



2018-19 Program Review – Administrative Unit

Business and Administrative Services Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

The mission of the Department of Business and Administrative Services (BAS) is to support the Office of Instruction and Student Services by promoting a better understanding of the college's business operations. We seek to uphold the highest standard of excellence in the performance of our responsibilities through the use of sound, effective and efficient business practices that comply with state statutes, board policies and administrative procedures. Our intention is to have teaching, learning, and the student experience proceed unencumbered by the administrative responsibilities of the department.

Fiscal year 2018-19 marks the first year that BAS participated in the program review process since 2013. Rather than reflect on past performance, I'd like to take this opportunity to provide an analysis of the department through new lenses with a focus on developing goals to be assessed in the next reporting period.

In support of the educational mission of the college, BAS provides a broad spectrum of business and support services for students, faculty and staff. The department is comprised of eight departments with 16.00 FTE's. The eight departments are as follows:

- Business Services
- Bursar's Office
- Duplicating and Mail Services
- Administrative Information Technology
- Maintenance & Operations
- Communication
- Security Services

The strength of the department continues to be the hard-working, dedicated employees that perform a wide range of services throughout the college. Consistently, employees within the department have demonstrated that they are a cohesive team in their everyday actions with respect to customer service, creativity, and resourcefulness. Employees of the department have been recognized for providing excellent service to students, faculty, administrators and to their peers. On multiple occasions, the Director along with Business Services employees have been the recipients of the Chancellor's Award, President's Award and Classified Employee of the year.

Unit Functions:

Business Services under the leadership and direction of the Director of Business and Administrative Services is responsible for enhancing, preserving and supporting the college's financial, physical and human resources. The unit supports the college mission by providing consultation, support and services to the college.

Business Services works closely with all areas of the college to:

- Responsibly manage the College's resources ensuring sound financial condition;
- Deliver quality services expeditiously;
- Enhance the physical infrastructure of the campus; and
- Create conditions in which students and employees can to their best work.

The unit has four (4) FTE; the Director, Business Services Supervisor and two Staff Services Specialist. Together, they provide the data, service and reporting necessary for many of the colleges' operational and administrative endeavors. Ongoing duties of the Business Services Unit include:

Finance and Budgeting

- Provide Cost Center Managers with valid and credible budget and revenue information to allow for effective planning and development of academic programs and student services
- Lead budget development efforts for the college; ensuring all budgets are submitted in a timely manner
- Forecast expenses and revenue
- Monitor and maintain budgets due to increased number of new categorical and special project allocations
- Initiate, process and approve budget transfer and journals of increasing number of grants and special projects
- Accurately review and process requisitions, change orders and cancellations
- Expedite the purchase of supplies and equipment for campus constituents ensuring compliance with state guidelines
- Ensure the prompt payment of all expenses incurred by the college and its employees in conducting college related business
- Process all budget transfers and budget journals.
- Process travel request forms
- Formulate campus business policies ensuring compliance with District Board Policies and Administrative procedures and state and federal laws.

- Act as the District liaison for both internal and external audits.
- Coordinate campus contracts with outside entities.
- Prepare bank deposits for campus based funds and student fee revenue
- Monitor expenditures to ensure spending is kept with budget
- Provide payroll support:
 - Review and process all personnel action forms for college
 - Process timesheets for students, hourly classified and certificated employees
 - Ensures that all employees are paid accurately and in a timely manner
 - Ensure payroll expenditures are in alignment with budgets
 - Review payroll adjustments for accuracy

Facilities

In addition to leading the colleges Business Services Department the Director of BAS is responsible for all areas pertaining to facilities management. Support for facilities is provided by Custodial Services, Engineering, Security, Staff Specialist and the Supervisor of Business Services.

Current staffing levels for facilities as a whole are not sufficient to meet the overall needs of the college. There is one (1) day shift custodian who during the course of the workday spends 85% to 90% of her time changing tissue rolls in 66 bathroom stalls. The colleges current tissue dispensers are designed more for home use rather than business use. Unfortunately, poor planning with respect to the configuration of the stalls does not allow for the installation of larger dispensers. Additionally, there is one (1) swing shift and three graveyard custodians. The daily cleaning routine falls behind when an employee is absent due to illness or vacation. The problem is further exasperated when the college is unable to locate substitute custodians for relief.

Below are just a few facilities related duties performed by the director/staff:

- Liaison for all campus facility maintenance, repairs and capital improvements
- Initiates campus work orders and track work orders to ensure completion
- Ensure the campus is clean and safe
- Maintain telephone services
- In concert with General Service lead college campus infrastructure improvement plans and capital projects
- Process and distribute District parking passes
- Deliver all purchases of supplies and equipment throughout the departments
- Maintains campus vehicle
- Coordinate and lead campus emergency preparedness

- Lead campus Safety program
- Manage programming for electronic locking mechanisms on doors, including smart classrooms
- Process requests for keys, and coordinate the request of additional keys with the District
- Maintain campus supplies for custodial services and the Duplicating Center
- Provide support for all campus facility planning, including expansion, design, and modification of existing facilities and the construction of new facilities
- Process all applications for the use of campus facilities for external facility users in accordance with PCCD Administrative Procedures
- Maintain receivables for external facility users; prepare statements; receipts and process payments from facility users
- Negotiate contracts with campus facility users
- Coordinate and schedule staff for events; coordinate setup for events
- Setup all campus events for internal and external customers

The following ongoing operational issues must be addressed:

- The service elevator has been down for several months. Receiving personnel rely on the handicap elevator to move bulky equipment and products. This impacts the ability of faculty, staff and students with mobility issues to access the elevator. The Department of General Services (DGS) must provide and maintain a strong continual contract to provide immediate service and repair request for all its elevators.
- The Lenel keycard system is no longer supported by DGS. There is no hardware or software support. The failing system has made it difficult to provide keycard access in a timely basis, especially to faculty needing access to smart classrooms.
- There are several issues with the front entrance doors including misalignment in addition to several other concerns.

The Department of General Services and the District Facilities Committee is aware of the above expressed concerns and are working towards a solution.

In the next year, we'll begin construction at 2118 Milvia Street. As with all construction projects, TCO (Total Cost of Ownership) must be taken into consideration. Thus, additional resources will be required in the form of staffing, supplies and equipment to support the new facility.

Security Services

Our mission and singular focus is to ensure the safety and well-being of our students, faculty, staff and visitors to Berkeley City College.

Current security services are provided by a private security firm. Given the security threats faced by many educational institutions in the United States, coupled with the Department of Education requirements around reporting (i.e. Clery Act), we find our *current security* arrangement to be ineffective. Berkeley City College (BCC) should receive the same level of security services (i.e. professionalism, expertise, customer service...) as provided to the other colleges within the District. This can be achieved by including BCC in the Alameda County Sheriff Department contract.

Information Technology

The mission of Information Technology is to promote successful learning experience through the effective deployment and maintenance of technology resources and by providing support services to faculty, staff and students.

BCC IT department systematically plans, acquires, updates, upgrades, replaces and maintains technology (computer, network) infrastructure, hardware, and software to meet institutional needs. BCC IT also distributes and utilizes technology resources to support the development, maintenance, and enhancements of college programs and services. Furthermore, BCC IT, in conjunction with District IT, supports faculty, staff, and students in the effective use of technology resources.

BCC IT strives to provide a positive user experience for all users of our computer, telephone, wired/wireless networks resources. However, a majority of the college network hardware infrastructure has been in service since 2006 when the college first opened. Therefore, a recommended comprehensive and critical network upgrade at 2050 Center Street is required. Based on recent estimates provided by District IT, BCC's network (wired, wireless, cabling) upgrade solution amounts to roughly \$1.4 million.

Bursar's Office – Student Support

The Bursar's Office supports the college through the control, collection and timely deposits of monies received from students, faculty, and staff. Our mission is to promote and foster an environment that capitalizes on the strengths of each employee by providing excellence in customer relations and accuracy in processing the department's daily transactions.

The Bursar's Office is staffed with 2.00 FTE's – A Bursar and an Accounting Clerk. The Departments responsibilities include:

- Posting tuition charges and fees and other miscellaneous fees
- Providing student account and billing information
- Refunding credit balances
- Processing and explaining transit pass procedures; distribute transit passes
- Disburses payroll warrants
- Processing third party billing for outside vendors
- Work cooperatively with Financial Aid to process all checks including scholarships, private loan checks and Chafee
- Responsible for accepting and balancing petty cash
- Generates invoices for international students

The above duties are accomplished while serving the needs of our students within the framework of our policies and legal guidelines. To further support the department's goal of providing exemplary student support services, the Bursars' Office hours should be extended to include evenings and Saturday. For this to happen an additional position is required.

During FY2018, the department's printer, computers and monitors were upgraded. Current equipment needs are limited to an updated copier/fax machine and a new safe.

Duplicating and Mail Services

The mission of the Duplicating and Mail Services Department is to support the educational experience for faculty, staff and students by providing reliable, quality equipment and services that meet the photocopying and mail services needs of the college community. Our goal is to provide high quality documents in a timely manner and to provide the security of in house printing for users requiring confidentiality.

The Center provides on-site duplicating services for a wide range of finished products. The products include, but are not limited to laminating, collating, copy/print, and more.

During FY2015, the college leased eight Konica copiers. The lease agreement expires July 31, 2019 at which time the college will need to update its photocopiers. We have an antiquated RICOH photocopier that needs to be surplus and replaced with a much needed energy efficient, high-powered copier that will be housed in the Duplicating Center.

All employees (full and part time) mailboxes are located in the Duplicating Center on the first floor (RM156) of 2050 Center Street. The units' duties include the receipt and distribution of incoming USPS mail along with the distribution of inter-office mail throughout the college. Incoming mail is disbursed to staff, faculty and administrators' mailboxes on a daily basis. In addition, Mail Services collects and processes all outgoing mail (including bulk mailings from the various departments) and delivers to the Post Office daily. Mail Services receives all packages delivered by UPS, FedEx and the like as well as intra-departmental deliveries.

Duplicating and Mail Services is staffed by one full-time employee with occasional support from a part-time assistant. The restrictions around the use of part-time employees leaves the unit constantly scrambling to replace and train new hourly assistants. Needless to say, this presents a problem when an employee is out ill or on vacation. Unfortunately, there have been mitigating instances that prevents the department from hiring student assistants. To ensure instructors get their exams or materials copied in time to meet deadlines a contingency plan must be in place. It is therefore recommended that the department hire a permanent Duplicating Technician.

To meet the duplicating and mail services needs of those relocating to 2118 Milvia Street, new construction must include enough square footage to accommodate storage, staff mailboxes, two photocopiers and an office space for the Duplicating Technician.

Communication Services

We strive to provide quality telephone services to all faculty, staff and students. The Staff Assistant in this area serves as the Receptionist for the fourth floor. Currently, approximately, 95% of her time is spent operating the colleges' telephone system.

Although, many of the duties formerly performed on campus are now processed by District Office personnel, the staff assistant continues to be the contact person and main support for the college phone system. This includes recording/reporting/completing any and all phone requests, and working directly with college IT staff to track internal/external phone issues on a daily basis.

We are currently re-evaluating how this position can further support the work of the department. Under consideration is the idea to relocate the switchboard to the 1st floor in or near Business Services.

List your Faculty and/or Staff

<p>Business Services: Business Services Supervisor Senior Staff Specialist - Fiscal Staff Specialist –Fiscal Director of Business and Administrative Services</p> <p>Bursar’s Office: Accounting Clerk II Bursar</p> <p>Duplicating and Mail Services: Senior Duplicating Technician & Support Services</p> <p>Information Technology: Senior College Information Systems Analyst Network Support Services Specialist</p> <p>Custodial Services: Head Custodian Lead Custodian Day Shift Custodian (1) Swing Shift Custodian (1) Graveyard Custodians (2)</p> <p>Communication: Staff Assistant-Communications</p> <p>Security Services (Contracted): Day Shift Guards (3) Evening Shift Guards (3) (Serves 2000 & 2050 Center St.)</p> <p>Engineering (Reports to District and College): Interim Chief Engineer Stationary Engineer</p>
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The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

1. Develop an efficient and effective college orientation program for new employees – In progress
BCC: Ensure Institutional Sustainability - District: Strengthen Accountability, Innovation and Collaboration
2. Review and improve Business Services Website including the Facilities and Health & Safety Committee websites
BCC: ensure Institutional Sustainability - District: Strengthen Accountability, Innovation and Collaboration – In progress

Describe your current utilization of facilities, including labs and other space

The Director of Business and Administrative Services staff occupies the following areas:

Business Services – Rooms, 141, 142
Bursars Office – Room 153
Duplicating and Mail Services – Rooms 156 and 156B
Receiving – Room 16
Custodial Services – Room 25 (office) Room 411 Storage
IT – Room 356 (office) Room 425 (storage)
Staff Assistant/Communications – 4th floor cubicle
Security - Room 56

Assessment

Which Administrative Unit Outcomes (AUO) did you assess in the past year? What were the results? Please describe the assessment methods used. How did your work lead to program improvement, that is, the development of Program Improvement Objectives (PIO's) as a result of your assessment?

Business Services was not included in past program review. Therefore, AUO's will be assessed during the next reporting period.

What Administrative Unit Outcomes (AUO) and program improvement objectives (PIO) do you plan to work on in the next 2 years?

1. Customer Satisfaction – Goal: 75% to 80% or more campus community believe services meets or exceeds expectation - Assessment Measurement = surveys
2. Develop a training matrix which outlines all required training each calendar year – Assessment Measurement = Training matrix developed and participation tracked
3. Produce annual technology inventory – Assessment Measurement – Inventory spreadsheet
4. Ensure close coordination with those affected by the planning and construction – Assessment Measurement – Building User Group (BUG) meetings, Track number of communications,

Major Accomplishments

Please describe 1-3 major accomplishments below since completion of the previous program review.

1. Successfully addressed State Violations (Clery Act) – Director and Dean
2. Successfully completed network upgrades at 2000 Center Street - IT
3. Negotiated lower rates at current parking facility - Director
4. Supported college-wide Customer Service Training - Dean and Director
5. Streamlined approval process/workflow - Director

Engagement

How have the administrators and staff in this area been engaged in institutional efforts such as committees, presentations, and department activities? Please list the committees your staff participate in.

College Roundtable – Director of BAS
Presidents Cabin – Director of BAS
Executive Cabin – Director of BAS
BCC Facilities Committee – Director and 4 Business Office employees
BCC Health and Safety Committee – Director and 3 Business Office Employees
BCC Technology Committee – IT Employee
Professional Development – Business Office Employee
District Facilities Committee – Director
District Safety Committee – Director
District Technology Committee – IT Employee
District Public Safety and Security Committee – Director
Local 1021 & Local 39 Negotiations Committee - Director
District BAM Task Force - Director
PeopleSoft Upgrades Committee – Director

Discuss how the administrators and staff have engaged in community activities, partnerships and/or collaborations.

- Active Board Member of the American Council on Education - Northern California – Director
- Attended Rotary Meeting with President
- Engaged in community discussions concerning bike paths
- Met with Berkeley City leaders regarding parking structure
- Attended several community kick-off events

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
<p>Personnel: Classified Staff</p>	<ul style="list-style-type: none"> 1.00 FTE Senior Accountant 	\$74,784	\$51,720	\$126,504
	<ul style="list-style-type: none"> 1.00 FTE Executive Staff Assistant (confidential) 	\$70,120	\$50,122	\$120,250
	<ul style="list-style-type: none"> 1.00 FTE Facilities Project Manager (Evening Administrator) 	\$100,483	\$60,547	\$161,030
	<ul style="list-style-type: none"> 1.00 FTE Swing Shift Chief Engineer 3:00-11:00pm (time split between 2050 & 2118 Milvia) 	\$83,244	\$54,626	\$137,870
	<ul style="list-style-type: none"> 2.00 FTE Custodians (Day and Graveyard) 	\$78,696	\$54,626	\$133,322
	<ul style="list-style-type: none"> 1.00 FTE Swing Shift Duplicating Technician (time split between 2050 & 2118) 	\$40,764	\$40,036	\$80,800
	<ul style="list-style-type: none"> 1.00 FTE Accounting Clerk (Bursars Office) – To accommodate 	\$37,860	\$33,550	\$71,410

	<p>students and faculty requiring after hour and weekend services.</p> <ul style="list-style-type: none"> • 2.00 FTE Network Support Services Specialist – To support increased technology use at 2050 and 2118 <p>The college has experienced low enrollments in the last couple of years; however, the college also grew substantially in prior years. The Office of Instruction and Student Services staffing levels increased; a direct result from the influx of state (restricted) funding, new programming initiatives, along with grant-funded projects. Conversely, for the last eleven years, staffing in Business Services has remained stagnant. To date, staffing levels in BAS are critically low. Due to growth in other areas of the college the unit's workload has increased since all work inevitably flows to Business Services.</p>	\$123,648	\$64,523	\$188,171
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	<p>The goal for the department is to hire staff in strategic support areas in order to improve upon and continue our ongoing efforts to meet the needs of our constituents. The college would benefit significantly by hiring the above proposed positions.</p> <p>For TCO (total cost ownership), additional custodians will need to be hired for 2118 Milvia.</p>			
Personnel: Student Worker	TBD			
Personnel: Part Time Faculty	N/A			
Personnel: Full Time Faculty	N/A			

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed	Staff Development Training	TBD

Professional Development: Personal/Individual PD needed	ACBO, ACCCA, NACUBO annual conferences	\$5,000
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Prioritized Resource Requests Summary - Continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software	Instructional Software – Instruction, faculty and instructional support (Adobe, Turnitin, Faronics, Symantec, etc.,)	\$30,000
	Non Instructional Software – Staff and administrative support (Symantec, Faronics, Corel, etc.)	\$5,000
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies	➤ IT Supplies for Classrooms & Faculty Offices	\$10,000
	➤ Copier Paper	\$10,000
Supplies: Non-Instructional Supplies	➤ Custodial Supplies –TCO – 2050 Center - 2118 Milvia Street	\$100,000
	➤ Office Supplies	\$5,000
	➤ Engineering Maintenance Supplies TCO – 2050 Center-2118 Milvia St	\$20,000
	➤ IT support supplies for campus and staff offices	\$5,000
Supplies: Library Collections	N/A	

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Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	➤ Bursar's Office Safe	\$1,000
	➤ Grout Cleaner Machine – Needed for sanitation purposes in restrooms	\$1,500
	➤ Furniture Upholstery Cleaner – Needed to maintain and sanitize furniture containing fabric throughout the college	\$1,000
	Equipment/furniture needs for the Duplicating and Mail Services Center located at 2050 Center Street and 2118 Milvia include:	
	➤ Two Photocopiers with networking capability (2118 Milvia)	TBD
	➤ One Large Photocopier (2050 Milvia)	TBD
	➤ Poster Maker (2050 Center Street) - Producing in-house posters will limit reduce cost paid to outside vendors.	\$2,500
	➤ Two Folding Machines (one for each location) – Needed for efficiency purposes	\$1,000
	➤ Technology Set up (computer, monitor, telephone -2118 Milvia)	\$5,000
	➤ Ergonomic Chair (2050 Center Street) – Needed for safety and health reasons	\$500
➤ Booklet Folding and Saddle Stitch Machine –Will allow us to easily and cost effectively produce bulletins, booklets and multi-panel brochures	\$2,225	
➤ Automatic Electric Stapler – Provides the ability of automatically staple large sets of documents. Will also eliminate our liability for complaints related to repetitive stress injuries.	\$1,500	

Technology & Equipment: Replacement	➤ Trash Compactor/Trash Bin – Current compactor obsolete thus requiring the need for an updated trash compactor and trash bin to accommodate compactor.	\$25,000
	➤ Low Speed Buffers (2) – Battery Operated for ease of use	\$2,500
	➤ High Speed Buffer (1) – Electric	\$3,000
	➤ Carpet (Industrial) Shampooer (1)	\$1,000
	➤ Administrative Computer Workstation for Support	\$5,000
	➤ Laptop Computers for Full-Time Faculty Refresh-Qty 13	\$33,000
	➤ Desktop Computer for Full-Time Faculty Refresh Qty 2	\$4,600
	➤ Desktop Computers for Computer Lab Refresh Qty 20	\$70,000
	➤ Server and Server Room Equipment for Multi-Purpose Support	\$10,000

Prioritized Resource Requests Summary - Continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms	N/A	
Facilities: Offices	<ul style="list-style-type: none"> ➤ Relocate IT Office at 2050 – Need office and Workspace ➤ One IT Office, Workspace at 2118 Milvia ➤ Executive Assistant to Director ➤ Facilities Project Manager Office ➤ Duplicating Technician Office, Workspace at 2118 Milvia ➤ Business Services occupies three office totaling 622 SF. To accommodate additional staff in the very near future the department will need to expand its footprint by approximately 1000 SF. 	
Facilities: Labs	N/A	

Facilities: Other	Additional Storage for Technology and Custodial Services and the Duplicating Center	

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials	N/a	
Library: Library collections	N/A	

Resource Category	Description/Justification	Total Estimated Cost
OTHER	N/A	