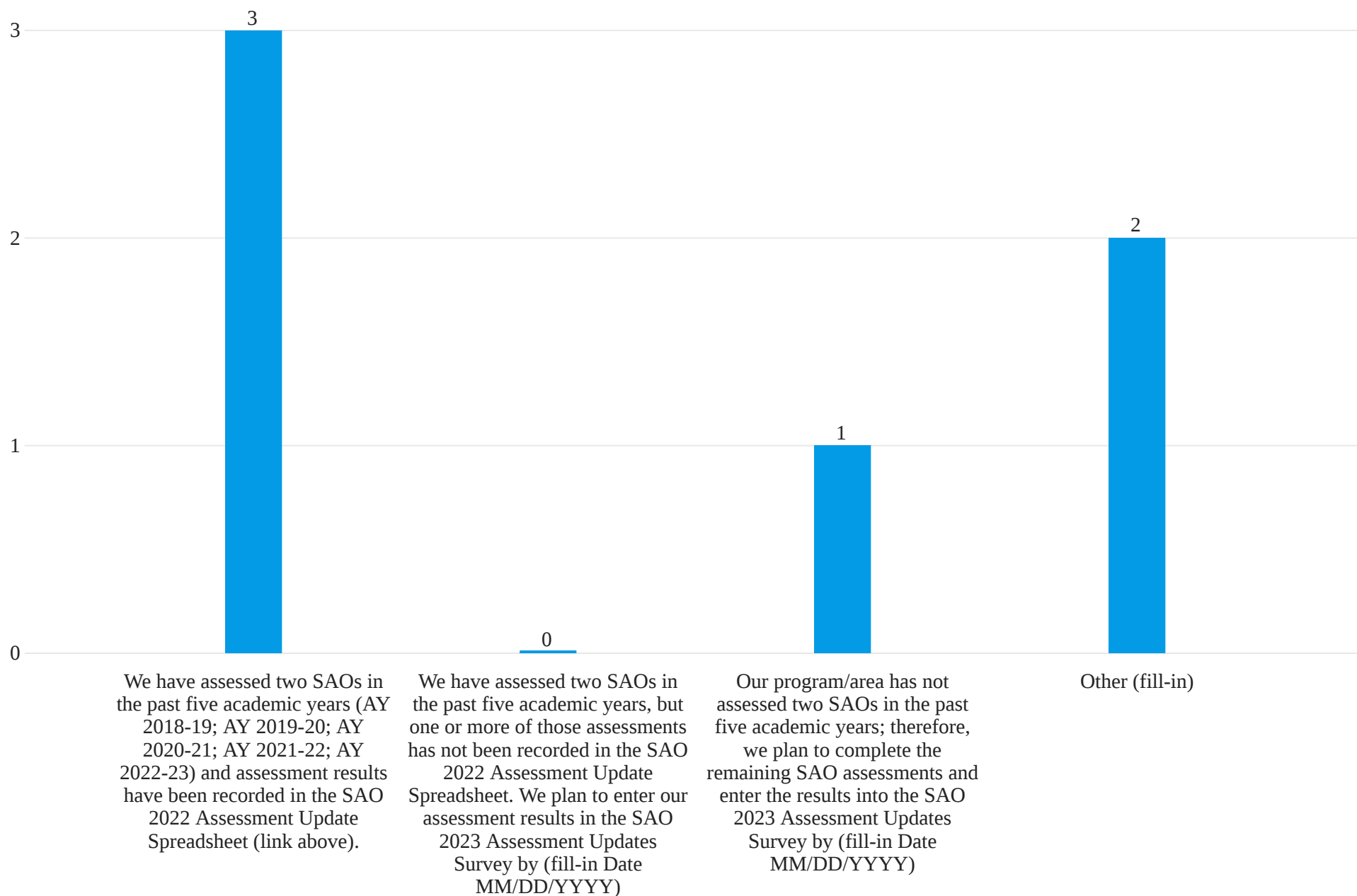
Name of Program,
Discipline, Area
or Service

Question: What are some challenges regarding completing your program's/area's goals? Please include reflections on challenges with producing outputs or outcomes so far.

Business Services	The Business Office has an annual request and priority to fill vacant positions such as Accounting Technician and Mail Clerk. Currently, we only have one Accounting Tech for the entire college, which makes the workload daunting and extremely stressful. It's crucial that the Request to Announce process is completed as soon as possible. By minimizing any obstacles, the process can be faster and more beneficial for the department.
California Early Childhood Mentor Program	Not applicable
Campus Safety and Security	The department faces the following challenges, which make completing the department goals challenging: Campus Safety is experiencing a staffing shortage. The department is short two full-time employees and one-weekend part-time employee. Other challenges are the new security access control and camera system. The system is better, but we have issues with cameras malfunctioning, not working, lack of camera coverage, and license plate reader camera not functioning as a license plate reader. The access control system has several doors and devices that are not responding to the security system. The cameras and access control failures have made providing a safe and secure learning environment challenging.
Computer Support and Audio Visual	The biggest challenge relates to staffing limitations. This impacts both our ability to quickly turnaround ticket closures as well as computer replacements for faculty, classified professionals and in student labs. As stated above the Department is 2/3 the size of the group at LPC despite having a computer fleet nearly twice their size.
Reed L. Buffington Visual & Performing Arts Center	Staffing issues. The inability to hire the right type of staff for our needs due to restriction within our own organization. Our District policies are written for regular full/part time staff. We do not need and cannot fund large quantities of regular full/part time staff. Our unique needs work best and are most cost effective when we are able to hire long term, on call part time staff. We do not need 10 staff members on a show every time, but we may need it some of the time. Having the correct amount of staff on an event is important (not only) to the quality of the event, but also to the safety of the community (both internal and external).
Reprographics Center	Goal two: despite specifying what hardware and software would help us work remotely, nothing was purchased.
	Goal three: We have reached out to administrators about our facilities needs. We are waiting to meet so we can make plans and prepare.

Please check the statement that best describes your program's/area's SAO assessments.

6 Responses



Our program/area has not assessed two SAOs in the past five academic years; therefore, we plan to complete the remaining SAO assessments and enter the results into the SAO 2023 Assessment Updates Survey by (fill-in Date MM/DD/YYYY)

6 Responses

Name of Program, Discipline, Area or Service	Our program/area has not assessed two SAOs in the past five academic years; therefore, we plan to complete the remaining SAO assessments and enter the results into the SAO 2023 Assessment Updates Survey by (fill-in Date MM/DD/YYYY) - Text
Business Services	N/A
California Early Childhood Mentor Program	N/A
Campus Safety and Security	N/A
Computer Support and Audio Visual	05/01/2023
Reed L. Buffington Visual & Performing Arts Center	N/A
Reprographics Center	N/A

6 Responses

Name of Program, Discipline, Area or Service	Other (fill-in) - Text
Reed L. Buffington Visual & Performing Arts Center	N/A
Reprographics Center	N/A
Business Services	n/a
Campus Safety and Security	N/A
Computer Support and Audio Visual	N/A
California Early Childhood Mentor Program	We are establishing goals for this year: 1) Reduce barrier for students to complete their ECD practicum and other lab courses with a California Early Childhood Mentor Program Certified Mentor, and 2) Provide professional development opportunities to the Chabot's Child Development center staff with CECMP Mentor supports.

Rationales for Resource Requests

6 Responses

Name of Program, Discipline, Area or Service	Which of your PAR goals, plans for improving student learning, and/or plans for reaching SAOs will need augmented or new resources?
Business Services	n/a
California Early Childhood Mentor Program	Not applicable
Campus Safety and Security	Campus Safety needs emergency preparedness radios for building monitors to communicate with campus safety in emergencies. This resource would improve communication between building monitors and campus safety in an emergency. Building monitor radios would assist us in providing an environment that will make students feel safe.
Computer Support and Audio Visual	None at this time.
Reed L. Buffington Visual & Performing Arts Center	We plan to maintain all of our goals and SOA's without augmentation.
Reprographics Center	Both goals. Print services goals: Our personnel deficiency has improved by filling our vacant full-time print specialist position, but the volume is at a level that prevents our Graphics Technician from being able to address graphics needs and pulls our Graphic Designer away from assigned duties. Our facilities are still too small and we continue to need more space. Design services goals: the increased demand for accessible digital media exceeds our current staffing capabilities creating delays in turn-around times.

Response to Enrollment (Optional Question)

6 Responses

Name of Program, Discipline, Area or Service	Question: Though slowly improving, Chabot's enrollment is far from reaching pre-COVID-pandemic levels. This impacts our funding. What are your thoughts on how we should respond? (e.g., ensuring smooth process for students from application to enrollment, mass retention campaign, mass marketing, planning for a smaller college, providing in-person/hybrid/hyflex course instruction and service delivery, other?)
Business Services	We can involve the community to help us with the funding that has been affected due to the Covid-19 pandemic. As part of our marketing strategy, we can reach out to both big and small businesses. It is better to start now, so that when the hold harmless ends on FY 24-25, we can bridge the funding gap that we are facing in the coming year for our college.
California Early Childhood Mentor Program	We need to respond to the new realities of student needs and learning including: Processes for enrollment, flexibility in course delivery, campaigns that support working parents and families, and blanket social media platform. Reach non-tradition students such as younger seniors. Work on partnerships with employers for apprentice model so that students earn while they learn.
Campus Safety and Security	N/A
Computer Support and Audio Visual	There should be an analysis of the entire student lifecycle in addition to incorporating student success and financial aid awards in all conversations, programs and action that seek to improve funding. While it is imperative to improve our conversion for prospects to students, it is equally important to retain them, provide them with the financial resources they need (reflecting the SCFF supplemental allocation) and help them achieve their educational goals (reflecting the SCFF success allocation). Growing enrollment will not be enough to get us out of hold harmless.
Reed L. Buffington Visual & Performing Arts Center	N/A

Reprographics
Center

Chabot needs to address the absence of an on-campus bookstore. A student might choose to attend another college that makes textbook acquisition easier.

One Thing To Tell President Cooks (Optional Question)

6 Responses

Name of Program, Discipline, Area or Service	Question: As you know, President Cooks assumed the role of Chabot's 10th College President on August 1, 2023. If your program/area could tell President Cooks one thing he needs to know about your program/area, what would it be?
Business Services	We have established a good system in the Chabot business office, resulting in no audit findings and effective financial monitoring of the college. This financial stability helps our college achieve accreditation.
California Early Childhood Mentor Program	The CECMP sets students up for success by providing on the job, peer-to-peer mentoring for early childhood education students during their practicum and other “student teaching” experiences. Students receive guidance while entering a trusting relationship where they can express their challenges, explore their strengths, and develop short- and long-term goals. Mentors are well-vetted, through a rigorous certification process, that includes application, selection committee, and are observed by two selection committee members, utilizing a valid-and reliable classroom rating matrix. These relationships have been shown to impact students for years – where they then become mentors. CECMP also provides professional development to early care an education educators to strengthen practice.
Campus Safety and Security	N/A
Computer Support and Audio Visual	Resource allocation is a key driver of IT satisfaction. Satisfaction will increase with additional staffing to close turnaround times and replacements.
Reed L. Buffington Visual & Performing Arts Center	N/A

Reprographics
Center

In about three years, the Ricoh copiers in Reprographics and every division copier campus-wide will be reaching the end of their lifespan. This means Ricoh will discontinue service and parts needed to repair malfunctioning copiers. We need to budget for this inevitability. In 2018, the cost to purchase the division copiers was \$306,500 and the cost for Reprographics was \$444,000. The total equipment cost was \$750,500.00. We should budget for cost inflation when budgeting for the cost of replacement.