Results from the 2011 District Services Survey results were emailed to all employees on June 10, 2001. On June 24th and July 15, Chancellor Poertner held meetings with District Services to review the results. Minutes from both meetings are included in this document.

Between June 24 and July 29, District Services staff met with their respective Director/Manager to discuss the survey results. Additionally, the District Director of Research and Planning met with several offices to assist in the analysis of the results for the creation of an action plan. Several departments recorded their meeting minutes and created documentation summarizing their findings. These are included in the appendix.

The assessment of the 2011 District Services Survey is the compilation of each office’s action plan supported by the survey results. In the upcoming academic year, these action plans will be part of the District Services Administrative Unit Review (AUR) process.
District Services Meetings on District Services Survey Results 2011

District Services Survey Results Meeting

Friday, June 24, 2011
Chancellor’s Conference Room

MINUTES

Members Present:

Barbara Bangs  Earl Pagal  Teddi Lorch
Beth Mueller  Ettie Graham  Tere Fluegeman
Bob Bramucci  Gary Poertner  Walt Rice
David Bugay  Jeff Dorsz  Wayne Kethley
Debra Fitzsimons  Jim Phaneuf  Yvonne O’Tousa
Denise Inclong  Laura Abrams

1. District Services Survey Results 2011

Chancellor Poertner announced that all District Services departments will meet independently to discuss the responses from the survey and will formulate an analysis to address the areas that need improvement. The District Services Survey 2011 Results will appear on the SharePoint website.

At the conclusion of each District Services department meeting, the Chancellor would like to meet with each District Services department head to review the results and develop a timeline. It was estimated that an analysis of each department should be completed within a one to two weeks. Once the information is collected from all of the departments, a draft report of the analysis will be written.

2. Use of Results

The first meeting of District Services department heads took place today, Friday, June 24. The purpose of the meeting was to review the results and comments of the survey. The results will be sorted into themes and a list of issues/items will be developed for areas of improvement. A priority list of issues will be created.

A second meeting will take place by the end of July. Director Denise Inclong referred to the use of the SMART acronym to explain that the action plan should be specific, measurable, attainable, realistic and timely. The purpose of the second meeting will be to develop a 2011-2012 Action Plan based on the results of the survey. A handout of the SMART template was distributed and discussed. Each District Services area will use the template to create their action plan. The action plans will be used as a guide to help formulate the second meeting.

SharePoint was briefly discussed by Vice Chancellor Bob Bramucci. It was announced that District IT is currently working on site development. The goal of SharePoint is for the District to be open and transparent.
District Services Results Meeting
June 24, 2011
Page 2

Vice Chancellor David Bugay distributed the draft of the Functional Map and requested input from the group. Dr. Bugay invited everyone present to submit their ideas and suggestions by next Wednesday, July 6, 2011.

The committee agreed that going forward two meetings will be conducted to review the survey. Minutes of the meeting will be taken and an action plan will be completed. It was agreed that the action plans from each district services area will be submitted to the Office of Research and Planning by Friday, July 29, 2011.

3. Next Meeting
The next meeting will take place on Friday, July 15, 2011 at 9 a.m. in the Chancellor’s Conference room.

The meeting adjourned at 9:45 a.m.
District Services Survey Results Meeting

Friday, July 15, 2011
Chancellor’s Conference Room

MINUTES

Members Present:
District Services
Karen Bronson Beth Mueller Brandye D’Lena
Tamara King Laura Abrams Walter Rice
Debra Fitzsimons Denise Inciong Bob Bramucci
Gary Poertner Tere Fluegeman Ette Graham

1. Approval of Minutes
A motion to approve the minutes from the June 24, 2011 District Wide Accreditation Committee meeting was made by District Director of Facilities Planning and Purchasing, B. D’Lena, and seconded by Assistant Director of Facilities Planning, W. Rice.

2. Discussion of review of results in each area
Members present stated that their departments had the opportunity to review the survey results, discussed the results within each area, and used the survey results template to create an action plan.

3. 2011-2012 Action Plan from each area
It was strongly encouraged that all action plans follow the same format, and to keep the plans simple. Previously, a formatted template was emailed to assist departments in formulating the summary information required to produce a draft. The goal is to use the one standardized format to make it user friendly. Ultimately, this template will be placed on the SharePoint site to minimize searching in several locations.

A suggestion was made that by using the, “Agree”, and “Disagree” comments, would better assist in the collection of the summary information. In addition, addressing comments will help identify other departmental issues. It was stated that sometimes people think there is a problem in one department, when in reality, the problem originates in another department. The concern is, how do we identify the responsibilities of each department, and who is responsible for the training? Turnovers create a problem because there simply is no training. There are no training manuals or procedures available for new staff to follow. Procedures should be created and posted for staff to reference. Some district departments are experiencing a rise in calls from staff at the colleges to obtain training; however, training should be taking place at the college level. A comment was expressed that our district staff are not trainers. It was suggested that there should be an assigned trainer at each one of the colleges, and at district services to
Accreditation 2011 District Wide Committee Meeting
June 17, 2011

Page 2

help facilitate training to new and existing staff. Another suggestion was to produce a quick training video, and publish for training purposes. A recent example is SharePoint; how is it used and who is training?

It was discussed that Business Services is currently preparing to conduct a workshop (road show), which will address five different departments. The workshop will take place in September 2011. The five departments included; (1) Accounting, (2) Payroll, (3) Purchasing, (4) District IT, and (5) Risk Management and Benefits. A flyer will be produced and an email blast will be sent out closer to this date. The workshops will be conducted at both colleges. Each department will do a presentation and will have a Q&A session. It was suggested that someone write down the questions asked for future reference. The questions may be used as a form of measurement of the workshop. In addition, it was suggested that a quick survey for attendees be administered as another component to measure the outcome of the workshop.

The final draft is due into Denice Inciong by July 29th, 2011.

4. Next Steps
It was discussed, that combining the departmental action plans, in one common location will help facilitate the transparency of information. A recommendation was made to post all available information to the current SharePoint site now, and later, the information will be migrated into the new SharePoint site. An emphasis was made to populate the information in one location and not in several locations; having one owner for each department and adding links to other department, so that the information is consistent, user-friendly, and not confusing.

In an effort to continue servicing the colleges effectively, the district needs to develop a training component, procedures, and identify the roles of the departments. There is a need for each department to work collaboratively in order to improve their processes.

Currently, the SC Administrative Review is being evaluated by Associate Vice Chancellor, Economic Development to assist with preparing a model format for the district.

5. Any other analysis of the District Services Survey for next year
The district is preparing for the accreditation visit. Communication among the departments and colleges is encouraged to ensure everyone is informed. A suggestion was made to hire a consultant to help in this preparing process. It was suggested that we contract with Eva Conrad, and have her meet with the district after the next District-wide Strategic Planning meeting on August 3, 2011.
### 2011-2012 Action Plan

**Use of Results of District Services Survey**

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

#### District Services Area Name: Chancellor’s Office and Trustee Services

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
<th>Strategy to address</th>
<th>Assessment Method (Data Source)</th>
<th>Criteria for Success (Target)</th>
<th>Assessment Results</th>
<th>Use of Results (Next Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>District/College Roles</strong></td>
<td>Establish regular meetings of District Services (DS) Leadership to clarify DS role in support of colleges.</td>
<td>Meeting minutes and/or notes.</td>
<td>Develop goals and strategies by May 2012 to clarify district and college roles and responsibilities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Public Relations</strong></td>
<td>Develop and implement a Chancellor’s Forum at each college for employees to interact with Chancellor. Evaluate effectiveness.</td>
<td>Forum plans and timeline. Event participant survey cards.</td>
<td>This first year of data collection will be used as a baseline for future assessment cycles.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>Enhance the District website on the roles and responsibilities of the Chancellor’s Office. Meet with District Director of Public Affairs to develop website.</td>
<td>Meeting minutes and/or notes. After website is developed, assess web analytics.</td>
<td>This first year of data collection will be used as a baseline for future assessment cycles.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 2011-2012 Action Plan

**Use of Results of District Services Survey**

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

#### District Services Area Name: Public Affairs

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
<th>Strategy to address</th>
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<th>Use of Results (Next Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Website</td>
<td>Review comments from the district survey and make improvements to website information, accessibility, visual appearance, navigation, and search functions. Meet with each District Services area to develop a plan for improvements to department web pages. Communicate improvements district-wide using a phased approach.</td>
<td>Minutes and/or notes from all department meetings. Priority lists.</td>
<td>Review Google Analytics to establish statistical baselines. Prioritize improvements based on meeting minutes and notes. Establish targets for next cycle.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td>Create an online archive of all district-wide communications efforts.</td>
<td>Create archives and inventory in SharePoint.</td>
<td>Establish baseline for number of communications in the last academic year.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>District/College Roles</td>
<td>Meet with college PIOs, Presidents and Chancellor to clarify roles and responsibilities and develop a plan for communicating these district-wide.</td>
<td>Meeting minutes and/or notes.</td>
<td>Develop goals and strategies by May 2012 to clarify district and college roles and responsibilities.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 2011-2012 Action Plan
### Use of Results of District Services Survey

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

#### District Services Area Name: Accounting

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<tr>
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<th>Assessment Results</th>
<th>Use of Results (Next Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>District/College Roles</td>
<td>Coordinate meeting between College and District Services fiscal offices.</td>
<td>Meeting minutes and/or notes.</td>
<td>Develop a strategy to understand the roles and responsibilities of the District and College Fiscal Offices by May 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training for Employees</td>
<td>Conduct training on Accounting Processes at the colleges.</td>
<td>Track Participation in training sessions (name, location, position). Evaluations of training session.</td>
<td>This first year of data collection will be used as a baseline for future assessment cycles. Evaluations will be used to target needed training areas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>Conduct question and answer sessions on Accounting Processes at the colleges.</td>
<td>Track Participation of training sessions (name, location, position). Evaluations of training session.</td>
<td>This first year of data collection will be used as a baseline for future assessment cycles. Evaluations will be used to target needed training areas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resources</td>
<td>Develop a Quick Start Guide on Paying a Bill</td>
<td>Meeting minutes and/or notes.</td>
<td>Quick Start Guide will be completed by May 2012.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 2011-2012 Action Plan

**Use of Results of District Services Survey**

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

**District Services Area Name: Payroll**

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
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</tr>
</thead>
</table>
| Upgrade Technology       | Conduct meetings to discuss the upgrade of technology for Online Timecards & TS Time & Attendance  
• Discuss inclusion in the District Tech Plan | Meeting minutes and/or notes. | Develop a plan by May 2012. |                  |                           |
| Technology Support       | Continue regular meeting with District IT to strategize how to establish a dedicated technology staff for Fiscal Services. | Meeting minutes and/or notes. | Develop a plan by May 2012 to document and prioritize technology issues for Fiscal Services. | | |
| Communication            | Coordinate a meeting with District PIO to publicize Payroll information. | Meeting minutes and/or notes. | Develop a strategy by May 2012. | | |
| Training                 | Conduct training on Payroll processes at both colleges.  
Track participation in training sessions (name, location, position).  
Evaluations of training session. | This first year of data collection will be used as a baseline for future assessment cycles.  
Evaluations will be used to target needed training areas. | | |
## 2011-2012 Action Plan
### Use of Results of District Services Survey
*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

### District Services Area Name: Benefits

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
<th>Strategy to address</th>
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<th>Assessment Results</th>
<th>Use of Results (Next Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Conduct training on Benefits processes at both colleges.</td>
<td>Track Participation of training sessions (name, location, position)</td>
<td>This first year of data collection will be used as a baseline for future assessment cycles.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Evaluations of training sessions.</td>
<td>Evaluations will be used to target needed training areas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td>Create an informative website with accurate information.</td>
<td>Monitor the number of employees/visitors that view this website by using web analytics.</td>
<td>Completion of the Benefits website by Spring 2012.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Add a “Feedback” or “Contact Us” button.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Benefits Process</td>
<td>Conduct meetings to discuss regular and prompt updates to employee additions and/or changes for all health insurance carriers.</td>
<td>Meeting minutes and/or notes.</td>
<td>This first year of data collection will be used as a baseline for future assessment cycles.</td>
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</tr>
</tbody>
</table>
### 2011-2012 Action Plan

**Use of Results of District Services Survey**

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

**District Services Area Name: Risk Management**

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Training</strong></td>
<td>Conduct training at the colleges on Risk Management.</td>
<td>Track Participation in training sessions (name, location, position). Evaluations of training session.</td>
<td>This is the first year of data collection. The data will be used for baseline numbers and targets set in the follow year. Evaluations will be used to target needed training areas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>Jointly conduct training at the colleges with college Ergonomics coordinators.</td>
<td>Track Participation of training sessions (name, location, position). Evaluations of training session.</td>
<td>This is the first year of data collection. The data will be used for baseline numbers and targets set in the follow year. Evaluations will be used to target needed training areas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>Coordinate a meeting with the District PIO to publicize Risk Management information.</td>
<td>Meeting minutes and/or notes.</td>
<td>Develop a Risk Management communications strategy by May 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>District/College Roles</strong></td>
<td>Coordinate a meeting between College and District Services Ergonomics Coordinators.</td>
<td>Meeting minutes and/or notes.</td>
<td>Develop goals and strategies by May 2012 to clarify district and college roles and responsibilities.</td>
<td></td>
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</tr>
</tbody>
</table>
### 2011-2012 Action Plan

#### Use of Results of District Services Survey

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

**District Services Area Name: Facilities Planning**

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Process and Operations</strong></td>
<td>Develop a Procedures and Departmental Guide on Facilities Planning that is easy to access.</td>
<td>Guides on procedures and departmental information will be developed.</td>
<td>The Procedures and Departmental Guide for Facilities Planning will be completed and posted in SharePoint by May 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>Meet with various participatory governance groups annually to provide information and updates on State Chancellor issues</td>
<td>Meeting minutes and/or notes.</td>
<td>This is the first year of collecting data on the participation in these meetings and will serve as baseline data for setting next year’s goals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>District/College Roles</strong></td>
<td>Define, in the Capital Improvement Committee, responsibilities managed by the college facilities departments and by district facilities planning department.</td>
<td>Meeting minutes and/or notes.</td>
<td>Develop goals and strategies by May 2012 to clarify district and college roles and responsibilities.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 2011-2012 Action Plan

**Use of Results of District Services Survey**

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

#### District Services Area Name: Purchasing

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
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<th>Use of Results (Next Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Conduct training at the colleges on Purchasing Procedures.</td>
<td>Track Participation of training sessions (log name, location, position)</td>
<td>This is the first year of data collection. Data will be used for baseline numbers and targets in the following year.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Evaluations of training session.</td>
<td>Evaluations will be used to target needed training areas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Efficiency</td>
<td>Assess monthly Escape training sessions.</td>
<td>Track Participation of training sessions (name, location, position).</td>
<td>This is the first year of data collection. Data will be used for baseline numbers and targets set in the follow year.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Address steps requisitioners can take to expedite the purchase order approval process.</td>
<td>Log questions in the sessions.</td>
<td>Evaluate and prioritize the most frequent questions on Purchasing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Develop an assessment method to provide feedback to ensure understanding of Purchasing issues.</td>
<td>Document and log issues or problems regarding purchasing.</td>
<td>This is the first year of data collection. The data will be used for baseline numbers and targets set in the follow year.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Meet each quarter to review reported issues.</td>
<td>Evaluate and prioritize most-reported issues.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 2011-2012 Action Plan

**Use of Results of District Services Survey**

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

**District Services Area Name: Warehouse/Courier**

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
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<th>Assessment Results</th>
<th>Use of Results (Next Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse Procedures Training</td>
<td>Conduct training at the colleges on Warehouse Processes and Procedures.</td>
<td>Track Participation of training sessions (log name, location, position)</td>
<td>This is the first year of data collection. Data will be used for baseline numbers and targets set in the follow year.</td>
<td>Evaluations of training session.</td>
<td>Evaluations will be used to target needed training areas.</td>
</tr>
<tr>
<td>Communication</td>
<td>The Warehouse Manager will develop documentation on mail room operations and requirements of the US Postal Service.</td>
<td>Guides on mailroom procedures will be developed.</td>
<td>A Mailroom Information document will be completed by May 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courier Services</td>
<td>The Warehouse Manager will develop documentation on Courier services operations.</td>
<td>Guides on courier service operation procedures will be developed.</td>
<td>A Courier Service Operations Information document will be completed by May 2012.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 2011-2012 Action Plan

### Use of Results of District Services Survey

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

**District Services Area Name: Human Resources**

<table>
<thead>
<tr>
<th>Area from Survey Results</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Processes, Forms and Policies</td>
<td>Review of current recruitment process by formation of CQI (Continuous Quality Improvement) team for hiring of classified staff. Team will measure actual performance, compare actual performance against standards and make recommendations to take action to correct deviations or inadequate standards in regard to recruitment activities and timelines.</td>
<td>Statistical data on timelines for previous sample recruitments. Written reports. Oral reports.</td>
<td>Recommended changes to Board Hiring Policy. Review of data to gauge effectiveness of implemented changes. Changes implemented by June 2012 will be assessed for further measures.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>Expanded leadership development opportunities in the form of baseline training for all managers (Contracts, Basic Supervision, FRISK/PE, LCW Legal, ADA, etc.)</td>
<td>Track Participation of training sessions (log name, location, position).</td>
<td>This is the first year of data collection. Data will be used for baseline numbers and targets set in the follow year.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 2011-2012 Action Plan

### Use of Results of District Services Survey

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

**District Services Area Name:** Research and Planning

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<tbody>
<tr>
<td><strong>Planning</strong></td>
<td>Develop an annual District Services Administrative Units Review (AUR) process. This process will be aligned with the District-wide Strategic Plan and linked to the District Services resource allocation model.</td>
<td><em>Tracdat</em> software will house all district services administrative unit reviews. Reports will be generated on alignment with the District-wide Strategic Plan.</td>
<td>All District Services Units will have completed Administrative Unit Reviews (AURs) by May 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training on inFORM</strong></td>
<td>Conduct training for administrators and faculty on inFORM reports. Conduct training on program review for faculty.</td>
<td>Track the number of training sessions at each college in the fall and spring semesters. Conduct evaluation surveys on the training.</td>
<td>Conduct two training sessions at each college per semester. Review evaluations of the training sessions by June 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training on inFORM</strong></td>
<td>Create training guides (online and print) for the inFORM data warehouse. 1. Introduction to inFORM 2. Guide on Metadata (Report Catalog, inFORM Glossary, Report Glossary) 3. Advanced Querying in inFORM (using cubes, MS query and Visual Studio)</td>
<td>Training guides will be developed in the Fall 2011 semester. Training guides will undergo user review in Spring 2012 and be finalized by May 2012.</td>
<td>Production of three training guides for the inFORM Data Warehouse by May 2012.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 2011-2012 Action Plan

### Use of Results of District Services Survey

*SMART (Specific, Measureable, Attainable, Realistic and Timely)*

### District Services Area Name: Information Technology

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</thead>
<tbody>
<tr>
<td>Training</td>
<td>Publicize existing training resources. Survey users regarding training needs.</td>
<td>Survey users regarding training needs; send updated training resources to staff each semester.</td>
<td>Training programs reflect documented user needs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td>Establish user experience (UX) group to focus on improved user experience via training, support, and communication.</td>
<td>Conduct formative and summative surveys of users to identify and prioritize user needs.</td>
<td>Survey results and analytics confirm improved user experience.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td>Design, build and publicize SharePoint infrastructure. Publish biannual District IT newsletters.</td>
<td>SharePoint site available by Fall 2011 term start; project updates and summaries included in IT newsletters.</td>
<td>SharePoint infrastructure in place. Publish biannual District IT newsletters.</td>
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<tr>
<td>Project Requests/Priorities</td>
<td>Establish procedures for college project requests and their prioritization.</td>
<td>Survey users to assess software prioritization processes.</td>
<td>Meet with colleges monthly to improve processes based on survey results.</td>
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<tr>
<td>District/College Roles</td>
<td>Partner with College ITs to implement District-Wide Support Portal (KACE) to track IT-related issues. Schedule regular meetings with technology management. Update and communicate the district/college responsibility matrix.</td>
<td>Support desk metrics and reports publicized quarterly. Monthly meetings with college IT management. Updated matrix of District/College IT responsibilities.</td>
<td>Support Portal (KACE) services rated as Good or Excellent in &gt;50% of survey responses; technology meeting agendas and notes published in SharePoint; publish delineation of responsibilities by Spring 2012.</td>
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Summary Notes on Evaluation of Results

**SOCCCD Chancellor’s Office – Summary of results from District Services Survey 2011**

- 66% are familiar with SOCCCD Chancellor’s Office
- 55% felt the Chancellor’s Office is service oriented

Total number responding to this area’s questions = 422

- 70% responded, the Chancellor’s Office keeps the college community apprised of important issues facing community colleges
- 61% responded, the Chancellor’s Office keeps the college community apprised of the direction of the district
- 58% responded, the Chancellor’s Office supports the presidents and colleges in achievement of college goals
- 45% responded, satisfaction with how the Chancellor’s Office coordinates with other district and college departments
- 61% responded, awareness of district-wide values and strategic directions
- 74% responded, awareness of board policies and administrative regulations of the district

Comments:

Total number of comments = 41

- Positive comments = 4
- Negative/Suggestion comments = 26
- Neutral = 11

- **Positive areas:**
  - New Leadership focus on improvement efforts

- **Improvement areas:**
  - College Relationships
    - Interact with colleges, students, and staff to clarify roles
  - Communication
    - Develop transparency of information district-wide
  - Website
    - Develop a user-friendly website
District Services Survey 2011 Evaluation and Action Plans

Public Affairs - Summary of District Services Survey Results 2011

- 120 respondents
- 66% are familiar with the Office of Public Affairs.
- 76.5% agree that the office keeps the college community apprised of important news and events.
- 70% agree that the SOCCCD website is effective in providing information to district employees.
- 68% agree that the board meeting highlights contain useful information.
- 62% stated they are satisfied with the support given to district and college departments.
- 57% feel the Public Affairs office is service oriented.

Total number of comments and suggestions = 100
- Positive comments/constructive suggestions = 52
- Negative comments = 15
- Neutral or not applicable to department = 33

Positive Areas

- Appreciate district-wide employee communication efforts
- Board highlights and news updates help employees stay informed

Improvement Areas (Survey Feedback)

Website

- Improve access to information (e.g., board policies, meeting info)
- Enhance search capabilities
- Improve navigation
- Improve visual appearance

Communication

- Shorter, more frequent communications on wider array of topics such as Budget, Employee/Organizational/Human Interest stories, College programs/Students, Accreditation, Decision Making, Benefits
- Enhance communication tools such as newsletters, blogs, video spots, intranet

College/District Roles

- Clarify misunderstandings of college and district roles/functions (e.g., advertising, promoting college programs; communications)
Summary of Results from District Services Survey 2011 for Accounting

- Most people responding to the District Services Survey most have used the services of the District Accounting Office (68%)

Total number responding to this area’s questions = 399

- Of those responding, over half seek assistance from accounting frequently.
- Of those responding, approximately 72% feel their questions are answered quickly and accurately.
- Of those responding, over half use MySite for information on business processes.
- Of those responding, over 50% do not use the Budget guidelines on MySite.
  - Discussion: Need to work on awareness how to access budget guidelines (communication issue)
- Of those responding, over half feel travel and reimbursement forms are easy to use.
- Most feel that Accounting is service oriented (73%).
- Of those responding 67% feel Accounting provides excellent or good service level.

Note: Consultant contract question may need to be asked in a different area of the survey. This area is part of the Vice Chancellor for Business Services Office.

Comments:

Total Number of Comments = 71
- Positive/Constructive comments = 48 (68%)
- Negative/Suggestion comments = 15 (21%)
- Neutral/NA = 8 (11%)

Positive Areas:
- Staff is helpful and quickly responded to concerns

Improvement Areas:
- District and College Responsibilities – clearly define
  - Define and understand the roles of the College Fiscal Offices and District Fiscal Office.
  - How much training is District Accounting responsible for?
  - Define and understand the roles/responsibilities of District Offices – between HR, Payroll, Purchasing and Accounting
- Training for Employees are these areas:
  - Travel and Conference Forms, Requirements and Process
    - Make forms for faculty (travel/conference) more accessible
  - Community Relations Refreshment Reimbursement
- Resources (Location – finding information)
  - Step-by-step Guides for Processes – Accounts Payable
    - Quick Start Guide for How to Purchase an Item (example)
  - Develop simple Resources Guides (accessible online) – utilizing some technology
  - Users aren’t able to find forms in MySite

Areas for further Discussion:
- The comments that were provided seem to be from Administrative Assistants but also some faculty
- Conduct a discussion on customer service
Summary of Results from District Services Survey 2011 for Payroll

- Most people responding to the District Services Survey most have used the services of the District Payroll Office (84%)

Total number responding to this area’s questions = 389

- Of those responding, almost everyone agrees they are paid accurately (97%).
- Of those responding, 74% agree they are satisfied with time and attendance procedures.
- Of those responding, 87% feel their questions are answered quickly and accurately.
- Of those responding, most can find leave balances easily on MySite (87%).
- Of those responding, most can find payroll forms easily on MySite (79%).
- Of those responding, most use the OCDE EIS to review or print their pay stub (89%).
- Most feel that Payroll is service oriented (92%).
- Of those responding 88% feel Payroll provides excellent or good service level.

Comments:
Total Number of Comments = 80
- Positive comments = 43 (55%)
- Negative/Suggestion comments = 10 (12%)
- Neutral/NA = 27 (33%)

Positive Areas:
- High praise for payroll staff (very positive adjectives)
- Works as a team, helpful, nice, courteous, responsive

Improvement Areas:
- Upgrade Technology for Online Time cards & Timesheets (Time an Attendance)
  - Criticism that process is outdated and needs to be electronic
  - Item for discussion: Orange County has a system that the District can participate in
    - Address Electronic Signature issue (timesheets)
- Communication/Marketing of Payroll
  - Colleges may not understand the role of the District Payroll Office
  - Explain functions of the Payroll Office
- Resources (Location – finding information)
  - Confusion of where to find information and differentiation between HR and Payroll

Areas for further Discussion:
- Discuss and coordinate with IT to address technology of pressing areas needed for Payroll
  - Need for dedicated IT resource needed for Payroll (or Fiscal Services) – Issues with CSIS and payment, ESCAPE and Curriculum, etc.
Summary of Results from District Services Survey 2011 for Risk Management

- Most people responding to the District Services Survey most have used the services of the District Risk Management Office (56%)

Total number responding to this area’s questions = 378

- Of those responding, approximately 75% feel their questions are answered quickly and accurately.
- Of those responding, are aware of workers compensation information and Ergonomics Assistance Request form on the District website (61%).
- Most feel that Payroll is service oriented (81%).
- Of those responding 67% feel Risk Management provides excellent or good service level.

Comments:
Total Number of Comments = 39
- Positive comments =
- Negative/Suggestion comments =
- Neutral/NA =

Positive Areas:
- Many comments praising Risk Management
- Staff is helpful, knowledgeable, responsive

Improvement Areas:
- Delineation of District and College Roles and Responsibilities
  o Environmental and Ergonomic assessment coordinators (District vs. College)
  o Confusion of whose responsibility, point person for information/authorization
- Employee Safety Training
  o Confusion between District and College Roles and Responsibilities on who trains
  o Need for safety training
- Ergonomics
  o Need for information and understanding by colleges
  o Training on Ergonomics
- Resources/Information
  o Forms and Reports - information needed by employees need to be easier to find
  o Communication to Employees

Areas for further Discussion:

-
Summary of Results from District Services Survey 2011 for Benefits

- Most people responding to the District Services Survey have used the services of the District Benefits Office (65%)

Total number responding to this area's questions = 378

- Of those responding, approximately 84% feel their questions are answered quickly and accurately.
- Of those responding, 73% are able to find information on health benefits on the District website.
- Of those responding, 74% are interested in information on retiree benefits.
- Of those responding, 65% are positive about the I-Care Benefits newsletter.
- Of those responding, 75% enjoy the wellness and benefit events.
- Of those responding, 89% feel that Benefits is service oriented.
- Of those responding, 82% feel Benefits provides excellent or good service level.

Comments:
- Total Number of Comments = 36
  - Positive comments = 12
  - Negative/Suggestion comments = 13
  - Neutral/NA = 11

Positive Areas:
- Many comments praising Benefits

Improvement Areas:
- Training
  - Need for training
- Communication
- Orientation Process
Summary of results from District Services Survey 2011 for Purchasing

- Many people do not use purchasing services at all. (47%) The next highest percentage for category of use was weekly (20%).

Total number responding to this area’s questions=202

- Of those responding, 67% believed the Purchasing Department answered their questions quickly and accurately.
- Of those responding, 40% indicated that “My Site” procedures were not helpful.
- Of those responding 60% believed purchase orders were processed in a timely manner.
- Of those responding 66% agreed that purchasing was service oriented.
- Distribution for overall services assessment was fairly evenly distributed between the categories of excellent, good and fair with the remaining 8% evaluating at poor.

Comments:

Total number of comments = 45

- Positive comments = 6 (13%)
- Negative/Suggestion comments = 28 (62%)
- Neutral = 11 (25%)

Good

- excellent, high volume operation!
- I believe that most of my problems with supply ordering come from delays in ordering from the emeritus dept, not purchasing.
- ***** is great!
- ...but the Classified and Middle Management works hard and smart to get what we need to do our jobs and to support students.
- No issues or concerns regarding our Purchasing department.
- Staff is always courteous.
- ***** Team is great. The buyers work hard to fulfill the requisitions.
- ***** ***** and ***** ***** have always been professional, courteous, and informative. They are willing to help and teach you the process so you won’t make the same mistake twice.
- Some individuals are very helpful
- Purchasing does an outstanding job!
- I believe this office does excellent with the way they order and assist me, but it seems they are understaffed for the amount of work that goes thru with orders, etc. the staff is highly professional and that makes up for the time orders get processed, that is why i didn’t give them an excellent marking.

Needs Improvement

Efficiency
• Just a little streamlining
• Would like a more streamlined, online process for conference and travel. Too many forms needed. Using Compass travel adds several additional steps to the process. I would prefer to order tickets online. I appreciate all that Purchasing is doing to improve Escape and provide user training, but it is a less-than-perfect system, slow and mysterious at times.
• The travel requisition process is extremely cumbersome and duplicative.
• No concerns but there are times when it takes a while for PO's are issued.
• Very slow, do not provide feedback when order is denied, re-directed, or delayed.
• Processing time for requisitions varies greatly, which is difficult when one is owed money. Again, I have learned who to call to get accurate answers and service and this has helped.
• Sometimes from the mounds of year end work - everything gets delayed, except when you are an administrator and cries for the product they ordered immediately. This creates more delays for everyone else.
• However, many times the time between submitting a request and having the order placed seems excessively long.
• Many times the process takes too long...
• the staff is highly professional and that makes up for the time orders get processed
• The above questions don’t address the problems related to purchasing, which have a lot to do with timeliness in getting needed supplies, etc. We have frequently given a great deal of 'lead time' and still had long waits. Some of this was related to Purchasing waiting to have a group of supplies--often from multiple areas--before sending our request for essential supplies out for bid. The questions above do not address the real issues. They are worded in such a way that responses could give the impression that all is well, but if the questions don’t address the issues, they don’t really accomplish much.

Material satisfaction

• Purchasing needs to take responsibility as the gate keeper for purchasing only items that meet the guidelines for universal design and Section 508. It is a legal liability to the district not to do so. It also is inefficient use of funds to purchase inaccessible items and then later, because they are not accessible or not designed with universal design in mind, also purchase accessible versions of the same items. Examples: classroom furniture, videos without captions.
• To many times there is wasted time trying to get a better price and when and if its found usually the item is not what was specified!

Process/Operational Concerns

Escape

• Need more training
• Escape could use some improvements.
• It is difficult to get the vendor id at times, putting in two letters often doesn’t give us a name.
Other

- selecting vendors for good reason should not be made so difficult
- Also, the work we place into the Escape system holds meaning for us and needs to be respected as such and not changed simply because it does not look right. At times it seems more difficult to try to do right by the college budget than to not and that does not seem a good goal.
- We do not always need to go with the lowest bid, they are not always the best vendor for product and service.
- There seems to be process discrepencies between the way IVC Fiscal will tell me how to do a requisition or purchase and the way Purchasing wants it done.
- I order supplies for my classes every semester through the emeritus department. There have been problems with my supplies in the past because purchasing combined my order with another teacher's orders to save postage. They have not separated the order after combining them, which has made a lot of extra work for me and the emeritus office to track my supplies down. I believe that the ordering teacher should be given a completed purchase order to look at and sign off on, which includes prices. At least once the vendor I placed an order with seriously overcharged the school for the items I ordered. In this case, the overcharge was so extreme that the purchasing office contacted me about it, thinking I had under-estimated the items cost. It took me 6 hours to figure out what the vendor had done to arrive at the over-charge price, and several separate calls to the offending vendor to get a correct accounting for the school. The final bill was within $20 of my estimated price, not $500 over it. I knew that my prices were correct, but if I am not given a copy of the finished PO with ACUTUAL PRICES to sign, how do you know that the item prices are not gross overcharges, as in this instance
- Department credit cards would be a great help.
- I wonder if there is a better way to manage processes than the limit on spending that begins so early in the fiscal year. It really impacts our ability to purchase the things we need for projects and to get things done.
- I do not understand why we have such a long period of time before the end of the fiscal year where we cannot order new items. There may be a perfectly good reason, but as far as I know it has not been communicated. I don't know of any other organization that has a cutoff date two and half months before the end of their fiscal year, and this does not appear to be a service oriented decision

Communication

- Purchasing does not communicate timely to orginators of requisitions.
- Payments often take a long time.
- When I am given direction for correction to a requisition, I apply that correction to my future requisitions. I will often then get another directive for correction that informs me to do the requisition the way I already did it.
- Need better communication between accts payable and purchasing. Too many documents are lost and not kept track of.
- I would like to see more detail in Escape, when was the item delivered to the warehouse, notification if an invoice is needed, or any other problem, rather than just sit there. Come to the colleges and do
an annual Escape update, with new features, questions. Come to the colleges, do not make us come to you. It is more efficient.

- I use Purchasing frequently but my requests have to go through our division office, which is staffed by extremely competent individuals who are indispensable. They deal with all the purchases.
- Although there were a few changes that was not disseminated to the classified.
- I interact with purchasing indirectly through laboratory technicians.
- policies and procedures are not always clear
- It would be helpful if when purchasing makes a change to a requisition they notified the requisitioner.
- Once again, I don't see much flexibility in their process. It has to be done one way (their way) whether or not the timelines, procedures, etc. fits into our schedule or is very inconvenient for us.

Attitude

- While one or two of these employees remain helpful, they are several that are extremely rude and retaliatory. I hate calling them.
- I also believe Purchasing could be a bit better at understanding that the colleges paramount concern is purchasing items for the safety and improvement of the colleges and in this goal....we make errors at times and are told that a Direct Payment probably should have been planned more but that is quite simply an impossibility at times where we are responding to immediate matters that must be fixed now.....
- Certain employees pass the buck
- I try to avoid communicating with Purchasing. I do not get what I order. The staff is not user-friendly and they could be more helpful (or helpful at all).
- Also, it is my impression that purchasing is not very helpful with certain types of orders such as repairs and open P.O.'s.
- I avoid calling the Purchasing Department at all costs. Every time I do call I hear about how hard they are working and how far behind they are.
- My answers above are dependent on who you get at purchasing helping you. ...while others give you the why are you bothering me now attitude. The answer choices above may not accurately reflect purchasing as I would have liked another option of Sometimes.
- There is definitely room for improvement. I checked good, but was torn between that and fair. They need to send a smile through the phone. I wouldn't think this dept. would be more stressful than accounting, but maybe I'm wrong. Do they need more employees to share the workload? They need to be more helpful and nice and less negative attitudes. They appear to be doing us a favor by answering a question, instead of giving us service. ***** is nice.
- In my prior job I was in contact with Purchasing daily. Several of the staff were impatient, rude, and had an overall bad attitude. I don't know if that has improved since I no longer have much contact with them.
Summary of results from District Services Survey 2011 for Facilities Planning

- Many people do not use purchasing services at all. (59%) The lowest percentage for category of use was weekly (7%).

Total number responding to this area's questions = 155
- Of those responding, 72% believed they understand the functional relationship between “Campus Maintenance and Operations” and “District Facilities Planning”.
- Of those responding, 52% indicated the design process satisfies the needs of the associated departments.
- Of those responding 57% are satisfied when construction of a building is complete.
- Of those responding 66% agreed that purchasing was service oriented.
- Respondents were split equally between satisfied and dissatisfied with ease of use with website information.

Comments:

Total number of comments = 36
- Positive comments = 8 (22%)
- Negative/Suggestion comments = 22 (61%)
- Neutral = 6 (17%)

Good

- ***** does a splendid job of forcing contractors to do things correctly!
- ***** is great
- ***** ****** is worth *** weight in gold. *** is smart, communicates well and is definitely working for the best possible outcome for all concerned parties.
- *** and ***** was wonderful and listened to everyone’s needs.
- The people and process seems to be okay.
- ***** is always cool with me when answering questions, providing information.
- I appreciate the high quality service and service orientation that ***** ****** brings to the District and ***'s projects.
- ***** has made extraordinary efforts to listen and respond to the needs and demands of my school. I am deeply appreciative.

Needs Improvement

Process/Operational Concerns

- It is always a wait and wait and wait and then rush process. Advance planning has not existed at a level that allows details to be prescribed by actual users (versus deans & VP’s) to thoughtfully and carefully contribute to the details of the planning. Lowest bid continues to plague the quality and accessibility of our learning and working environments.
- Current planning for the new science building appears to be rushed forward.
• We do a lot of planning . . . but we really don’t get much done. I am forced to see all of the ideas as they are generated but I really don’t understand some of the things we do (ie: Village project) and I don’t really see many facilities being built or repaired.
• This is like talking to a brick wall. It seems there are some weak attempts to obtain faculty input, but choices were already made, therefore, faculty input really didn’t matter.
• How can FFP from one campus jump over another FFP on another campus when one had been in the planning process much longer? Great job of keeping everyone in the loop!
• They do not consult with people who are directly using the facility prior to construction

Functional Misunderstanding

• I do not see that the connection of the district office and campus maintenance working together. As a part of the transition of the renovation of the building, the information was not processed to the staff level. There was confusion and lack of information in a timely manner. The feeling was that it was a secret as to what was happening and when. Little consideration was given to the staff who had to move their offices. It does affect the function of the department and workflow.
• BST at IVIC is an example, after the design and building, local administration in A100 was allowed to chop up and redesign the building, they are now re-designing and throwing the students out of the lab downstairs to make it a Faculty lounge, really? Was classified staff asked about it, where do the students go? is it that important for faculty to have a fancy lounge? It is discouraging for staff in that building to be constantly moved around (a year ago all the techs were moved out of an area and now are very crowded in a smaller area). That is one example. The moves in the SSC at IVIC is being redesigned without real input from staff. We are told to give input, but that the Bursar’s office will get the prime location, the others will get what is left over. This local issue may not be part of the survey, but it is an indication of how administration generally treats classified.
• Local college facilities are amazing but sometimes there seems to be a lack of planning for the student flow of process or need for space.
• Need to not hire consultants and tap into the individuals that know this campus better than anyone. If we had a full time individual for facilities planning, space planning and upkeep, we probably can do better.
• Somehow students and staff are getting lost in this quest to tear down the CC building, when there is NO place for the Transfer center to move too?!
• The renovations of BGS included improperly installed windows that resulted in severe mold issues and additional renovation costs. The poorly maintained buildings, such as ATEP and SM, are literally falling apart. The SM bldg is probably 65% condemned and the maintenance Cal/OSHA required annual testing/calibration of the fume hoods has never been done. There’s handfuls of black soot that falls down from the HVAC vents in the SM bldg. These conditions are horrifying and the district should be ashamed that they place their employees and students health on the line.
• Always very satisfied with staff providing canopies, chairs, tables, etc. for events. When reporting needs for repairs in building, staff seems bothered by phone calls.
• Stop wasting money on ATEP. That is an elephant and a drain on district funds and resources.
• I have to say the M&O workers on the field who answer the repair calls are 100% excellent. They are always willing to help and I just wish we had more staff to come around. The process of getting to them is a difficult one. The office help is not approachable, very difficult to deal with and I dread dealing with her at times. I have had 2 remodel projects that have needed to be coordinated with outside vendor and M&O and both times it is not smooth and there have been problems. M&O should create a check off list to help other offices with what we need to make sure M&O should be doing. We planned for a remodel, yet it has been a mess on the actual day or
we were told certain times are not good for M&O. other offices do not know this sometimes...so their communication would be helpful to work together.

- The office help can be a tad rude at times. **When a work order has been changed:** It would be nice to be notified of those changes. There needs to be better communication between the **office staff and the maintenance workers.** The overall service is Good (Office Staff), but the Maintenance workers are **EXCELLENT!!!!!!**

- **The Facilities and Maintenance crew are** fantastic people and work extremely hard.

- and do sloppy **retrofitting to fix the problem.** Staff has a gatekeeper -Dean or supervisor between FP.
Summary of results from District Services Survey 2011 for Warehouse

- People mostly either use the warehouse service a lot or not at all. One third of the people responding to the District Services Survey have never used the Warehouse services (37%). The next highest percentage for category of use was weekly (35%).

Total number responding to this area’s questions = 240

- Of those responding, over 40% consider the warehouse/courier services to be excellent with an additional 40% evaluating services as good.
- Of those responding, most perceive the department to be service oriented (90%).

Total number of comments = 50
  - Positive comments = 25 (50%)
  - Negative/Suggestion comments = 17 (34%)
  - Neutral = 8 (16%)

Good

- Great services with a smile.
- The people in the warehouse are always very helpful, especially ***** *****.
- Only one time has a piece of important, and dated material, vanished. That’s a good record considering all my years on campus.
- Courier service is excellent. ***** makes sure our couriered items are taken care of.
- The warehouse at IVC is efficient, clean, and well run.
- They do great with delivery
- Very nice and friendly staff
- The diamond in the rough.
- ***** and ***** are very helpful. We appreciate their timely assistance and sound advice.
- ***** is always considerate. ***** is always quick to respond and help
- ***** is outstanding!!!
- They try this best with limited staff.
- The staff is always helpful.
- ***** ROCKS!!!!
- They always do a good and timely job and always with a friendly smile.
- In my experience, mail service has always been prompt and friendly.
- The gentlemen who work in the Warehouse/Courier Service are the best. They are always happy to help and are eager to resolve any problems. No attitudes in that dept. We are lucky to have them and they all deserve raises. I do not work in the dept. btw. I don’t know how they do all that they do during their shift, so much work and so little time.
- ***** and his team go out of their way to ensure their services are top-notch! What an excellent group and they are very responsive to me.
- Great work!
- ***** AND ***** GO OUT OF THEIR WAY TO HELP OUR DEPARTMENT
- My UPS boxes are always picked up from our division in a timely manner. Mail is delivered at approximately same time each day.
- I never have trouble with the mail service.
- They're pretty good about getting important items to you promptly.
- Warehouse/Courier Services is outstanding!
- The mail staff are wonderful!
- Great people to work with. Always friendly and willing to assist you.

**Needs Improvement**

**Warehouse**

**Process/Operations**
- The Warehouses could be more responsive to how the departments function and work with the Departments more to improve the processes that involve them both.
- Deliveries to the areas are not timely.
- Items take way too long to be delivered and are often delivered to the wrong location.
- ...but not willing to do any additional. It has to be asked or they are too busy.
- The IVC warehouse needs a second person so that courier services can be freed up to provide the service level that we received in the past and so that ***** can take vacation, be sick, or can just get work done
- When one person has an absence, although the deemed important offices will have delivery's and mail pick up as normal - everyone will be delayed. When there is two people sick - forget about any services unless, everyone is reassigned for the day.
- More timely deliveries.
- Occasionally, time-sensitive or temperature-regulated items are not delivered immediately (within 24hrs) of receipt in the warehouse.
- The warehouse hours do not service the college. They should be open 7:30am to 5pm to appropriately service the college.
- Occasionally, I have trouble receiving ordered goods from the warehouse that are either being held or just not delivered until proper paperwork or district accounting runs its course. Sometimes we order items that we need ASAP and don't have time to wait until district accounting gets around to it.
- Let's automate with online processes and forms.

**Surplus**
- The ability to surplus items by department year round also be a benefit.
- A district wide ebay type account would be great. Each department could post items, and the money would be deposited directed back to a district account.

**Mail**
- Mail delivery is very delayed and unreliable- I have to take items to be mailed out for my department to the Post Office myself.
- Mail seems to get processed slowly- and I don't even bother submitting important documents that need to get out quickly- I go straight to the post office or Fedex myself- it's just too many hoops to jump through. I never had these difficulties at other jobs.
• It would be great if mail services were available in the late afternoon.
• There used to be better mail service. Now everything goes out the next day instead of being able to mail things by 2 p.m. the same day. These changes occurred because the courier had to work in the IVC warehouse instead.
• Sometimes bulk mail is ignored and delayed until specifically requesting hand carry. This is frustrating with time sensitive mail.
• I am concerned about leaving keys in the mail cart that would threaten entire District security. Please park so that the disabled button to open the building doors isn't blocked.
• The mail service doesn't take into account the information that a person or a service no longer belong to a department. I still receive mail for a service that has been out of our department for 4 years despite several requests of address forwarding.
• The mailroom has too many guidelines and is not flexible.

Courier
• What is the Warehouse Courier Service? Is that the inter-campus mail?
• I felt this section does not properly distinguish between the warehouse and the courier. Although I understand they are under the same department, the services are very different. The courier service is inefficient and lacks supervision. My negative ratings all reflect on the courier service, otherwise this function would have a very good overall rating.
• If large boxes are delivered to the office, he just places them on the floor and leaves, he does not ask where we want them. I cannot pick up the large boxes to move them myself after he leaves the office.
• The courier drives all over campus with his big van, even down sidewalks and through student areas...isn’t there a policy against driving vehicles on campus?
• The courier will throw the mailbags in a general location, people trip over the mailbag. We created a space for it to be placed, but it is still thrown on the floor. When boxes are delivered, again it is just deposited anywhere. One day I opened my office and tripped over several boxes. When I requested that it be moved in a more safe location, I was told, he didn’t always have time, and the boxes are heavy.

Communication
• I have called the warehouse several times and have been given short, rushed answers.
• If we could have advance notice on some deliveries it would help greatly.
• I believe a clarification of what should be couriered verses regular mail would be helpful.
• Communication about incoming shipments could be better.
• Sometimes items (especially expensive ones) are delivered to non-secure areas. It would be helpful to be notified when such items arrive.
• Too much socializing on campus by the courier.
• This is another area to where the rules tend to change on depending on who you talk too...

Attitude
• ....does not have a pleasant attitude. ... growls if you ask him a question.
Summary of results from District Services Survey 2011 for Human Resources

- The majority of people responding to the District Services Survey used the services of Human Resources either Monthly/Quarterly (38%) or Weekly (18%).

Total number responding to this area’s questions = 310
Of those responding:
- A strong majority felt the assistance they received from HR met their expectations (77.74%).
- Over half are satisfied with the HR wiki (55.49%) but 25.48% still do not use it.
- Over half are satisfied with the staff development provided by HR (55.8%).
- Half are satisfied with the employee recruitment process (52.26%).
- Over half are satisfied with the employee selection process (orientation, screening, etc.) (57.1%).
- Of the 146 who use the full-time faculty recruitment tracking system, 102 (69.8%) were satisfied.
- A strong majority (75%) felt that HR is service oriented but only 65% rated the overall service as either good or excellent.

Comments:
Total number of comments = 144
- Positive comments = 27 (18.8%)
- Negative comments = 31 (21.5%)
- Neutral = 11 (7.6%)
- Suggestions = 58 (40.3%)
- Not applicable = 18 (12.5%)

- Positive areas:
  - Customer Service received the most (16) positive comments.
  - Improved communications (e.g. the HR wiki)

- Improvement areas:
  - Processes, forms and policies
    - The hiring process needs to reduce its cycle time.
    - Forms need to be simplified and consistent.
  - Training (20 suggestions)
    - Leadership training
    - Staff Development
    - Diversity training
    - New-hire Orientation
  - Communications
    - Making the HR processes more transparent
    - Consistency in communications
  - Customer Service
    - Answer all calls with a real person
    - Consistency in what information is given to employees
    - Be more available to employees
Summary of results from District Services Survey 2011 for Research and Planning

- Most people responding to the District Services Survey most have never used the services of the Research and Planning office (67%).

Total number responding to this area’s questions = 125

- Of those responding, over half are familiar with state and federal reporting (68%).
- Of those responding, most are satisfied with communication with the colleges (79.2%).
- Of those responding, about 20% do not use the inFORM Data warehouse.
- Of those that do use inFORM most are familiar with inFORM, the reports are useful in their jobs and the reports are easy to use.
- Most feel that R&P Office is service oriented (89%).
- Most feel the overall service level is excellent or good (82.4%).

Comments:

Total number of comments = 28

- Positive comments = 17 (61%)
- Negative/Suggestion comments = 9 (32%)
- Neutral = 2 (7%)

- **Positive areas:**
  - Appreciate data analysis on students (Student Rooster Profile)
  - Willing to help, open to providing data, willing to assist, responsive, service oriented
  - Hear good things (positive impressions of the office even if they haven’t used the office)

- **Improvement areas:**
  - Planning
    - Focus on planning – this office should lead the District’s planning efforts to ensure integration of planning with resource allocation.
    - More focus on planning
  - Training
    - Provide more training option (online)
    - Better training for faculty
    - Better training to faculty on program review data
    - More training on inFORM for administrators
    - More training on cubes
    - More transparency on how MIS data is collected (what is collected and timeline)
  - Tools
    - Make reports easier to use
    - Better querying tools to allow for more self-service.
Summary of results from District Services Survey 2011 for District Information Technology

Total number responding to this area’s questions = 334

- Of those responding, 71.9% rate the overall service provided as Good or Excellent.
- Of those responding, 69.5% rate the reliability of services provided as Good or Excellent.
- Of those responding, 71% rate the quality of all services provided as Good or Excellent.
- 78% feel that District IT is service oriented.
- The majority of respondents to the District Services Survey use District IT weekly (34%).

Comments

Total number of comments = 70

- Positive areas:
  - Innovative/knowledgeable/focus on serving students
  - Responsive/helpful/service oriented

- Improvement areas:
  - Support/Quality/Training
  - Communication/Collaboration/Priorities
  - District/College Delineation of Responsibilities

The following summarizes the results of this survey and, utilizing the SMART methodology (Specific, Measureable, Attainable, Realistic and Timely), outlines the District IT approach to addressing identified areas requiring improvement.