



Thursday, November 15, 2012
Griffin Gate
3:00 to 5:00 p.m.

MEETING SUMMARY

Chair	Sunita Cooke		AFT Rep	Michael Golden ✓ Jim Mahler	
Co-Chair, Faculty Rep	Michael Barendse	✓	Chairs & Coordinators Rep	Joel Castellaw	✓
VPAA – Accreditation Liaison Officer	Barbara Blanchard	✓	Library Rep	Pat Morrison	✓
VPAS – Dir. of Facilities & Operations	Tim Flood	✓	Academic Senate Reps	Adelle Schmitt , Jim Wilsterman Jane Nolan ✓ Craig Milgrim ✓	
VPSS	Jeff Baker		Supervisory Rep	Alba Orr, TBD	
Arts, Humanities, Lang/Comm	Steve Baker	✓	Classified Senate Rep	Janet Carter ✓ Irene Bauza	
CTE/Workforce	Sheridan DeWolf, Int.	✓	CSEA Rep	Will Pines	✓
Counseling and Enrollment Services	Howard Irvin, Int.	✓	ASGC President or Designee	Vacant Esau Cortez ✓	
English, Social and Behavioral Sciences	Agustin Albarran, Int.	✓	TTLIC Committee Chair or Designee	Angela Feres	
MNSESW	Mike Reese	✓	Guests:	Denise Schulmeyer	✓
LTR	Kerry Kilber	✓			
Allied Health	Debbie Yadow	✓			
Assoc. Dean, Athletics	Jim Spillers	✓			
Academic Senate President	Sue Gonda	✓	Recorder	Patty Sparks	✓

Meeting Convened: 3:00 p.m.

The Council introduced itself to Esau Cortez who is representing ASGC for this meeting. Mr. Cortez was welcomed and thanked for his participation.

I. a) Information Item – Administrative Services Program Review (Part 1)

Tim stated that Administrative Services and its departments developed a Mission Statement, it is:

“Administrative Services Division is committed to providing an exceptional learning environment by providing the highest quality support services in the most effective and cost efficient manner, with an emphasis on integrity, customer service and continuous improvement.”

Further he reported that each department developed their own Mission Statement which falls under the umbrella of the Administrative Services Mission Statement. He stated that services provided by the Administrative Services departments prove to be essential to the integrity of the college community and its services to students, faculty, and staff.

Tim provided a PowerPoint presentation utilizing the overhead screens to report on the following departments' program review:

- Buildings and Grounds Services
- Bookstore
- Printing Department

Grounds & Maintenance

Tim reported that the Grounds & Maintenance Department program review includes Athletics Maintenance. He reported on the following areas:

Staffing

Staffing has significantly decreased in this area (17 positions – 7 are vacant).

Key Performance Indicators (KPIs)

Utility Usage

Water usage significantly dropped from 2009/10 to 2010/11, however rose a bit in 2011/12. Tim reminded the Council the increase is temporary as water usage increased because of new landscaping that was installed (new plants need additional watering in the beginning) however, stated that the landscaping installed is water friendly and used as an educational area for some of our departments. Electricity use has decreased every year as well, which is exciting as we have added a significant amount of square footage. Natural gas and waste disposal costs have decreased.

Tim reported that at one time the City of El Cajon (City) overcharged us for sewer charges. A compromise was made and the City did not bill us for sewer charges in lieu of paying us back overages. We notified the City over three years ago letting them know that charges have not been submitted. We are now in negotiations as to what amount is due to the City. We will incur costs for sewer, but note that when water costs go down, so do sewer costs.

Maintenance & Operations Expenditures per Gross Square Feet, GSF (less the Parking Structure)

Costs per square foot

2009/10 - \$5.51

2010/11 - \$5.21

2011/12 - \$5.29

Building area maintained per Maintenance worker by GSF (less the Parking Structure)

2009/10 – 84,614

2010/11 – 96,477.83

2011/12 – 96,477.83 – note we are down two maintenance workers

Number of Acres maintained per Grounds Worker

2009/10 – 18.75

2010/11 – 18.75

2011/12 – 22.50 – note we are down two grounds workers

Student Satisfaction Survey results

Care and Maintenance of the College Landscape – 92% of participants stated they were satisfied.

Timeliness of classroom repair – 76.6% of participants stated they were satisfied.

The quality of renovation and remodel projects performed by the maintenance department - 81% of participants stated they were satisfied.

Tim reported that the students were a little more satisfied with the maintenance and overall condition of the athletic facilities with over 95% satisfied ranking. The Maintenance Department also received over 90% satisfaction in the care and maintenance of the college landscape, timeliness of classroom repair, and the ability of the new buildings and labs to meet student educational needs.

Tim reported that approximately 2,000 students participate in the Satisfaction Survey annually (every fall). The survey includes questions from both, Administrative Services and Student Services.

Tim provided a brief description of Building and Grounds Maintenance contributions to Institutional Improvements (to meet College Wide goals):

- *Defensible space project*
Increased fire safety and protection of the educational environment
- *Completion of the CalSense irrigation control system*
Reduced water costs to the college
- *Development of the Landscape Educational Gardens*
Created additional educational opportunities for students

Program Facilities Needs

Departmental space for Building and Grounds Maintenance employees is needed. Currently employees are housed in a World War II Quanza Huts (the huts themselves are spray foamed due to past water leaks). Employees in the area share their space with equipment and supplies storage.

Storage space is needed to increase the efficiency and effective services to the campus.

Equipment Needs

Program review identified a need for a Man lift and this need was met through the Activity Proposals process. Prior to its purchase, we had no way to service equipment and lights in the new multi-story buildings.

Goals based on Program Review Analysis

- To identify and incorporate water saving technologies to campus water towers to conserve resources and reduce costs
- Update the Grounds and Maintenance websites to include contact information to improve communication
- Pursue appropriate staffing levels that will allow for proper maintenance of college facilities

Printing Department

Staffing

We are short two positions, however overall we have been able to fill positions such as Holly Phan as the Printing Department Supervisor; and Crystal Nguyen as the Printing Operations Specialist.

Key Performance Indicators (KPIs)

Black and White Copies

The number of copies produced have been reduced, however rose a bit in 2011/12. We as a campus have cut down on printing requests.

Color Copies

The number of copies significantly dropped from in 2009/10 from the previous year, however increased in 2010/11 but decreased slightly in 2011/12.

Supply Costs

Supply costs have reduced from \$103,145 in 2009/10 to \$90,894 in 2011/12.

Printing Equipment Rental and Lease Costs

We lease our printing equipment for both black and white and color copiers. Equipment rental costs have decreased significantly, with an approximately \$65,000 savings from going out to bid.

Reprint percentages

For the year 2011/12 only 6 of out 4,619 print jobs for one month had to be reprinted (below 1%)

Printing's Faculty and Staff Satisfaction Surveys

The printing department earned a 98 to 99% satisfaction satisfied on the following areas:

- Courteousness of Staff
- Timeliness of work and completion
- Quality of documents
- Knowledge of duplicating processes and formatting

Printing's Contribution to Institutional Improvements (Outcomes)

Contributions through lowering contract costs and maximized effective use of resources by printing the Student Newspaper, Music Brochures and Class Schedules in-house, replaced black and white copier with a more environmentally friendly equipment, filled vacant position providing appropriate leadership support, meets several of our Strategic Goals.

Printing Needs Identified by Program Review

Identified as:

- New digital press is needed to replace obsolete multi-press
- Fill vacant position, Printing Operations Assistant

Printing Department Goals based on Program Review Analysis

- Enhance and promote online job submission system to reduce paper job submission requests and reduce manual inputting of jobs by staff.
- Complete cost analysis and investigate purchase of digital press to replace old multi-press 1250.
- Provide training to staff on new equipment operation, maintenance and procedures.
- Provide appropriate staffing levels based on funding availability.

Bookstore

Staffing

We are significantly short staffed short in the Bookstore. We are working currently to fill two Bookstore Purchasing Assistant positions as well as the Bookstore Supervisor. Barnes and Noble reimburse the district for employee costs.

Key Performance Indicators (KPIs)

Book Rentals

Book rentals increased from 14.3% for year 2011 to 31.3% for year 2012 (788 textbooks in 2012, up from 337 in 2011)

E-Books

The Bookstore offered 2,369 E-Book titles in 2011 and 2,519 in 2012. E-Books are not requested by students as much as new, used and rental text books.

Sales Mix Percentage

The Bookstore sales percentages are as follows:

2010

New Books 70.8%, Used Books 29.2%, Rental Books 0%, E-Books 0%

2011

New Books 67.7%, Used Books 29.1%, Rental Books 2.5%, E-Books 0.8%

2012

New Books 65.5%, Used Books 25.4%, Rental Books 8.5%, E-Books 0.6%

The E-books are not as popular but that could be due to the type of format or equipment needed. Rental books are doing well, but new and used books are best sellers.

Student Savings

Students have saved significantly from alternative book options. For 2012, to date students have saved approximately \$550,000.

Bookstore Faculty and Staff Satisfaction Surveys

- Bookstore received more than 90% in satisfaction results for
 - Courteousness of staff
 - Staff knowledge of selections
 - Staff knowledge of product information
 - Cleanliness of store

Bookstore Student Satisfaction Surveys

- Bookstore received more than 94% in satisfaction results for
 - Courteousness of staff
 - Staff knowledge of selections
 - Staff knowledge of product information
 - Cleanliness of store

Bookstore's Contribution to Institutional Improvements (Outcomes)

Contributions:

- Adding 3 additional registers to increase efficiency and shorten wait times
- Increased textbook rental program, increased the number of sections with rental textbooks available – providing students with lower cost options
- Cross trained Bookstore staff allowing the Bookstore to provide efficient service to students and cover staffing shortages
- Updated point of sales software providing additional functionality and improved processing of student financial aid orders

Bookstore needs Identified by Program Review

Identified as:

- To provide more effective, efficient service to the college, the Bookstore needs to redesign the sales floor layout and replace rack and display systems
- To provide more effective, efficient service to the college, the Bookstore needs to fill the Bookstore Supervisor and Book Purchasing Assistant positions.
- To provide more effective, efficient service to the college, the Bookstore needs to improve the timeliness of faculty textbook adoption

Bookstore Goals based on Program Review Analysis

- Explore and implement strategies to reduce instructional material costs to students
- Increase textbook adoption response rate from faculty by 5% from 2012/13 levels
- Pursue appropriate staffing levels that will allow for the provision of efficient and effective service to the college community

II. CSEA

It was announced that Will Pines was selected to serve another term as the CSEA Rep on this Council.

III. Budget

Prop 30 – What's Next?

Tim announced that Prop 30 and Prop V did pass. Tim provided a handout, *Grossmont-Cuyamaca Community College District Budget Impact of Proposition 30 FY 2012/2013*, for the Council to review. The handout explains that with the adoption of Prop 30 our FTES will increase by 1,100 district-wide, and will recognize a total of \$6.3 million (recognizing the \$5.6 million withheld plus \$700K). From the 4% deficit funds of \$3.4 million, \$2.9 will flow through the distribution formula.

Tim explained that we will maintain last year's FTES plus approximately 154 additional FTES. Grossmont FTES share after Prop 30 is 11,765 FTES, Cuyamaca is at 5,202 FTES. These are recommendations from the FTES Task Force. It is critical that we hit our goal this year. Typically this District uses summer as the start of the New Year, we are not encouraging increasing summer sections – we can always port back from the prior year. Barbara reiterated this through email to the deans. We currently have a spring target of 6,015 FTES. Again our annual FTES Goal is 11,765 and currently we are on target to meet our goals.

Budget Problems – Tim stated that we need to continue to communicate to the community our issues with the public as Prop 30 did not cure all our problems and we are still struggling. Our cash flow is deferred until June which means we are continuing to borrow funds to make payroll. Prop 30 funds will be reported separately and audited. The Governing Board will report results in

an open session. The State is still finalizing how to report, audit, and decide what constitutes administrative costs.

Update on Spring Schedule

Barbara stated that there are some drawbacks on campus as deans are working diligently with department chairs to figure where to add sections. There are no changes to the existing schedule and faculty must be aware that the second draft is the final draft. There is no time this semester to make additions to the schedule. We need to have the schedule finalized by November 26. No last minute changes to the scheduled can be accommodated.

In addition, Instructional Operations has a tremendously large workload and are doing our best to accommodate. If all the classes that we added were 2 or 3 unit classes, we would be adding approximately 188 sections in seven working days. No changes will be made – more specifically, a class can be cancelled but it cannot be replaced.

IV. Determining critical levels of classified staffing required

Barbara Blanchard referred the Council to the agenda wherein the requirements for using a PE-19 is stated. Further these new requirements take effect in spring, they are:

- Key reasons for use of PE-19
 - Substitute for approved leave
 - Backfill while in recruitment
 - Non-recurring project-based work

We are in the process to convert on-going PE-19 hires to potential permanent positions. The three units, Academic Affairs (Barb Blanchard and Deans), Administrative Services (Tim Flood), and Student Services (Jeff Baker) are working with their departments looking at critical positions that are filled long-term by PE-19 employees. In the past we have used PE-19s for on-going work type positions.

We are looking at where PE-19s had been used and where we have retirement or other holes in staffing to maintain a critical level of staffing to the college. The process and prioritization is based upon the following:

- Recurring use of PE-19 that are crucial to continue the service level
- Classified Staffing Committee rankings – looked at all new positions put forward
- Early retirement holes that were approved or rated as very high need

The last stage is, at the college level we will merge the list from the three units and then Sunny will take the list to the District. The list from the three units is due to the President's Office today.

Barbara further clarified that tutors will not be hired through the PE-19 process. There is a process available if the person can qualify as a professional expert. Kerry Kilber added that if a person cannot qualify as a professional expert, departments will have to utilize student/peer tutors. She further stated that she will work closely with departments on recruiting and the recruiting process. Barbara stated that it would be wise for departments to recruit tutors this semester for next semester.

Sue Gonda asked if there was a protocol for hiring tutors in the Tutoring Center. Kerry replied that normally departments will send students to the center and she works with them to get them hired. Joel Castellaw stated he will send an email to departments with this information.

Action Taken: Kerry will work with Joel Castellaw on getting the word out to departments regarding the new requirements for PE-19s and the hiring process in the Tutoring Center.

V. FMP Phase II

Tim stated that cluster groups for the FMP Phase II Task Force are identified, however there are some stragglers. If there is a need for a sub, the college will pay for that sub – but if you are participating in a cluster group, please make sure you attend. Please contact Barbara and/or Tim regarding any substitutes.

The cluster groups will be meeting on November 29, 2:30 – 5 p.m., and again on December 12. There are over 90 participants. Tim explained that we are also having a district sustainability meeting as a part of the FMP.

VI. Draft Technology Planning Process

Kerry Kilber provided a handout, *Draft- Grossmont College Annual Technology Planning Process, As a Part of the Annual Planning and Budget Cycle for New Technology*, for the Council to review. She explained that this flow chart defines the time line for bringing new technology on campus. Bringing new technology on campus requires good planning and communication, as well as sufficient time and resources. There are a lot of variables such as current staffing and infrastructure issues. Before implementing new technology, we need to make sure our current infrastructure and staffing can properly and effectively support and maintain it.

Kerry is asking this Council to review this handout and send her edits/changes and/or suggestions. She clarified that the word unit as identified in the June-September time-line identifies with a department. Further she stated that the replacement and upgrading of existing technology is addressed via the rollover plan.

Kerry also stated that should a department want to bring new technology on campus, her department is able to meet and discuss it to ensure the best possible outcomes.

Other: Next meeting scheduled for December 13.

Meeting Commenced 5 p.m.