

# **DISTRICT OFFICE SERVICES**

## **2013-14**

(Reviewed: December 2013-February 2014)

# **District Office Services**

## **Introduction**

The first iteration of this document (2010-11) was developed as a result of the implementation of a new funding allocation model for the District—one patterned after SB361. This informational document provides a description of each department and the services it provides.

The District Office has the following key responsibilities: (1) maintaining the integrity and stability of each entity as well as the District as a whole; (2) providing for efficiency and continuity of services and programs; and (3) focusing on services for the common good, reducing delivery costs and liability, and increasing responsiveness. The provision of educational programs, student support services, staff development, direct campus operations, and various ancillary functions are the responsibility of each college. The District Office and the colleges work as a collective in providing educational opportunities for the students and communities served.

The District Office strives for a customer service orientation and a cooperative and collaborative approach in working with the colleges. As a result, the District Office must ensure that every service it provides is of the highest quality, adds value, and is cost effective.

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## **Chancellor's Office**

# Chancellor's Office Administration

## I. **Mission**

Under the direction of the Contra Costa Community College District Governing Board, the Chancellor's Office provides leadership, facilitation and support for the work of the colleges, District Office staff, and the Governing Board in meeting the educational needs of students and the community.

## II. **Services Provided (general description, not inclusive of all services provided by the Chancellor's Office that impact the colleges and their performance)**

The responsibility of the Chancellor's Office is advocacy for students to reach their educational goals and to ensure all systems are in place to support an effective governance and decision-making structure. This structure encompasses the Governing Board, Chancellor's Cabinet, District Governance Council, employee groups (classified, faculty, supervisors-managers-confidential), academic matters, and labor relations. The services listed below are in support of this structure. The Chancellor serves as CEO of the entire organization.

### A. Comprehensive support for the Governing Board in carrying out its fiduciary responsibility to provide a wise and prudent delivery of education on behalf of the community of Contra Costa County, including but not limited to the following:

1. providing the forum for the Governing Board to set and monitor policy direction;
2. developing monthly Board agenda and minutes;
3. developing and implementing all actions related to professional development activities for members;
4. coordinating and planning for adhoc and standing committee meetings;
5. responding to requests of the Governing Board;
6. coordinating and planning of monthly meetings with the Board president and vice president;
7. conducting orientation for the student trustee;
8. ensuring that new Board members receive an orientation to the position;
9. ensuring the preparation of new Board president for the role;
10. ensuring compliance of all District Brown-Act committees; and
11. conducting special projects, such as creating a searchable, electronic archive of all Governing Board minutes; research, development and implementation of Retirement Board of Authority.

### B. Comprehensive leadership, facilitation and support in ensuring the work of the District is efficiently and appropriately conducted by coordinating, planning, and participating in Chancellor's Cabinet and the Chancellor's Advisory Team, including but not limited to the following:

1. implementing the policy direction of the Governing Board;
2. providing an environment to work, learn, and grow;
3. providing the vision and leadership in promoting efficiencies through systems development and implementation, including but not limited to, providing direction and encouragement for changes that are relevant, provide efficiencies in terms of time/money/people and ensure accurate reporting;
4. guiding the development and implementation of Districtwide policies and procedures;
5. supporting and responding to the needs of the colleges;
6. developing Cabinet retreat topics, agendas, and activities;
7. facilitating District planning, using a team approach;
8. supporting and planning the implementation of employee orientations, training and professional development;

9. developing, implementing, and encouraging processes for continuous review, such as evaluations, department reviews, operational plans;
  10. sharing of information;
  11. providing a forum for problem solving;
  12. paying District and college membership fees in state and national professional organizations;
  13. conducting process review and assessments to improve departmental efficiency and effectiveness, i.e., review of Board agenda process
  14. conducting special projects, such as developing/implementing more efficient/effective processes that promote data-based decision-making, i.e., International Education income and expense; grant information system; and
  15. providing leadership and guidance for the effective and efficient operation of the District Office.
- C. Advancement of and adherence to the goals of shared governance with an emphasis on consensus building, collegiality, open communication, and mutual respect among all constituents in the colleges and District Office, including but not limited to the following:
1. Consensus building activities
    - a. attending monthly District Governance Council meetings where information is shared regarding Board agenda topics, District areas of planning, issues of concern, etc.; and
    - b. conducting regular meetings with faculty, classified senate, and student leadership in order to discuss matters of importance to each constituency.
  2. Communication activities
    - a. hosting Districtwide conversations (i.e., Achievement Gap, CCLC Student Task Force Recommendations)
    - b. hosting new faculty orientation, including tour of District; and
    - c. hosting tenured faculty reception.
    - d. communicating with District employees through e-mail and District publications (*Chancellor's Cabinet Highlights, The News, monthly Board Report*);
    - e. conducting Budget Forums;
    - f. conducting a biennial employee climate survey; and
    - g. providing a forum for individual meetings with the Chancellor (Chancellor's Chats).
- D. Strong leadership that ensures effective, collegial labor relations to resolve collective bargaining issues, including but not limited to:
1. meeting monthly with union leadership (United Faculty, Local 1);
  2. supporting negotiations through recommendations elicited through Board guidance and Cabinet consensus;
  3. supporting measures that are effective in addressing current District issues, such as health care and retirement benefits issues; and
  4. sustaining relations that promote an open and frank environment.
- E. Advocacy on behalf of the District, District colleges, and community colleges at large at the local, state and national levels, including but not limited to:
1. initiating and participating in community outreach activities and developing strong community partnerships;
  2. coordinating program development with various community, educational and governmental agencies;
  3. providing information to internal and external communities on the colleges and the District to advance the respective missions of each;
  4. holding membership on a number of local, regional, state and national organizations;
  5. acting as keynote speaker at various state and national events; and
  6. interfacing with the public.

- F. Comprehensive leadership to Facility Services in compliance with all regulations and mandates and support for Districtwide plans and goals that include oversight of bond projects, property acquisitions, project and construction services, capital improvements and maintenance programs including, but not limited to, the following:
1. ensuring the development of facility master plans and five-year construction plans in concert with the educational master plans;
  2. overseeing and approving facility and real estate leases, ownership matters;
  3. overseeing and approving budget for state capital projects and two bond programs;
  4. overseeing and approving acquisition plans; and
  5. ensuring coordination between facilities and finance for developing funding strategies for acquiring, building, and maintaining facilities.
- G. Comprehensive leadership to Districtwide Safety and Police Services in compliance with all regulations and mandates in order to provide a safe educational environment for students, staff and faculty including, but not limited to, the following:
1. providing oversight to Districtwide Safety in accordance with laws and regulations and District policies;
  2. ensuring officers and staff are trained in first aid, community-oriented policing, and other law enforcement areas of responsibility;
  3. ensuring services to help educate campus community in safety;
  4. providing oversight to parking services; and
  5. developing and promoting emergency plans to ensure leaders are trained and can effectively respond to an emergency.

# Communications and Community Relations

## I. **Mission**

Under the supervision of the Chancellor, the Communications and Community Relations department provides leadership, expertise and support for the colleges and District Office in the areas of public relations, safeguarding and advancing the standing of the District through the development and nurturing of relationships with community, business and political leadership. The department produces and disseminates internal and external communications, and provides support and coordination for specific Districtwide marketing efforts and Districtwide projects.

## II. **Services Provided (general description, not inclusive of all services provided by the Communications and Community Relations department that impact the colleges and their performance)**

The responsibility of the Communications and Community Relations department is to serve as the District's key public relations unit, maintaining community and governmental relations and managing media. In addition, the department acts as the District's communication liaison to administrative staff and employees, and also coordinates specific Districtwide marketing opportunities and Districtwide projects.

### A. External (public) communications, including but not limited to the following:

#### *Community Relations:*

1. developing and posting the *Chancellor's Cabinet Highlights, Board Report, and The News* to the District's external website;
2. developing and managing content for the District's electronic communication channels including the external website and Facebook page;
3. coordinating and producing the mandated annual bond measure report to the community and communicating availability of same via e-mail notification to countywide leadership;
4. coordinating and producing the annual regulatory public notice for the District's proposed budget and other mandated notifications;
5. coordinating District community events;
6. fulfilling community speaker requests;
7. attending and representing the District at community events; and
8. attending countywide meetings of public information officers to build a support network in the event of a crisis or emergency situation.

#### *Government Relations:*

1. maintaining updated database of congressional and state representatives;
2. building relationships with congressional, state representatives, and their legislative staff;
3. coordinating lobbying visits with the Chancellor and Governing Board members to Sacramento and Washington DC; and
4. recommending and developing resolutions and support letters to congressional and state legislators.

#### *Media Relations:*

1. coordinating District media press conferences and preparing/distributing media releases;
2. responding as District spokesperson to media inquiries;
3. monitoring the media coverage of the District and its colleges;
4. maintaining an updated Districtwide media list;
5. providing back-up support for college public information officers;
6. coordinating District media press conferences; and
7. seeking media opportunities to maintain the District's visibility with the community.



B. Internal (employee) communications, including but not limited to the following:

1. developing and posting the Chancellor's Cabinet meeting summaries to the District's intranet website;
2. providing executive communications support and expertise to the District's leadership including presentations, talking points and key messages;
3. monitoring, analyzing, and communicating legislation relevant to the District;
4. providing crisis communications expertise to District staff; and
5. preparing college public information officers for crisis and emergency situations through the provision of information, exercises and training.

C. Marketing, including but not limited to the following:

1. updating District website with fulfillment of request information;
2. developing collateral marketing material and external website for Districtwide programs (i.e., programs initiated through Districtwide grants); and
3. coordinating Districtwide advertising opportunities.

D. Districtwide Projects, including, but not limited to, the following:

1. coordinating the 2012 Contra Costa Community College District Leadership Institute (4CDLI);
2. supporting the Districtwide conversations on closing the achievement gap; and
3. coordinating countywide outreach on the state of the District.

# Facilities Planning

## I. **Mission**

Under the supervision of the Chancellor, the Facilities Planning Department seeks funding and plans and executes capital improvements and major maintenance programs and projects for the District and its colleges and centers. The department also provides real estate, engineering, and facilities program services in support of Districtwide and college plans and goals.

## II. **Services Provided (general description, no inclusive of all services provided by the Facilities Planning department that impact the colleges and their performance)**

- A. **Planning Services:** Tasks undertaken to plan for capital and major maintenance projects, including data gathering, report creation, and engineering efforts required to request project approval and funding from various funding sources. These services include, but are not limited to, the following:
1. gathering, maintaining, and making available site, utility, and facility records and as-built drawings;
  2. gathering, validating, and inputting space inventory data;
  3. coordinating and evaluating environmental, site, geotechnical, and transportation planning studies;
  4. performing program and feasibility analyses;
  5. developing master plans and master plan updates;
  6. developing and entering capital outlay Five-Year Construction Plans to compete for state funding for construction and renovation projects;
  7. preparing, submitting, and defending IPPs and FPPs in support of requests for state funding;
  8. planning and data entry for Five-Year Scheduled Maintenance plans;
  9. engineering and compliance assistance with scheduled maintenance project development;
  10. developing and updating ADA studies and the Districtwide ADA Transition Plan;
  11. providing CAD services for facilities, including single line drawings of floor plans, utilities, campus site maps when workload permits;
  12. reviewing facility and real estate leases; researching and developing new leases;
  13. researching and resolving real estate ownership, easements, and boundary issues;
  14. coordinating and submitting site acquisition plans and studies to several state agencies;
  15. creating budgets and schedules for capital improvements program management;
  16. providing program-level budget and status updates for two bond programs and the scheduled maintenance program;
  17. developing campus and Districtwide standards (FFE, access control, etc); and
  18. coordinating CEQA studies and performing compliance oversight of mitigation and monitoring plans.
- B. **Acquisition and Engineering Services:** Tasks and services required to transition projects from planning to design and construction contract award. These services include, but are not limited to, the following:
1. developing scopes and RFPs for professional services;
  2. developing project packages for smaller projects;
  3. evaluating and selecting professional consultants, and preparing selection packages and team information for large project professional services selections;
  4. coordinating and reviewing architectural and engineering design plans and specifications;
  5. coordinating bid packages and schedules;
  6. assisting with bid opening, evaluation, and reporting;
  7. assisting with packaging ADA projects;
  8. developing and reviewing contract document templates, tailoring templates to specific projects; and
  9. coordinating facility and real estate leases, reviewing and preparing resolutions and board reports.

- C. **Project and Construction Services:** Tasks and services required to execute capital and major maintenance projects. These services include, but are not limited to, the following:
1. providing project budget and status updates;
  2. providing project management services, for which there are many required tasks and services;
  3. providing construction management services, for which there are many required tasks and services;
  4. assisting with labor compliance;
  5. assuring contract compliance; and
  6. preparing DSA closeout on old projects.
- D. **Support/Other Services:** Facilities, engineering, energy, and management support services required to efficiently and effectively manage a physical plant of roughly 312 acres and 100 buildings valued at over one-half billion dollars in plant value. These services include, but are not limited to, the following:
1. tracking scheduled maintenance projects and budgets and coordinating program updates with CCCCCO;
  2. providing facilities and engineering assistance beyond capabilities that exist at the campus level;
  3. providing project management on select scheduled maintenance projects;
  4. overseeing hazardous materials compliance, and hazardous waste disposal;
  5. overseeing reporting on recycling and solid waste diversion;
  6. researching and executing energy conservation and sustainability initiatives;
  7. coordinating and negotiating utility contract services;
  8. monitoring energy usage, and researching and resolving utility billing and contract issues;
  9. maintaining and updating space utilization records and report to CCCCCO;
  10. creating standards, policies, procedures, priorities, staffing needs and training related to facilities services;
  11. providing budgetary expertise and oversight of District and college facilities budgets and expenses;
  12. monitoring leases and payments;
  13. overseeing annual vehicle smog checks and serving as POC for state regulators;
  14. overseeing county health department inspections and reviewing results;
  15. assisting with building warranty issues;
  16. providing planning, maintenance, and custodial services for the District Office building;
  17. ensuring compliance with all local and state agencies and regulations governing facilities related issues;
  18. coordinating Bond oversight committee activities and reporting to the committee;
  19. developing initiatives to move to digital project records, including CAD, BIM, GIS initiatives;
  20. interfacing with legal counsel on facilities issues; and
  21. researching, reviewing, and writing all facilities-related board policies and business procedures and updates.

## Internal Audit Services

### I. **Mission**

The Internal Audit Services department conducts risk assessments, audits, compliance reviews, investigations and analyses of financial information, all of which are directed at ensuring the integrity of the District.

### II. **Services Provided (general description, no inclusive of all services provided by the Internal Audit Services department that impact the colleges and their performance)**

Under the direction of the Board Finance Committee and the Chancellor, the responsibility of the Internal Auditing department is to plan and conduct a comprehensive internal audit program that will provide more efficient and effective use of educational funding through sound fiscal management practices. Duties will include reviewing the reliability of financial/operating information; conducting internal control and compliance audits; conducting investigations; and reviewing departmental accounting and record keeping procedures across the District.

- A. Plan and conduct a comprehensive internal audit program that will provide more efficient and effective use of educational funding through sound fiscal management practices. Functions include, but are not limited to, the following:
  - 1. consulting with college and District management to identify risk areas;
  - 2. preparing risk analysis of potential problem areas;
  - 3. determining audit schedules and tasks;
  - 4. conducting audits;
  - 5. identifying areas of process improvements and deficiencies; and
  - 6. making value-added process improvement recommendations to College and District management.
- B. Review the reliability and integrity of financial and operating information, including, but not limited to the following:
  - 1. examining and analyzing the fiscal records of college and District Office departments; and
  - 2. reviewing financial documents and related items for systematic recording in accordance with acceptable accounting principles.
- C. Conduct internal control and compliance audits, including, but not limited to the following:
  - 1. evaluating internal control systems, including, determining if established procedures effectively accomplish goals and objectives;
  - 2. reviewing the processes used to safeguard assets and verifying the existence of assets; and
  - 3. ensuring compliance with rules and regulations.
- D. Conduct investigations, including, but not limited to the following:
  - 1. ensuring that suspected or confirmed improprieties are investigated;
  - 2. reviewing circumstances surrounding potential fraud and theft;
  - 3. reporting findings to management; and
  - 4. making recommendations for management correction, action, and for improving control systems.

E. Review departmental accounting and record keeping procedures, including, but not limited to the following:

1. analyzing departmental accounting and record keeping procedures; and
2. observing and reviewing inventory procedures; suggesting changes in forms and procedures to meet departmental and legal requirements.

# Police Services

## I. **Mission**

Under the supervision of the Chancellor, the District Police Department provides excellence in protection and collaborative service to the college community. The department honors diversity and builds trust, ensuring a safe and secure educational environment.

## II. **Services Provided (general description, not inclusive of all services provided by the Police Services that impact the colleges and their performance)**

The primary responsibility of the Police Services Department is law enforcement and investigation within the District, and its properties and to provide a safe environment whereby meaningful learning can take place. The personnel and services listed below support this structure.

**A. Police** – The District Police Services Department is the primary law enforcement agency for the District Office, CCC, DVC, LMC, SRC, and the Brentwood Center. This is a Districtwide operation and provides services 16 hours a day, 365 days a year. It provides an atmosphere of safety, enabling the college community to focus on providing and attaining education of the highest quality. Services include the security of persons and property, emergency response, education and training, consultation, leadership, enforcement of policy, laws and regulations, vehicular and pedestrian safety and information, documentation and information dissemination.

**B. Emergency Services** – The District Police Services Department is responsible for emergency planning and the coordination of emergency operations throughout the District. The Police Services Department works closely with local, operational area, regional, state, and federal agencies to provide for safety during an emergency or disaster.

4CD Alert System – Develop and maintain mass emergency notification system for all campuses and District sites

Community Emergency Response Team (CERT) Program – Develop and manage Districtwide program (including site teams at all sites).

Safety Monitor Program – Develop and manage Districtwide Safety Monitor program (including site teams at all sites).

Incident Management Team (IMT) Program – Develop and conduct IMT training at all campuses and District sites.

Safety Training – Develop and conduct safety training at all campuses and District sites.

NIMS/SEMS Program – Develop and manage Districtwide NIMS/SEMS program (at all sites), and track and facilitate responder NIMS/SEMS training.

Homeland Security Programs – Act as the Terrorism Liaison Officer and represent the District and campuses in a wide variety of local, state, and federal Homeland Security Programs, such as the Bay Area Terrorism Early Warning Group and the Contra Costa Operational Area Intelligence Group.

**C. Parking** – The parking operation has two parts: parking enforcement/permit sales and maintenance of permit machines and meters. The purpose of the District parking system is to expedite the efficient flow of traffic on each college campus and to provide parking facilities

for faculty, staff, students and visitors. Parking rules and regulations have been established and are enforced. Senior Parking Services Officers, Parking Services Officers and Student Police Corporals/Aides perform the duties to support this service. Income derived from the sale of parking permits and from the collection of monetary penalties assessed under the parking regulations is used for the salaries, administration, maintenance and improvement of parking facilities.

#### Parking enforcement/permit sales

1. patrolling approximately 495 acres of Districtwide properties, controlling traffic and parking, and enforcing parking laws, rules and regulations through verbal and written warnings, or through writing citations as appropriate to circumstances;
2. monitoring and reviewing the 36 Districtwide parking lots for potential hazards;
3. maintaining the 6,798 Districtwide parking spaces;
4. providing for the effective use of parking areas and the safe movement of pedestrian and motor vehicle traffic on campus;
5. coordinating the functions of the Student Police Corporals/Aides and monitoring production;
6. ordering of permits and citations;
7. issuing permits to faculty and staff;
8. preparing reports of cash receipts, monies collected, reviewing of citation appeals and maintaining records and delivery of monies to Cashier's office; and
9. coordinating with the Office of Revenue Collection.

#### Maintenance of permit machines and meters

1. monitoring and maintaining, ensuring proper operation;
2. performing minor repairs and maintenance procedures relating to proper functioning throughout the college District;
3. ensuring permit machines are adequately supplied with permits through periodic checks;
4. monitoring online reports; and
5. coordinating with CALE Parking Services on parking permit machine maintenance and service.

## **Administrative Services**



# **Administrative Services Administration**

## **I. Mission**

The mission of the Office of the Executive Vice Chancellor, Administrative Services is to provide the highest quality leadership to the financial services, human resources and purchasing functions, and support the colleges and centers to provide exceptional student learning and success. The Executive Vice Chancellor will provide this leadership and support through honest and ethical business practices, efficient and effective operations, and with a spirit of collegiality.

## **II. Services Provided (general description, not inclusive of all services provided by the Office of the Executive Vice Chancellor, Administrative Services that impact the District Office departments and the colleges and their performance)**

The responsibility of the Office of the Executive Vice Chancellor, Administrative Services is to provide leadership and administrative oversight of all aspects of administrative and business operations including human resources, financial services (accounting, purchasing and payroll), risk management, bond finance management, and other District administrative matters and to ensure all systems work effectively to support the District structure. The Executive Vice Chancellor serves as Chief Operations Officer (COO) and Chief Business Officer (CBO) of the District.

- A. Comprehensive support for the Chancellor and colleges in conducting the District's business, ensuring ethical, effective, and prudent delivery of education. This service includes, but is not limited to, the following:
  - 1. recommending, preparing and reviewing monthly Board agenda items;
  - 2. coordinating and planning for ad-hoc and standing committee meetings;
  - 3. responding to requests of the Governing Board;
  - 4. serving as the chief advisor to the Chancellor's Cabinet on strategic matters related to human resources issues, negotiations and labor relations, budget development, finance administration, organizational development, risk management, payroll, purchasing and other administrative concerns;
  - 5. overseeing the development and implementation of the District administrative and operations policies and participating in the formulation of organizational objectives;
  - 6. coordinating and facilitating the District Administrative Services team to ensure the departments are effective and efficient; and
  - 7. conducting special projects as requested by the Chancellor.
  
- B. Leadership, direction and oversight to the District fiscal services and budget development process. Major areas of responsibility include, but are not limited to, the following:
  - 1. evaluating the financial impact of policy options to support decision making;
  - 2. overseeing the preparation of the annual budget;
  - 3. reviewing and analyzing pending legislation, legal mandates, regulations, and guidelines which may affect District programs, functions and activities;
  - 4. planning, reviewing, and recommending business policies and procedures;
  - 5. overseeing and reviewing District financial strategies and identifying opportunities to help the District maintain and improve its funding level;
  - 6. overseeing internal and external District auditing functions;

7. reviewing and evaluating the financial impact of policy options to support the decision-making process;
  8. ensuring appropriate budget monitoring throughout the fiscal year for compliance; and
  9. overseeing and assisting colleges in areas such as contract and regulatory compliance.
- C. Leadership, direction and oversight of District human resources. Major areas of responsibility include, but are not limited to, the following:
1. overseeing labor relations and negotiations;
  2. ensuring District legal and contractual compliance;
  3. reviewing and analyzing pending legislation, legal mandates, regulations, and guidelines which may affect District programs, functions and activities;
  4. planning, reviewing, and recommending human resources policies and procedures;
  5. overseeing and reviewing District human resources strategies and identifying opportunities to help the District attract, retain, and motivate a well-qualified and diverse workforce;
  6. providing general oversight to District professional development, recruitment, and benefits administration functions;
  7. overseeing and assisting colleges in areas such as collective bargaining agreement and regulatory compliance.
- D. Comprehensive leadership to District risk management by providing a safe environment conducive for work and learning, and the protection and preservation of District property and assets including, but not limited to, the following:
1. ensuring a safe environment for our District communities;
  2. assessing and minimizing the District's risk exposure through reducing the frequency and severity of incidents to people and property;
  3. assessing and maintaining property and liability insurance;
  4. managing property and liability claims;
  5. ensuring safety training for faculty and staff and maintaining compliance with OSHA regulations; and
  6. ensuring that decisions, policies and procedures, and transactions are in compliance with federal, state, and local laws and regulations.

# **Finance Services Administration**

## **I. Mission**

Under the direction of the Contra Costa Community College District Executive Vice Chancellor, Administrative Services, the Office of the Associate Vice Chancellor/Chief Financial Officer provides leadership, facilitation and support of the Governing Board, colleges and District Office to ensure fiscal stability and integrity.

## **II. Services Provided (general description, not inclusive of all services provided by the Office of the Associate Vice Chancellor/Chief Financial Officer that impact the District Office departments and the colleges and their performance)**

The primary responsibility of the Office of the Associate Vice Chancellor/Chief Financial Officer is to direct the development of the District budget, oversee the reporting of grants and supervise the fiscal services, purchasing, and payroll departments. The Associate Vice Chancellor/Chief Financial Officer is responsible for ensuring timely and accurate budget projections and recommendations for the allocation of budget resources and for reviewing and approving submittal of local, state and federal reports, including the CCFS-311 and CCFS-320.

- A. Provide leadership and supervision for Fiscal Services, Purchasing, and Payroll departments, including, but not limited to, the following:
  - 1. planning, organizing and directing fiscal, purchasing, and payroll services, in addition to coordinating those services;
  - 2. working collaboratively to coordinate services for fiscal, purchasing, and payroll with the interdependent operations of Human Resources and Information Technology; and
  - 3. providing continuous improvement of services through intra-departmental job training to increase productivity and effectiveness while continuously reviewing and assessing processes to develop best practices.
  
- B. Manage District Fiscal Services, including the planning, coordination and direction of budget preparation and control, fiscal record management, disbursement of funds, external audit, cash management and accounts payable and receivable, including but not limited to, the following:
  - 1. providing Districtwide regulatory financial oversight, collaboration, support and service;
  - 2. assisting in the development of the Districtwide financial strategy;
  - 3. evaluating the financial impact of policy options to support decision making;
  - 4. managing and preparing budget projections and recommending budget allocation of resources;
  - 5. coordinating efforts for enhancing the development of position control;
  - 6. coordinating financial planning with the colleges and other District services;
  - 7. analyzing and providing oversight to revenue projections throughout the fiscal year;
  - 8. recommending options to resolving budget structural deficit;
  - 9. working with grants and planning and educational staff regarding preparation of cost estimates and contract requirements for grant opportunities; and
  - 10. communicating financial updates to District community.

- C. Provide financial strategy options and recommendations, including, but not limited to, the following:
1. providing vision and leadership in promoting adequate financial planning and efficiencies through systems development and implementation;
  2. staying apprised of current financial, economic and political matters that may affect the District;
  3. designing strategies for long-term planning and that provide linkage to District program planning and review efforts;
  4. identifying and diversifying opportunities to maintain and improve funding; and
  5. providing advice on emerging trends and conditions that could potentially affect the District's financial condition.
- D. Manage District Purchasing Services, including, but not limited to, the following:
1. providing comprehensive support in carrying out the responsibility to provide accurate and timely purchasing and contracts management for the District;
  2. providing comprehensive support in adhering to federal, state and local laws, mandates, and policies and procedures;
  3. assisting in the development of the District purchasing and contracts management strategy;
  4. evaluating the financial impact of policy and administrative options to support decision making;
  5. developing and recommending purchasing strategies to maximize expenditures;
  6. supporting internal and external auditing functions by ensuring the maintenance of organized and accessible purchasing and contracts information; and
  7. promoting the advancement of and adherence to the goals of the District, emphasizing consensus building, open communication and mutual respect between the District and the colleges.
- E. Manage District Payroll Services, including, but not limited to, the following:
1. providing comprehensive support in carrying out the responsibility to provide accurate and timely processing of payroll for all District employees;
  2. providing comprehensive support in adhering to mandated policies and procedures of various Federal, state and local agencies when responding to income and employment verification requests, including, but not limited to Social Security Administration inquiries, Employment Development Department Notices of Claims Filed and Benefits Audits, Housing Authority verifications of past and present earnings and other information, State of California New Employee Registry reporting, Internal Revenue Service and State of California reporting, and financial institution verifications of past and present earnings and other information;
  3. providing comprehensive support to employees by ensuring information on, and the processing of, a variety of payroll related issues;
  4. supporting internal and external auditing functions by ensuring the maintainance of organized and accessible employee payroll information; and
  5. promoting the advancement of and adherence to the goals of the District, emphasizing consensus building, open communication and mutual respect between the District and the colleges.

# Fiscal Services

## I. Mission

Under the direction of the Associate Vice Chancellor/Chief Financial Officer, Fiscal Services is committed to providing a broad range of accounting, regulatory compliance, budget and other financial services to the colleges, District administration, students and community in order to ensure sound fiscal management and accountability that meets the standards of the District.

## II. Services Provided (general description, not inclusive of all services provided by Fiscal Services that impact the colleges and their performance)

The Fiscal Services department provides a broad range of professional financial services for the District in accordance with state and federal laws, regulations and generally accepted accounting procedures. The department provides oversight of every financial transaction, ensuring that the public funds passing through the District are properly accounted for and expended according to their intended purpose. General service and support areas include:

**A. Budget Development and Oversight** – The District Office is responsible for developing, maintaining and reporting the annual District budget. Major areas of responsibility include, but are not limited to, the following:

1. directing the preparation of the annual budget, including developing projections of revenues and expenditures;
2. compiling data for the preparation of the annual budget;
3. preparing budget reports for the Governing Board, Chancellor's Cabinet, District Governance Council, and other District groups;
4. filing Adopted Budget with appropriate agencies;
5. uploading data to the budget/accounting system;
6. developing budgets for minor funds such as Bond Redemption, Capital Projects, Self-Insurance, and Retiree Health Benefits;
7. monitoring budget throughout the fiscal year for compliance;
8. assisting colleges, as needed, in developing and modifying their budgets; and
9. reviewing and/or preparing budget adjustments for all categorical funds.

**B. General Ledger Accounting** – The official accounting records for the District are maintained in Fiscal Services. Responsibilities associated with maintaining the general ledger include, but are not limited to, the following:

1. performing annual closing and opening of the general ledger in Datatel Colleague;
2. monitoring cash balances and performing cash flow analyses;
3. reviewing, approving and entering into the general ledger all journal entries and budget transfers;
4. preparing journal entries and budget transfers for recurring transactions (e.g. Bus. Proc. 3.03;)
5. reconciling web registration and telephone registration receipts;
6. maintaining chart of accounts in accordance with state and local guidelines;
7. reconciling all accounting funds of the District;
8. maintaining fixed asset values for financial reporting purposes;
9. preparing and/or analyzing complex accounting transactions;
10. monitoring redevelopment funds received from dozens of Contra Costa agencies;
11. reconciling all cash accounts;

12. providing general ledger assistance for colleges (e.g. adding new GL accounts);  
and
13. preparing journal vouchers for County Treasury.

**C. Accounts Payable** – As a fiscally independent community college district, i.e., the District does not have a dependent relationship with the County Office of Education for financial services, all payments to vendors are processed at the District Office, including, but not limited to, the following:

1. auditing and entering approval for all District vendor payments, for all funds except associated students and student activities;
2. processing semi-weekly check runs, including student financial aid;
3. processing refunds of student credit balances;
4. processing stop payments and stale dated checks;
5. clearing checks from Datatel system from reports received from County Treasury;
6. providing training and guidance for college business office staff as it relates to accounts payable;
7. coordinating annual Form-1099 processing including day-to-day monitoring of vendor setups;
8. preparing monthly and quarterly sales tax reports; and
9. filing monthly reports with EDD of payments made to vendors.

**D. Accounts Receivable and Deposits** – Fiscal Services generally receives and records all Districtwide revenues, such as state apportionment and property taxes. The colleges receive and record student fees collected at their sites. This District Office provides extensive support in collection of outstanding student balances and correcting student accounts receivable balances. The services in this area include, but are not limited to, the following:

1. reviewing/approving all District Office deposits and deposit funds to County Treasury;
2. monitoring receipt of Districtwide revenues;
3. calculating and recording year-end accruals for state and federal funds;
4. drawing down federal cash as allowed per grant guidelines;
5. preparing claims for state and federal funding;
6. preparing and distributing customer invoices; record payments;
7. coordinate COTOP collection process including correction of student account balances;
8. troubleshooting inquiries from students related to COTOP collections;
9. monitoring and collecting bookstore vendor credits;
10. monitoring all Account Receivable sessions of the District;
11. monitoring and reconciling Districtwide student accounts receivable; and
12. providing training and guidance for college business office staff as it relates to cash handling.

**E. Student Financial Aid** – While each college has a financial aid office responsible for determining student eligibility and awarding financial aid, Fiscal Services assumes certain recordkeeping and reporting responsibilities, maintains the cash balances and issues all payments to students. Fiscal Services provides services, including, but not limited to, the following:

1. drawing down and maintaining cash balances in compliance with federal and state regulations;

2. coordinating with District Information Technology, college Financial Aid and EOPS/CARE offices to implement procedures and resolve issues related to ever-changing regulations and requirements;
3. reconciling financial aid general ledger and subsidiary ledgers to state and federal reporting agencies;
4. preparing periodic reports for state and federal entities, including the financial section of the annual FISAP report for each college;
5. auditing and processing information from campuses for the disbursement of student financial aid checks;
6. processing transmittals and creating vouchers for Federal Financial Aid, Cal Grant, EOPS/CARE, ACG and Student Direct Loans;
7. processing "Return to Title IV" payments and other overpayment retransmittals;
8. participating in Financial Aid Process Expert Team; and
9. coordinating and processing returned and voided financial aid checks, including adjusting financial aid screens in Colleague and retransmitting information.

**F. External Audits** – The District is required to contract an annual independent audit and, due to the nature of our public funding, is subject to external audits from a variety of agencies. All financial and compliance audits are coordinated through the Fiscal Services department, including, but not limited to, the following:

1. coordinating the annual independent audit of the District, including the preparation of complex financial schedules and reports for inclusion in the audit document;
2. facilitating audits by other agencies as required, e.g. State Controller's Office, Employment Development Department;
3. responding to findings in external audits; and
4. implementing, as appropriate, recommended changes resulting from audits.

**G. Compliance Monitoring** – Fiscal Services reviews financial transactions to ensure that the resources available to the District are received, distributed and expended for their intended purpose, including, but not limited to, the following:

1. ensuring Districtwide compliance with appropriate laws, regulations and procedures as it relates to sound fiscal management and observance of acceptable accounting standards/practices;
2. ensuring Districtwide compliance with California Education Code, CCR Title 5, and local policies and procedures as it relates to budgeting and receipt and expenditure of funds;
3. ensuring compliance with state and federal regulations related to categorically funded programs, student financial aid, state-funded capital projects, general obligation bonds and redevelopment funding; and
4. providing training and guidance to District Office and college staff.

**H. Reporting** – A large volume of reports are prepared throughout the District. Those involving the reporting of financial information are generally reviewed and/or prepared by the District Office. Fiscal Services is involved in preparation of these reports, including, but not limited to, the following:

1. preparing periodic fiscal reports, including quarterly financial statements, monthly fiscal trend reports, budget transfer reports, quarterly and annual CCFS 311 reports;
2. preparing annual tax returns for Certificates of Participation;
3. preparing a variety of complex financial reports for presentation to Board, Cabinet, DGC, and other groups/individuals;

4. preparing a variety of recurring and one-time reports for the Governing Board as required by California Education Code and/or Title 5 Regulations; and
5. validating and certifying periodic reports for categorical programs.

**I. Other Services** – Fiscal Services' has additional areas of responsibility, including, but not limited to, the following:

1. recommending and developing policies/procedures for improvement of fiscal operations throughout the District;
2. providing guidance, training and support for college-level fiscal operations and Districtwide services such as international education and police services;
3. facilitating monthly meetings of college business directors/vice presidents and District Office business staff;
4. facilitating periodic meetings of college bookstore staff;
5. reviewing Districtwide investments;
6. preparing investment reports for the Governing Board;
7. assisting with maintenance of the on-line grant reporting system;
8. determining indirect cost rate for District for use in grant budgets;
9. participating on various process expert teams (PET);
10. coordinating the revision of certain Business Procedures;
11. preparing a variety of required reports for the County of Contra Costa;
12. developing and maintaining standardized forms for Districtwide accounting purposes, e.g. expense reimbursement form;
13. coordinating 1098-T processing; and
14. preparing information for mandated cost claims.



# Payroll

## I. **Mission**

Under the supervision of the Associate Vice Chancellor/Chief Financial Officer, the Payroll Department strives to be as accurate, helpful and resourceful as possible to students, faculty, employees and administrators by being informed in and sensitive to the specific needs of each of these groups. Always mindful of our special and diverse community, we wish to constantly improve our standards, communication, products and services.

## II. **Services Provided (general description, not inclusive of all services provided by the Payroll Department that impact the colleges and their performance)**

The responsibility of the Payroll Department is to perform duties as they relate to the issuance of payroll, employee health care, retirement, tax agency reporting and the maintenance of proper payroll records. Additionally, the department provides information, assistance and support to outside agencies as well as employees and students within our District.

Some of the functions of the Payroll Department are to pay all employees accurately and on time; disburse employee deductions to the appropriate party or agency; maintain and report on employee retirement information; set up and maintain and report on employee health benefits; extract, balance and report on tax information meeting all reporting requirements of agencies; make tax payments as required by law; collect and pay union dues; and set up all employee deductions such as tax information, health benefits, loans, retirement and annuity contributions.

- A. Comprehensive support for the fiscal services of the District in carrying out its responsibility to provide accurate and timely processing of payroll for all District employees and other services, including, but not limited to, the following:
  - 1. auditing and entering all earnings information for all employees;
  - 2. processing correction and adjustment checks;
  - 3. processing all sick leave and vacation information;
  - 4. processing stipends, parity pay and retroactive pay;
  - 5. processing employee exempts, intercollegiate athletics, co-ops, faculty evaluation and other payments;
  - 6. completing employee hiring process, reclassifications, etc.; and
  - 7. creating and distributing an annual payroll processing calendar.
  
- B. Comprehensive support in adhering to mandated policies and procedures of various federal, state and local agencies when responding to income and employment verification requests, including, but not limited to:
  - 1. responding to Social Security Administration inquiries and providing regulatory reports;
  - 2. responding to Employment Development Department notices of claims filed and benefits audits and providing regulatory reports;
  - 3. responding to Housing Authority verifications of past and present earnings and other information;
  - 4. responding to the State of California New Employee Registry inquiries and providing regulatory reports;
  - 5. responding to Internal Revenue Service inquiries and providing regulatory reports; and

6. responding to financial institution verifications of past and present earnings and other information.
- C. Comprehensive support to employees by providing information on, and the processing of, a variety of payroll related issues, including, but not limited to:
1. processing and monitoring tax sheltered annuities and 403(b)'s through payroll deductions, contract amendments, and contact with vendors;
  2. initiating, setting up and monitoring computer loans;
  3. setting up and monitoring wage garnishments and levies;
  4. providing annual W-2's for all employees by compiling, printing, mailing and providing replacements;
  5. entering employee submitted tax withholdings forms;
  6. receiving, entering and monitoring direct deposit authorizations;
  7. setting up, maintaining and reporting on benefits enrollments;
  8. processing retirement programs (PERS and STRS), cash balances, etc.;
  9. track worker's compensation injuries, calculating and issuing worker's compensation abatements (shared with Human Resources); and
  10. processing vendor payments to various agencies, individuals, unions, annuity companies, tax boards, life insurance companies, etc.
- D. Support internal and external auditing functions by maintaining organized and accessible employee payroll information, including, but not limited to:
1. filing all employee time cards and absence reports alphabetically and by fiscal year;
  2. maintaining all employee payroll files including employment requisitions, payroll adjustments, tax documents, direct deposit information and other related documents; and
  3. creating adjustments binders by specific payroll run.
- E. Advancement of and adherence to the goals of the District, emphasizing consensus building, open communication and mutual respect between the District and the colleges including, but not limited to:
1. Following are consensus building activities:
    - a. attending monthly District Governance Council meetings;
    - b. serving on Management Council;
    - c. examining and evaluating results of the Payroll Department Survey; and
    - d. serving as PET team members.
  2. Following are communication activities:
    - a. participating in new employee orientations;
    - b. participating in annual Job Links Fair;
    - c. conducting weekly departmental meetings;
    - d. facilitating regular meetings with departmental management, union representatives, IT staff, etc.; and
    - e. providing emails, inserts, and other correspondence as indicated.

# Purchasing

## I. Mission

Under the supervision of the Associate Vice Chancellor/Chief Financial Officer, the Purchasing Department provides procurement services that represent the best interests of students, staff and faculty by promoting fair and open competition and public accountability while providing the best value for products and services to the District.

## II. Services Provided (general description, not inclusive of all services provided by the Purchasing Department that impact the colleges and their performance)

The responsibility of the Purchasing Department is to achieve the highest level of professionalism and procurement expertise to promote the success of the students, faculty, and staff through procurement of materials, equipment and services that provide the best value to the District.

A. Support the establishment of construction and non-construction-related contracts in accordance with laws and regulations and District policies, including, but not limited to, the following:

1. conducting advertised, formal requests for bids and proposals for public projects, construction and special services;
2. creating bid documents, bid advertisements, bid amendments and bid-related correspondence;
3. conducting bid walks, pre-bid meetings and technical evaluation panels;
4. analyzing and recommending awards of formal bids;
5. investigating and responding to bid protests;
6. maintaining public bidding information on the District website;
7. maintaining vendor pre-qualification list in accordance with Uniform Public Contract Cost Accounting Act requirements;
8. maintaining contract history files;
9. collecting and distributing fully executed contracts; and
10. providing reports which inform the Governing Board of relevant Districtwide contracting activity.

B. Services which support the purchase of materials, supplies and other services, including, but not limited to, the following:

1. processing requisitions, negotiating terms and prices, obtaining back-up documentation, and creating purchase orders;
2. providing research and data collection services to establish Districtwide standards;
3. analyzing building and space utilization and working with architects and suppliers to coordinate fixture, furniture and equipment purchases and installations in support of bond projects;
4. monitoring and evaluating supplier performance;
5. monitoring project budgets to assure purchases of fixture, furniture and equipment meet budget requirements; and
6. maintaining District's fixed asset database in accordance with GASB requirements.

C. Maintenance of vendor records which facilitate proper payment of District obligations and historical data, including, but not limited to, the following:

1. collecting and maintaining vendor payment and tax information.

D. Maintenance of procurement card program which expedites the purchase of small dollar purchases (under \$1,000), including, but not limited to, the following:

1. setting up initial accounts for appropriately authorized personnel;
2. monitoring accounts for potential abuse;
3. maintaining permissions on individual accounts; and
4. canceling inactive cards.

E. Mail services, including, but not limited to, the following:

1. sorting and delivering U.S. mail, inter-District mail, packages and print jobs throughout the District; and
2. delivering various furniture and supplies to and from campuses.

# Human Resources Administration

## I. **Mission**

Under the direction of the Executive Vice Chancellor, Administrative Services, the Office of the Associate Vice Chancellor/Chief Human Resources Officer is responsible for handling personnel-related matters for academic, classified, confidential, management, hourly, temporary, student, and short-term employees. Some of the services provided include organizational and staff development and training, employee relations, labor relations including collective bargaining negotiations, recruitment and selection, classification, benefits and compensation, employment verifications, on-line Human Resources systems and performance evaluations. The Human Resources department interfaces with staff, colleges and departments to carry out the mission of the Contra Costa Community College District.

## II. **Services Provided (general description, not inclusive of all services provided by the Associate Vice Chancellor/Chief Human Resources Officer that impact the District Office departments and the colleges and their performance)**

The Human Resources department provides comprehensive support for all aspects of its mission. The services outlined below describe that support.

### A. Comprehensive collective bargaining and labor relations leadership including, but not limited to, the following:

1. leading collective bargaining;
2. handling grievances and unfair labor practice claims;
3. interfacing with union leaders on labor disputes as they arise;
4. leading labor-management meetings, both scheduled and as needed;
5. providing guidance, leadership and collective bargaining agreement interpretation to management and District leadership;
6. remaining abreast and react accordingly to regulatory changes;
7. representing the District in grievance and legal matters related to collective bargaining or represented member issues;
8. coordinating human resources-related personnel and legal matters with the Governing Board;
9. keeping collective bargaining agreements up to date; and
10. providing updates and training on collective bargaining agreements and issues.

### B. Administer Human Resources-related policies and procedures in support of the District's mission, legal mandates, and sound business practice including, but not limited to, the following:

1. drafting new, or revising existing policies and procedures as needed to respond to changes in District initiatives, legal changes, collective bargaining, and ongoing improvement;
2. providing guidance, leadership and interpretation of policies and procedures to management and District leadership; and
3. distributing updates and providing training as necessary.

### C. Oversee and maintain a comprehensive human resources information system including, but not limited to, the following:

1. gathering, auditing, entering, updating and managing all employee/employment-related data stored on the HRIS system;

2. ensuring legal and contractual compliance on all employment-related actions;
3. ensuring that employee information remains confidential and appropriate security levels are in effect;
4. ensuring that positions are funded appropriately;
5. ensuring timely and accurate reporting to state and federal agencies including, but not limited to, MIS, IPEDS, PERB, and DFEH. Coordinating corrections and submissions with District Information Technology;
6. providing employee training in information screens and queries;
7. providing periodic and ad-hoc reports as requested;
8. preparing and administering position budgeting information and entries;
9. performing all contractual updates including step, column and longevity advancements; and
10. coordinating and updating all records as needed for departmental funding changes and reorganizations.

D. Ensure legal reporting and compliance including, but not limited to, the following:

1. leading and coordinating Equal Employment activities including EEODAC committee work, EEO reporting and diversity recruitment efforts;
2. developing, editing and reporting on full-time faculty obligation;
3. coordinating and reporting on staff development expenditures;
4. developing and reporting on part-time office hours and benefits expenditures.
5. administering, coordinating and overseeing new employee criminal background checks and TB testing;
6. administering and coordinating active employee TB clearance updates and responding to DOJ and other criminal reporting mechanisms as needed; and
7. preparing and tracking faculty contracts.

E. Manage student discipline and grievances appealed to the Governing Board including, but not limited to, the following:

1. overseeing grievance appeals process including gathering, editing, preparing and distributing, as necessary, all appeal documentation;
2. coordinating appeal hearings with the Governing Board;
3. providing assistance and guidance to managers and District leadership in response to appeals;
4. ensuring compliance with appeal timelines and other requirements; and
5. implementing and communicating appeal decisions.

F. Manage the Workers' Compensation program for the District including, but not limited to, the following:

1. providing District coordination for all aspects of the plan;
2. coordinating employee claim filing process through Company Nurse;
3. overseeing required supervisor investigation reporting process;
4. acting as a liaison between employee and workers' compensation claims administrator in understanding the process;
5. working with payroll to ensure that appropriate accounting of Industrial Leave time has been done;
6. working with department managers to facilitate using early return to work program;
7. completing annual Occupational Injuries Reporting to the Department of Labor;
8. ensuring that mandatory OSHA reporting has been completed and violation postings have been done;
9. participating in OSHA informal conferences;
10. following up to ensure that necessary changes and compliance issues have been resolved per OSHA timelines; and

11. leading and/or participating in Health and Safety Committee, activities and training for CCCSIG.
- G. Coordination of Districtwide classification including the creation of new, revision of existing and abolishment of outdated classifications and administration and/or coordination of all District reclassification activities including, but not limited to, the following:
1. developing new and revised existing job classifications for the college district;
  2. conducting compensation studies to ensure new classifications are properly placed in our system;
  3. overseeing discussions with managers, employees and subject matter experts regarding the details for establishing new classifications or making classification changes;
  4. conferring with College Business Directors, Human Resources Management and department heads on job classification issues;
  5. interpreting and applying collective bargaining agreement, human resources district rules, laws, and procedures related to classification efforts;
  6. initiating discussion with Local 1 to establish new classifications or revise existing classifications. Addressing Local 1 President, Business Agent and union E-board concerns regarding classification questions and concerns. Providing information to union representatives through reports, oral response or in writing;
  7. obtaining union approval for classified positions and submitting classification specifications to the Governing Board agenda for approval;
  8. maintaining and updating the website with job classification specifications;
  9. planning, overseeing and coordinating annual Local 1 reclassification studies Districtwide. Duties include: explaining process to employees , distributing position analysis questionnaires, organizing training workshops, coordinating process with outside consultant, writing recommendation results to employees, coordinating appeal process, responding to inquiries regarding outstanding appeals, representing District management at the appeal meetings and providing assistance to all employees and staff involved in the reclassification process; and
  10. responding to inquiries from outside agencies regarding wages, compensation and classification information.
- H. Creation, planning and coordinating of Districtwide staff development and recognition activities legally mandated, District required, and specialized training including, but not limited to, the following:
1. coordinating Sexual Harassment Prevention training for managers and supervisors every two years as mandated by law and every six months for newly hired managers and supervisors;
  2. organizing and administering the Board-approved Districtwide Service Recognition Program for employees who have served 20+ years with the District;
  3. initiating the communication and coordination of the tenured faculty reception program;
  4. developing and administering a Leadership Development Training Program for all employees Districtwide;
  5. supporting, coordinating and executing training workshops for JobLinks which is a Districtwide classified employee staff development day;
  6. administering a monthly new employee orientation for all newly hired employees Districtwide;
  7. conducting annual new faculty orientation and District tour for all new employees;
  8. utilizing online staff development enrollment system for employees to attend workshops Districtwide. System provides a list of workshops for users and enables online enrollment, roster to track attendance and allows enrollees to view/print list of workshops they attended in the past;

9. ensuring successful completion of the Contra Costa County School Insurance Group (CCCSIG) Safety Incentive Program that includes facilitation and coordination of required training and other safety related activities established by CCCSIG;
  10. providing support for offering of professional development workshops/activities during flex at each campus location; and
  11. providing administrative support to the Faculty Sabbatical Leave Committee.
- I. Administration of a comprehensive Districtwide recruitment process, including, but not limited to, the following:
1. administering online applicant tracking and employment application system and providing training to users as needed. Serving as subject matter expert to employees regarding software system;
  2. coordinating the operations of recruitment and selection, classification and compensation, organizational analysis, and testing and ensuring that recruitment efforts are consistent with applicable human resources rules, laws, policies and collective bargaining agreements;
  3. performing recruitment and selection activities for classified, faculty; management, supervisors, and confidential positions Districtwide, including the development of job announcements, preparation/scheduling/administration of employment examinations, coordinating activities of hiring committees, scheduling of hiring interviews and developing tests;
  4. developing new recruitment sources, advertising and public relations techniques with special emphasis on obtaining qualified candidates;
  5. conducting appropriate test validity, test item, adverse impact and diversity statistical analysis and implementing appropriate actions;
  6. assisting the District Equal Opportunity Advisory Committee in conducting analysis, development and recommendations of programs, workshops and EEO planning activities;
  7. monitoring recruitment goals for time to fill and cost per hire and related measures of performance. Tracking and monitoring recruitment workflow and timelines and measuring performance against standards of performance;
  8. participating in the development of recruitment policies and procedures;
  9. recommending changes for improvements to existing standards, policies and procedures and participating in the implementation of those approved; and
  10. monitoring daily work activities to ensure compliance with established CCCC Uniform Selection Guidelines and applicable policies and procedures as it relates to recruitment and selection.
- J. Oversight and administration of litigation including, but not limited to, the following:
1. conducting and/or overseeing investigations of legal violations including Title 5, Title 9, DFEH, OCR, OSHA, FLSA PERB and tort claims by employees, students and members of the public;
  2. providing and or serving as District liaisons to research and respond to requests and subpoenas for information and documentation;
  3. coordinating employee contact and interviews during litigation investigations;
  4. providing required notifications including appeal rights to all involved parties; and
  5. following up to assure that all necessary improvements or corrective measures have been implemented.
- K. Preparation of monthly Human Resources related Governing Board report items including, but not limited to, the following:
1. gathering, auditing, preparing and editing materials on employment issues for presentation and approval at monthly and special Governing Board meetings;



2. assuring compliance with Brown Act requirements for agendaizing employment-related actions;
  3. developing appropriate language for miscellaneous employment-related action items; and
  4. developing and preparing requested and periodic informational items.
- L. Administration of employee benefit plans and programs including flexible benefits, health plans, employee assistance program and the various retirement systems includes training, counseling, outreach, coordinating, and serving as a liaison department with District consultants and various plan providers, including, but not limited to, the following:
1. making recommendations for changes and improvements to existing benefit-related standards, policies, and procedures;
  2. assisting in the development and implementation of new and/or enhanced benefit plans and programs for the District;
  3. analyzing various benefits, conducting research and providing appropriate recommendations to facilitate changes and enhancements to benefits plans and programs;
  4. providing information and general assistance to employees, dependents, retirees, and providers regarding benefits and related human resources programs, plans, policies, procedures, rules, and regulations;
  5. coordinating annual open enrollment activities; scheduling and conducting open enrollment and changing meetings; overseeing preparation and assembly of all materials;
  6. answering inquiries and organizing the collection of enrollment/change forms;
  7. analyzing and processing benefit enrollment forms for newly hired employees Districtwide;
  8. conducting studies and research; collecting, compiling, and analyzing statistical data; completing and preparing various reports, surveys, and tables; preparing, maintaining, and disseminating information and documents as appropriate and necessary;
  9. drafting and recommending revisions, modifications, and additions to United Faculty contract, Local 1 contract, Management/Supervisory/Confidential Agreement and Contra Costa Community College District policies and procedures with regard to employee and retiree benefit programs; and
  10. ensuring that benefit programs and plans are in compliance with federal and state regulations.

# **Education and Technology**

# Education and Technology Administration

## I. **Mission**

The mission of the Office of the Executive Vice Chancellor, Education and Technology is to provide leadership and administrative oversight for planning, instructional and student services, international education, research, and technology services to support the colleges and District in meeting the educational goals of our community. The Executive Vice Chancellor serves as a member of Chancellor's Cabinet and fosters a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the District.

## II. **Services Provided (general description, not inclusive of all services provided by the Executive Vice Chancellor's Office that impact the District Office departments and the colleges and their performance)**

The Executive Vice Chancellor, Education and Technology, serves as the Chief Instructional, Student Services, and Information Systems Officer of the District. In the capacity of Chief Instructional and Student Services Officer, the Executive Vice Chancellor is the liaison between the District and the colleges in matters relating to educational programs and services, and chairs the following Districtwide committees: Educational Planning, Faculty Consultation, Vice Presidents (Chief Instructional Officers), and Student Services Leaders (Chief Student Services Officers). In the capacity of Chief Instructional, Student Services Officer, the Executive Vice Chancellor is a resource administrator to the following: accreditation liaison officers, Student Trustee Advisory Committee, District Governance Council, Research and Planning Council, Deans of Workforce and Economic Development, Admissions and Records Directors, and Financial Aid Directors. Major areas of service include the following.

- A. Comprehensive support to the Chancellor's Cabinet by providing leadership to ensure the implementation of systematic strategies for ongoing Districtwide and District Office planning that is linked to resource allocations and supports student learning and success.
- B. Support the Chancellor on strategic matters related to planning and education and technology issues and other administrative needs.
- C. Oversee the development and implementation of the District instructional, technology, and student services policies and procedures, and participates in the formulation of organizational objectives, plans and strategies in accordance with the District's mission.
- D. Implement processes, strategies and feasibility plans to ensure resource development needs are appropriated to achieve the District's instructional and student services results.
- E. Manage, integrate and provide leadership for a variety of Districtwide instructional services to assure the viability and legality of educational programs.
- F. Provide oversight and coordination of Districtwide accreditation activities.
- G. Promote, encourage, and facilitate the development, growth, and maintenance of workforce development programs across the District.
- H. Facilitate collaboration among the college academic, career technical education, fee-based community services and contract education programs. Provide oversight of the District's international education and study abroad programs.
- I. Provide coordination and support for student services programs across the District.
- J. Provide leadership for strategic planning efforts by collaboratively developing a Districtwide strategic plan and facilitating a strategic planning process.
- K. Coordinate college and District research efforts.
- L. Provide coordination, development, and support in academic computing, telecommunications, distance education, administrative computing, computer networks, software acquisition and maintenance.
- M. Develop innovative funding methods for technology and opportunities for partnerships.

- N. Develop effective administrative support systems to promote foundations, grant-writing, auxiliary services and other initiatives.
- O. Administer Districtwide grant writing initiatives including development of proposals, implementation of grants and identification of special funding opportunities.
- P. Ensure continuous improvement of administrative services through re-engineering, organizational change management, new technology solutions, assessment of best practices, and feedback from internal users and external customers to increase productivity and effectiveness.
- Q. Review pending legislation, legal mandates, regulations, and guidelines which may affect District programs, functions and activities.
- R. Ensure compliance with all District, county, state and federal requirements.
- S. Represents the District on local, state, and national committees as required.

# District Research

## I. **Mission**

Under the supervision of the Executive Vice Chancellor, Education and Technology, the District Office of Research and Planning is committed to building, maintaining and nurturing a Districtwide culture of inquiry and reflection by providing a foundation for the effective and pervasive practice of evidence-based decision making at every layer of the institution. Its primary purpose is to empower faculty, staff and administrators with information to effectively pursue and achieve the mission of their institution. Because the pursuit of that mission relies heavily on the ability of the institution to constantly improve and adapt, the Office of Research and Planning maintains an infrastructure to support on-going assessment and continuous improvement within a framework oriented toward achieving sustained improvements in student success.

## II. **Services Provided (general description, not inclusive of all services provided by the District Office of Research and Planning that impact the District Office departments and the colleges and their performance)**

The Office of Research and Planning provides a variety of support services to achieve this mission. Specifically, the Office of Research and Planning aims to:

- provide information to improve decision making at every layer of the institution, both at the District Office and each of the colleges;
- use evidence to stimulate thoughtful reflection on existing practices and encourage on-going review and improvement;
- encourage the use of data and evidence to identify and incubate new interventions; and
- actively nurture a Districtwide culture of inquiry that supports a pervasive commitment to excellence in student learning.

### A. **Request-driven research and analysis**

- student performance research
- program participation studies
- student persistence studies
- service usage investigations
- student satisfaction and employee climate surveys
- studies measuring the impact of an intervention
- marketing impact studies

### B. **Data collection/infrastructure maintenance**

- program review
- grant support
- productivity reports
- program improvement & viability
- manage district data repository
- Development of new decision support tools (e.g. enrollment tracker, earned unit tracker)

### C. **Strategic planning**

- Develop the districtwide environmental scan
- Support development of the district office and college strategic plans
- Economic and policy trend analysis
- Sequencing and mapping out planning processes
- Service area border realignment studies
- Economic impact studies

### D. **Accreditation & accountability support**

- Accreditation reporting requirements
- Federal and state mandated reporting requirements
- Placement validation studies
- Title V and Title IX research investigations

- E. Technical assistance and facilitation around evidence**
  - Facilitate discussions about implication of research findings
  - One on one and group coaching on the use of evidence
  - Support practitioner-led research investigations
  - Design of classroom and service area research projects
  - Process planning for turning data into action
- F. Comprehensive research projects**
  - Achievement Gap studies
  - longitudinal / cohort tracking studies
  - Student pathway studies
  - Case studies on best practices
  - Process improvement studies
  - Basic Skills assessment studies
  - High school transcript studies
- G. Leadership and decision support**
  - Developing and managing the district and college research agendas
  - Presentation of research findings to senior leaders
  - Respond to Board requests
  - Member of Chancellor's Cabinet
  - Chair of the District Research and Planning Council

# Education Administration

## I. **Mission**

Under the direction of the Executive Vice Chancellor, Education and Technology, the Office of the Associate Vice Chancellor, Educational Services provides leadership, administrative support and facilitation of strategic Districtwide planning processes; student services and curriculum and instruction policy and procedure review and guidance; Districtwide workforce, economic development, and grants facilitation; and advancement of the Districtwide values, vision, mission and strategic directions that facilitate student learning and success at the colleges.

## II. **Services Provided (general description, not inclusive of all services provided by the Office of the Associate Vice Chancellor Education Services that impact the colleges and their performance)**

The Educational Services Office provides: coordination for Districtwide strategic and District Office department review and operational planning; coordination of planning, development and/or implementation of instructional, student support services, workforce and economic development, and international education programs; oversight of Districtwide research and grants; and preparation and/or coordination of planning and educational services reports for the Governing Board.

### A. Providing leadership to ensure the implementation of systematic strategies for ongoing Districtwide and District Office planning that is linked to resource allocations and supports student learning and success, including but not limited to the following:

1. leading the development and maintenance of a Districtwide strategic plan;
2. coordinating the implementation of the Districtwide strategic plan;
3. ensuring the development of performance indicators to evaluate progress achieving the goals and objectives in the Districtwide strategic plan;
4. overseeing the development of report templates and coordinating report preparation for an annual report on strategic direction accomplishments for the Governing Board, the colleges and District Office;
5. developing and coordinating implementation of department/unit review;
6. developing and coordinating implementation of annual operational planning in District Office departments/units; and
7. ensuring participatory resource allocation decision-making in the District Office that is linked to department/unit review and annual operational planning.

### B. Comprehensive leadership, facilitation, and support of instructional, instructional support, international education and student services programs, including but not limited to the following:

1. leading the development and review of curriculum and instruction and student services policies and procedures;
2. representing the District on educational committees and task forces and facilitating collaboration among District administrators and administrative representatives from K-12 Districts, the County Office of Education, CSU-East Bay, and the Contra Costa Council Workforce and Education Task Force;
3. sharing information about District initiatives with external organizations and sharing the information about external organization initiatives and collaborative opportunities with District administrators;
4. monitoring State Chancellor's Office policies, administrative regulations, reporting requirements and communications and ensuring Districtwide compliance;

5. responding to college requests for assistance;
6. convening and leading meetings of the chief instructional officers, chief student services officers, and deans of workforce and economic development to provide a forum for problem solving, sharing information, and pursuing resource acquisition opportunities;
7. facilitating consistency in instructional, instructional support, and student services administrative policy and procedure implementation at the colleges through the Vice Presidents and Senior Deans meetings;
8. overseeing the leadership of the International Education and Study Abroad programs;
9. ensuring the achievement of annual non-resident FTES enrollment targets to meet the District's fiscal goals and objectives through successful marketing and recruitment of international students;
10. ensuring technology support to instruction and student services programs and initiatives; and
11. facilitating the submission and acquisition of Districtwide grants and coordinating their implementation.

C. Support of advancement of adherence to the goals of participatory governance, consensus building, collegiality, open communication, and mutual respect among all constituents in the colleges and District Office, including but not limited to the following:

1. Districtwide monitoring and annual reporting of implementation of Student Learning Outcomes (SLOs) in instructional and student services programs;
2. systematic reporting of Districtwide establishment and assessment of Student Learning Outcomes in Student Services programs;
3. supporting the colleges' and District's efforts to promote student retention and success and acquire information about special funding opportunities;
4. providing District support for all educational programs and services at the colleges;
5. ensuring compliance with all appropriate federal and state regulations;
6. coordinating, evaluating and responding to requests for information and reports to the State Chancellor's Office and the Governing Board on educational programs and services;
7. developing new District curriculum and instruction policies and procedures related to educational programs or modifying existing policies and procedures as necessary, in cooperation with the Chancellor, the Academic/Faculty Senate and the Chancellor's Cabinet ;
8. developing new and/or modifying existing District student services policies and procedures, in cooperation with the Chancellor, Chancellor's Cabinet, college Vice Presidents and chief Student Services managers;
9. evaluating the implementation of District policies and procedures related to educational programs, student services, and information technology and recommending changes as needed; and
10. coordinating, evaluating and responding to requests for information and reports to the Governing Board and the State Chancellor's Office for student services programs, including but not limited to the following:
  - Transfer Center Plans & Report (Board & state)
  - Matriculation Plans & Report (Board & state)
  - CalWORKS Plans & Report (Board & state)
  - Distance Education (state)
  - Articulation Reports (state)
  - Enrollment Management Report (Board)
  - Student Equity Report (Board)
  - Student Right to Know (Brochure)/Crime Report
  - Statistics Report (state report)
  - Student Insurance
  - Student Assistance Program



- Drug Free Schools & Community Act-bi-annual Report
  - EOPS, DSPTS AND ETS Annual Reports
- D. Advancement of and adherence to the goals of participatory governance with an emphasis on consensus building, collegiality, open communication, and mutual respect among all constituents in the colleges and District Office. These activities include, but are not limited to, the following:
1. Consensus building activities
    - a. attending monthly District Governance Council meetings, where information is shared regarding Board agenda topics, District areas of planning, issues of concern, etc.;
    - b. conducting regular meetings with faculty, and student leadership in order to discuss matters of importance to each constituency; and
    - c. participating in Student Trustee Advisory Committee meetings as the Chancellor's designee.
  2. Communication activities
    - a. leading Districtwide planning activities with internal and external community members; and
    - b. hosting initiative road shows.
- E. Advocacy on behalf of the District, District colleges, and community colleges at large, as the Chancellor's designee at the local and state levels, including but not limited to:
1. participating in community outreach activities and developing strong community partnerships;
  2. providing information to internal and external communities on the colleges and the District to advance the respective missions of each;
  3. holding membership on a number of local, regional, state and national organizations;
  4. acting as panelist at various state events; and
  5. interfacing with the public.

# International Education

## I. **Mission**

The Office of International Education, under the supervision of the Executive Vice Chancellor Education and Technology, is responsible for the oversight of international student and study abroad programs at the three colleges. This includes working with the District and local college international education staff associated with these two programs, as well as serving as a liaison for these concerns with the District/college administrators, faculty, classified staff, resident and international students and the local and international community.

## II. **Services Provided (general description, not inclusive of all services provided by the Office of International Education that impact the colleges and their performance)**

The Director of International Education and Program Assistant maintain operations/offices at all three colleges, with DVC as the primary office focusing on Study Abroad and CCC as the primary office for the Director of International Education and international marketing at this time.

In meeting District goals and objectives, the Office's primary responsibility is to increase non-resident tuition revenue generated by its international students, provide quality oversight of these programs and advocate for related international education issues Districtwide and in the local and international community. For study abroad, the Office is primarily responsible for the administration of semester-length programs, working with students, the college administration, study abroad faculty, and study abroad consortia to offer students and faculty global education experiences.

A. International student marketing and recruitment. These services include, but are not limited to, the following:

1. providing leadership in the recruitment of international students from key areas of the world;
2. developing yearly marketing and recruitment budgets which reflect realistic global opportunities for maximum return on limited funds for both short and long-term increase in non-resident tuition;
3. developing marketing and related presentation materials for each college for international outreach;
4. recruiting internationally for all three colleges (travel);
5. planning and implementing recruitment activities involving District and college international staff and international consultants for effective recruitment activities on a yearly and long-term basis;
6. serving as a liaison for international student program marketing and communication for the local community, international education organizations, overseas study abroad and educational institutions and potential students and their families; and
7. providing yearly data and reports on international student recruitment Districtwide.

B. International Program Administration and Development. These services include, but are not limited to, the following:

1. providing consultation and support for the DVC International Student Admissions and Services Office (ISAS) and the International Education Center @ DVC (IEC) to maintain program excellence and address and resolve related issues and challenges;
2. providing a supervisory/management role in the operation of the CCC International Student Office;
3. providing support as necessary to the international student program at Los Medanos, including maintenance of a limited international office on campus;

4. acting as a liaison for Districtwide faculty/staff and international individuals and agencies for international exchange and related program development;
5. preparing regular reports on international education for the Governing Board; and
6. representing the District at international conferences and meetings.

C. Study Abroad. These services include, but are not limited to, the following:

1. overseeing the administration of Districtwide semester study abroad programs at the main study abroad office at DVC and smaller study abroad information centers at CCC and LMC;
2. representing the District in the Northern California Study Abroad Consortium (NCSAC), to coordinate the semester partnership programs;
3. managing website for all semester study abroad programs and developing related promotional materials for program advertising and recruitment;
4. working closely with semester study abroad faculty to facilitate recruitment, lead information meetings and deal with related faculty concerns;
5. providing orientation of District requirements and contracts for college faculty leading local, short-term study abroad programs;
6. providing semester program details to potential students;
7. maintaining all records and required data for study abroad participants;
8. working with study abroad vendors to implement programs and insuring they meet District requirements;
9. conducting pre-departure orientations for semester program students and their families; and
10. providing leadership for the Districtwide Study Abroad Committee.

# Workforce and Economic Development

## I. **Mission**

The District Division of Workforce and Economic Development (WED) is committed to driving institutional change in the development and institutionalization of coherent and effective workforce development strategies that serve all students, whether they be certificate, transfer, or degree seeking.

## II. **Services Provided (general description, not inclusive of all services provided by the Division of Workforce and Economic Development that impact the colleges and their performance)**

WED leads Districtwide planning and implementation of career development strategies for the District colleges and regionally, with a focus to help students identify career pathways along with the steps to complete one or more progressively advanced programs of study. This includes the following primary activities and services.

- A. Centralized and coordinated planning for development of new Career and Technical Education (CTE) programs and the articulation of CTE programs Districtwide to ensure consistent implementation of on-ramps, stackable certificate sequences, and linkages to transfer opportunities to University of California or California State University.
- B. Development of institutionalized and sustainable relationships between the District colleges and other publically funded workforce systems including the Workforce Investment Boards, TANF (Temporary Assistance for Needy Families) providers, municipal/county workforce systems, community-based organizations, and major state workforce agencies.
- C. Implementation of coherent strategies for industry engagement across the District colleges that increase the alignment and responsiveness of the CTE and workforce programs with the changing needs of employers and industry for highly skilled and effective workers.
- D. Connection to and embedding of the work of the District and colleges with regional economic and workforce development trends and strategies in order to increase the effectiveness of programs and strengthen the role of career path education as a primary driver in regional economic development.
- E. Increased access to grants and other resources that can be used to prototype and demonstrate new effective strategies and practices that can be adopted across our institutions to increase student completion, workforce success, and ongoing educational attainment.

# Information Technology

## I. **Mission**

Under the supervision of the Executive Vice Chancellor, Education and Technology, the District Office Information Technology Department (DOIT) plans for, develops and maintains technology resources and services essential to the instructional, student services, and administrative needs of the Contra Costa Community College District (4CD).

## II. **Services Provided (general description, not inclusive of all services provided by the District Office Information Technology department that impact the District Office departments and the colleges and their performance)**

- A. Ellucian Colleague Enterprise Resource Planning System: Provide support and maintenance for all facets of the Ellucian Colleague System, including system administration and upkeep as well as user support. The Ellucian Colleague System includes and/or integrates with subsidiary systems such as, WebAdvisor, Portal, Web User Interface, and Ellucian Mobile. These systems are used by all faculty, staff, and students of the District. Specific functions are detailed below.
1. System and Database Administration – Maintaining and upkeep of the Ellucian Colleague application and server hardware, operating system and database that houses the District student, finance, human resources and payroll data. Ensuring robust operation of the application and database and maintain appropriate software and operating system updates and database releases.
  2. Training and Support for Ellucian Colleague – Developing workshops, presentations, documentation and other information relating to the features, procedures, capabilities, workflows, etc. of Ellucian Colleague. Providing guidance for leveraging the information to improve department business practices and understand the relationship between those practices and the functionality of Ellucian Colleague.
  3. Colleague and WebAdvisor Enhancements – Maintaining delivered workflows and developing customized workflows for the Ellucian Colleague application and WebAdvisor that help to meet the needs of the District and offer additional web-enabled features and services to students, faculty and staff.
  4. District Web Portal (InSite) – Developing, maintaining and administering the InSite web portal for students, faculty and staff. Providing training to faculty and staff who contribute content to the portal, developing online forms and associated workflows and assisting in design and maintenance of team web sites. Providing support for end users.
  5. User Interface Support – Providing guidance and training for Ellucian's desktop UI. Providing support for adoption of new versions, including the web-based UI 4.x series.
  6. SQL Reporting Services Support – Providing training and guidance for the use of reporting tools. Developing queries and reports in response to custom data requests. Improving efficiency in student services and administrative areas with customized reports.
  7. Financial Aid (FA) – Updating annual system and regulatory parameters in Ellucian Colleague that are used in FA processing; automate FA communications and workflows; providing training and guidance for updated FA processes within Ellucian Colleague.
  8. Ellucian Colleague Process Expert Teams (PET) – Serving as representatives on each of the PETs. Attending monthly meetings to provide support and training in the use of the InSite portal team sites and guidance in understanding the available features of Ellucian Colleague and how to incorporate them into procedural and training documentation developed by the PETs.
  9. Representation of the District at Ellucian-Sponsored Events and Organizations – Serving as members of the California Community College Ellucian Users' Group and the National Ellucian organization. Attending the annual meetings of these groups and serving on the

- planning boards to represent the District, ensuring our goals and objectives are recognized and maintaining relationships with other IT professionals.
- B. Reporting and Business Intelligence: Build, maintain and support longitudinal databases and snapshots/views of data used for decision making. Users include institutional researchers, deans, and other managers, faculty, and staff who use the data to make decisions. Specific functions are described below.
1. Data Warehouse – Maintaining historical SQL database containing information relating to student success and retention, student demographics and enrollment/productivity measurements for Districtwide Research.
  2. Business Intelligence – Developing views and providing support to college researchers and approved staff using the Microsoft business intelligence web application for decision making.
- C. Other Districtwide Administrative Systems: Implement, manage and support other Districtwide administrative systems for services such as document imaging, email, student attendance hour and services tracking and online application for admissions. Specific examples are described below.
1. Email/Calendaring/Appointments – Managing email and providing services to all sites within the District.
  2. Document Imaging – Providing storage and indexing of electronic images of scanned documents utilized by A&R, Financial Aid and Counseling.
  3. SARS – Maintaining database for counseling appointments, tracking of services, as well as hours, by arrangement for lab sections.
  4. ESARS – Maintaining database for web interface to schedule counseling appointments.
  5. PC-Trak – Supporting hosted database for CCC used in specific labs to authenticate computer users for collection of FTE hours.
  6. CISWeb – Maintaining Districtwide website for the CIS departments at all sites to collaborate and share information.
  7. Help Desk Ticket Tracking System – Supporting and maintaining the web-based software to record help requests for multiple sites and departments. Allows fast, automatic feedback to users as well as resolution tracking.
  8. XAP – Importing Open CCCApply online applications for admissions into the Ellucian Colleague System.
  9. Electronic Door Access Server – Supporting hardware and software to monitor and maintain all electronic door access controls throughout the District.
  10. Email List Serves – Providing list serves for various departments, programs and professional groups.
  11. LDAP – Maintaining a central directory of user accounts.
  12. InSite Student Email – Providing an .edu email account for all CCCC students. Other features include a cloud-based 10 gig file storage area and free access to all Microsoft Office products through the cloud.
- D. Local Area, Wide Area and Wireless Networks: Design, manage, monitor and support a robust Local Area, Wide Area and Wireless data network with 99+percent uptime. Specific services are described below.
1. Network Account Creation – Creating, deleting and moving network accounts.
  2. Wide Area Network (WAN) – Architecting, maintaining, and monitoring WAN to connect all sites to the District Office and to each other. Email, Ellucian Colleague and other Districtwide data travels through this channel to reach its destination.
  3. Local Area Network (LAN) – Architecting, monitoring and maintaining all LAN-related devices and troubleshooting connectivity problems between and among all sites throughout the District.
  4. Network Security – Monitoring and maintaining all aspects of network security including firewall changes and risk management for all sites.
  5. Wireless – Monitoring and maintaining wireless services at all sites.
  6. Network Monitoring – Monitoring and reacting to any outages of equipment at all sites.
  7. Virtual Private Network – Providing remote management access to all site networks and systems.

8. Districtwide Active Directory – Maintaining the Active Directory forest root and coordinating changes to the Active Directory.
- E. Internet/Intranet: Develop and maintain the District Office's external facing web presence via the 4cd.edu website, as well as the internal, information and collaboration site on the Intranet. Specific functions are described below.
1. District Office Web Site – Managing the external facing website of services and functions provided by the District. Providing access to all policies and procedures as well as all other Governing Board documents. Providing committee sites and department sites for sharing information.
  2. Intranet/InSite Portal – Managing the internal facing website which includes committee sites, internal only information and document sharing Districtwide.
- F. Custom Web Applications: Develop, maintain and support over one dozen custom web applications used throughout the District. Examples are provided below.
1. Cooperative Education Application – Providing complete automation of the Co-op process including the ability for students to apply online and staff to track and communicate with students in an efficient and user-friendly manner.
  2. Manager Evaluations – Providing distribution of Behavioral Skills Survey to various audiences as part of the manager evaluation process.
  3. Grant Information – Providing the program system used by the grant departments at each site to keep track of grants throughout the entire grant process. This includes workflow for the approval and acceptance processes.
  4. Staff Development – Providing application used Districtwide to post staff development workshops online. Providing a list of workshops for users and enabling online enrollment, roster to track attendance and allowing enrollees to view/print list of workshops they attended.
  5. Maintenance Plus – Providing application used Districtwide by the Buildings and Grounds departments to create and track work orders. Also, used to manage preventive maintenance procedures and work orders.
  6. Purchasing Bids – Providing application used by the Purchasing Department to post bids online for vendors to view.
  7. Purchasing Vendors – Providing application used by Purchasing Department for vendors to add themselves to a mailing list. The mailing list is used to alert vendors of new and upcoming bids.
  8. Room Scheduler – Providing application used Districtwide to track the availability of rooms at each campus.
  9. Class Schedules – Providing class schedules to students to help them to plan a class schedule.
  10. Employment Verification – Providing application used by the IT helpdesk to verify the users employment status to securely process requests for password changes.
  11. Account Requests – Providing application used by managers to request and track Network, Email and Ellucian accounts for employees.
  12. Alert Bulletins – Providing application to post alert bulletins to the Internet in the form of a RSS feed.
  13. Auto Upload – Providing application to upload text files into various databases; ENRL, XWFR, Room Scheduler, Class Schedule, Employment Verification.
  14. Change Management – Providing application used by network technicians and managers to track and approve changes to the IT infrastructure.
  15. Research Requests – Providing application used by all sites to enter information pertaining to specific research projects being requested. A workflow engine routes the request through an approvals process, and the research staff maintains project status updates to keep sites informed on progress.
- G. State and Federal Reporting: Ensure timely and accurate reports to various agencies in order to maintain compliance. Examples of the reports are identified below.
1. MIS – Submitting required term-based and annual MIS reports to the State Chancellor's Office. This includes coordination of error correction and data gathering in addition to production of the data reports.

2. Course Inventory – Reporting of all new and revised courses to the State Chancellor's Office throughout the year to fulfill requirement to obtain unique course IDs.
  3. Other Federal and State Reports – Providing support for generation of mandated reports and forms including Gainful Employment, COTOP, W2s, 1098-Ts, 1099s, etc. Supporting the processing of STRS and PERS information and guidance for procedural updates. Also providing assistance on other regulatory reports such as those required for Financial Aid.
- H. Security and Compliance: Monitor and ensure a secure IT environment to minimize security breaches, maintain compliance with State and Federal laws and improve productivity. Specific services are identified below.
1. Payment Card Industry (PCI) Compliance – Monitoring and ensuring compliance with federal PCI requirements for all sites.
  2. Ongoing Security Evaluation and Remediation Incident Response – Providing support for individual security incidents and long-term remediation.
  3. Inbound Spam Filtering – Providing software and services to improve productivity by preventing security breach attempts coming through email.
- I. Help Desk Support: Respond to over 300 help desk requests for IT assistance on average per month. This includes support for Districtwide faculty, staff, and students.
- J. Technology Support and Leadership: Provide support and leadership for technology planning, operations, services and purchasing throughout the District. A few examples are identified below.
1. Districtwide Software Licensing – Assessing needs, evaluating options, procuring and managing rollout of various Districtwide software such as Microsoft licenses and Antivirus.
  2. Video Conferencing Coordination and Support – Coordinating with CENIC for management of the video conferencing units and assist with troubleshooting.
  3. Telephone – Coordinating and supporting the interconnected telephone system.
  4. Mobile Email Support – Providing assistance for users receiving their district email on smart phones.
  5. Training – Providing training and demonstrations at all sites on all aspects of technology.
  6. Management and Leadership – Staying in the forefront of emerging technologies and work with various constituencies to obtain buy-in, plan, organize and implement technologies in support of the District's mission.
- K. Police Services and Bookstore Support: Provide customized hardware, software and desktop support for all Police Services and Bookstore locations. Specific services are identified below.
1. Desktop Support – Ensuring all PCs, printers and peripherals are maintained.
  2. Network Support – Maintaining local network support for on-campus departments including additional firewalls for Bookstore point-of-sale systems.
  3. Report Exec – Maintaining and supporting application used by Police Services to enter and track police reports.
  4. Siren Warning System – Maintaining server to control and monitor the emergency sirens.
  5. 4CD Alerts System – Maintaining software which ties into the siren system sending text messages to subscribed members including students, faculty and staff.
  6. Point-of-Sale and Prism Book Order System – Supporting hardware and interface with vendor for cash registers and credit card systems and book inventory systems.
  7. Specialized Shelf Tag Printers – Supporting hardware and software to print the tag shelves for all three bookstores.
  8. Clancy Parking Ticket System, Live Scan Fingerprinting System, Video Surveillance Blue Phones and Time Card Software – Supporting all technical aspects of system for Police Services.
- L. District Office Support: Provide desktop and site specific support to nearly one hundred employees at the District Office. Example of services provided below.
1. Desktop Support – Providing support for all computers, including, purchasing, installation, troubleshooting and management.



2. **Printer Support – Providing support for all printers, including installation, troubleshooting and management.**
3. **Media Support – Providing setup and support of projectors, conference phones and checkout laptops.**
4. **Purchasing Recommendations – Evaluating needs, determining appropriate vendors and solutions and obtaining quotes for DO department specific hardware and software.**
5. **Computer Inventory – Tracking information related to all computers within the District office.**
6. **Telephone System – Providing onsite support for the phone system.**