Building the future through quality education



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Santa Ana College . Santiago Canyon College

PLANNING AND ORGANIZATIONAL EFFECTIVENESS COMMITTEE

AGENDA

Wednesday, November 30, 2016 3:30pm-5pm District Office, Decision Room 340

- I. Welcome & Introduction
- **II.** Public/Committee Member Comments
- III. Minutes for Review and Approval
 - October 26, 2016
- IV. Report from District Council November 7, 2016
- V. District Strategic Plan Update Agenda February 27, 2017
- VI. Data Metrics to support 2016-19 RSCCD Strategic Plan
- **VII. POE Goals for 2016-2017**
 - a. RSCCD Participatory Governance Summit (February 7, 2016) Confirm Draft Agenda
 - **b.** Pre-Summit Survey responses
 - c. Goal #1: work to align the planning and budget cycles between the colleges and the District

VIII. Updates of Planning at the Colleges

- a. Santa Ana College
- b. Santiago Canyon College
- IX. District Services Satisfaction Survey, 2016
- **X.** Grant Development Schedule (handout)
- XI. Other

NEXT MEETING: February 22, 2017

The mission of the Rancho Santiago Community College District is to provide quality educational programs and services that address the needs of our diverse students and communities.

RSCCD Comprehensive Master Plan 2013 – 2023 RSCCD Goals

RSCCD Goal 1

RSCCD will assess the educational needs of the communities served by RSCCD and will adjust instructional programs, offerings, and support services and will allocate resources as needed to optimize the alignment of students' needs with services and fiscal resources.

RSCCD Goal 2

RSCCD will assess the educational needs of the communities served by RSCCD and then pursue partnerships with educational institutions, public agencies, non-profit organizations, and business/industry/labor to collaboratively meet those needs.

RSCCD Goal 3

RSCCD will annually improve the rates of course completion and completion of requirements for transfer, degrees, certificates, and diplomas.

RSCCD Goal 4

RSCCD will support innovations and initiatives that result in quantifiable improvement in student access, preparedness, and success.

RSCCD Goal 5

RSCCD will use a cycle of integrated planning that will demonstrate the effective use of resources.



In an effort to provide quality services to the colleges, District Services needs your feedback. Because each area needs input, we ask that you patiently evaluate all 27 departments listed. We took care to make this survey short, but as comprehensive as possible. The survey is anonymous and results will be disaggregated by department for their internal review. Thank you for your time and feedback.

and feedback.	
1. Your work site:	
Santa Ana College	
Santiago Canyon College	
District Operations	
2. Your position:	
Confidential/Classified	
Faculty	
Supervisory/Administration	
3. Your Employment Status:	
Full-time	
Part-time	



The ACADEMIC COMPUTER SUPPORT is responsible for technical assistance to faculty, staff, and students as well as procurement, deployment and maintenance of academic and administrative servers, computers, and software. 4. How often do you use the services of Academic Computer Support? Weekly Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 5. Please rate the Academic Computer Support in the following categories: Below Not Excellent Good Average Average Applicable Poor Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area

Overall quality of services

services, specif	fic processes, etc.):		Support (such	



The ACCOUNTS PAYABLE performs the primary non-payroll disbursement function for the District. We process for payment the general obligations of the District in accordance with current state and federal laws, education code, district policies and procedures and audit practices. We ensure the accuracy, completeness and appropriateness of payments made to outside vendors for goods and services, to staff for expense reimbursements and to students for grants, tuition refunds, stipends and other reimbursements.

7. How often do you use the services of t	the Accounts P	ayable?				
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
8. Please rate the Accounts Payable in the	ne following ca	tegories:				
8. Please rate the Accounts Payable in the	ne following ca Excellent	tegories:	Average	Below Average	Poor	Not Applicable
8. Please rate the Accounts Payable in the Staff helpfulness	_		Average		Poor	
	_		Average		Poor	
Staff helpfulness	_		Average		Poor	
Staff helpfulness Staff knowledge	_		Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)	_		Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance	_		Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	_		Average		Poor	

se, usefulness of s	ervices, specific p	processes, etc.)	Payable (such		



The APPLICATION SYSTEMS (AS) is responsible for the management and integration of Datatel and third party software such as Image Now, CI Track, and Blackboard. AS also provides State MIS Reporting and maintains the RSCCD research data warehouse.

10. How often do you use the services of the Application Systems (AS)?

10.	now often do you use the services of the Application Systems (AS)?
\bigcirc	Weekly
\bigcirc	Monthly
\bigcirc	Quarterly
\bigcirc	Twice a year
\bigcirc	Once a year
\bigcirc	Never (please skip to the next department)

11. Please rate the Application Systems (AS) in the following categories:

	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness						
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services						

rvices, specific	edback and sugges processes, etc.):			



The BENEFITS DEPARTMENT manages the medical, dental, and vision plans for eligible employees and their dependents as well as other fringe benefits such as life insurance, Employee Assistance Program, Hyatt Legal, and United Pet Care.

13. How often do you use the services of	the Benefits [Departmer	nt?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
14. Please rate the Benefits Department	in the following	g categori	es:			
				Below		Not
	Excellent	Good	Average	Average	Poor	Applicable
Staff helpfulness	Excellent	Good	Average	Average	Poor	
Staff helpfulness Staff knowledge	Excellent	Good	Average	Average	Poor	
	Excellent	Good	Average	Average	Poor	
Staff knowledge	Excellent	Good	Average	Average	Poor	
Staff knowledge Timeliness of response to my request(s)	Excellent	Good	Average	Average	Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance	Excellent	Good	Average	Average O O O O O O O O O O O O O O O O O O	Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average	Average	Poor	

vices, specific	processes, etc.):			



The BOOKSTORES provide the necessary educational tools to serve and benefit students, faculty and staff at all college locations including textbooks, course materials, office supplies and technology supplements. We also offer services that include a comprehensive textbook rental program, digital textbooks and provide alternate sources for students to purchase their course materials at the lowest price possible through comparison websites.

16. How often do you use the services of						
	the Bookstore	es?				
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
17. Please rate the Bookstores in the follo	owing categori	es:				
	.		•	Below	Б	Not
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness	Excellent		Average		Poor	
Staff helpfulness Staff knowledge	Excellent		Average		Poor	
	Excellent		Average		Poor	
Staff knowledge	Excellent		Average		Poor	
Staff knowledge Timeliness of response to my request(s)	Excellent		Average		Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance	Excellent		Average		Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent		Average		Poor O O O O O O O O O O O O O O O O O O	

ecific processes,	etc.):	 	 	



The CASHIERS OFFICES collect and process all student enrollment fee payments and refunds, issue photo ID cards and handle parking permit and bus pass sales for students, faculty and staff. We are responsible for all Accounts Receivable and billing services for students' deferred tuition and scholarships for Veterans Services, Active Military, Department of Rehabilitation, Journalism, EOPS, Employment Development Department, PSI Business Seminars, Fire Academy, Criminal Justice Academy and Apprenticeship Programs.

19. How often do you use the services of the	ne Cashiers	Offices?				
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
20. Please rate the Cashiers Offices in the	following ca	tegories:				
20. Please rate the Cashiers Offices in the	following ca	tegories: Good	Average	Below Average	Poor	Not Applicable
20. Please rate the Cashiers Offices in the Staff helpfulness			Average		Poor	
			Average		Poor	
Staff helpfulness			Average		Poor	
Staff helpfulness Staff knowledge			Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)			Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance			Average		Poor	

feedback and s s of services, s		 	 	_



The CHANCELLOR'S OFFICE is responsible for all District Services and college operations. This office is also responsible for agendas, minutes, and operations of the Board of Trustees and its committees. The Chancellor is the chief executive officer of the district and represents the district in all official matters.

22. How often do you use the services of the Chancellor's Office?

Weekly

Monthly

Quarterly

Twice a year

Once a year

Never (please skip to the next department)

23. Please rate the Chancellor's Office in the following categories:

	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness						
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services						

	back and suggestions services, specific pro	5 511155 (500)	. 30 0000 01	



The CHILD DEVELOPMENT SERVICES is responsible for the operation of 4 childcare centers at District facilities (SAC, SCC, CEC, and SAC-E) through the administration of several funding sources, including fee for service, California State Preschool, California General Childcare, Early Head Start, CCAMPIS, and the Orange County Children and Families Commission. The childcare centers also function as lab schools for students studying human development and nursing.

centers also function as lab schools to	i students si	ludying ii				
25. How often do you use the services of	the Child Dev	elopment	Services?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
() itoto (piedee emp te me mem department)						
26. Please rate the Child Development Se	ervices in the	following (categories:			
26. Please rate the Child Development Se	ervices in the	following (categories:	Below		Not
26. Please rate the Child Development Se	ervices in the	following o	categories:	Below Average	Poor	Not Applicable
26. Please rate the Child Development Se Staff helpfulness					Poor	
					Poor	
Staff helpfulness					Poor	
Staff helpfulness Staff knowledge					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area					Poor O O O O O O O O O O O O O O O O O O	

efulness of se	ervices, specific p	rocesses, etc.)):	 	



The ECONOMIC DEVELOPMENT serves as liaison between the colleges and private industry; collaborates with the colleges, employers, advisory committees and other community partners to identify workforce education, training and instructional needs in the region; provides direct services such as seminars, workshops, training, one-on-one small business consulting, curriculum development, faculty training and professional development opportunities; meets Chancellor's Office program requirements.

28. How often do you use the services of	the Economic	: Developr	ment?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
20 Places rate the Economic Developme	nt in the follow	wing cated	gories:			
29. Please rate the Economic Developme	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness					Poor	
					Poor	
Staff helpfulness					Poor	
Staff helpfulness Staff knowledge					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area					Poor O O O O O O O O O O O O O O O O O O	

dback and suggest f services, specific		(200 0.0 000	



The FACILITIES PLANNING, CONSTRUCTION AND SUPPORT SERVICES provide oversight and management for all district facilities including capital facility outlay projects, renovation, new construction, maintenance and operations. Our staff provide guidance and oversee compliance for activities in planning, design, agency approvals, scheduled and preventative maintenance, hiring of consultants and contractors, oversee bidding and project delivery, assist in project budgeting and accounting, ensure Division of State Architect approvals and certification, and meet the office of the State Chancellor's requirements and annual deadlines.

31. How often do you use the services of the	he Facilities l	Planning,	Constructio	n and Supp	ort Servi	ces?
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
32. Please rate the Facilities Planning, Cor	nstruction an	d Support	: Services in	the following Below	ng catego	ories: Not
	Excellent	Good	Average	Average	Poor	Applicable
Staff helpfulness						
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services						

	eedback and sug of use, usefulnes			



The FISCAL, BUDGET, AND ACCOUNTING SERVICES ensure all district accounts and funds undergo an annual independent financial audit and follow-up and resolve any related audit issues. We prepare a variety of financial and investment reports, forecasts and projections, cash flow statements, and various other information, calculations and reports for use by internal and external users. We prepare the annual budget assumptions for review and discussion with the Fiscal Resources Committee, establish the revenue budgets, and provide the campuses with their expenditure allocations.

34. How often do you use the services of t	he Fiscal, Bu	dget, and	Accounting	Services?		
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
35. Please rate the Fiscal, Budget, and Ac	counting Ser	vices in th	e following	categories:		
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness		Good	Average		Poor	
		Good	Average		Poor	
Staff helpfulness		Good	Average		Poor	
Staff helpfulness Staff knowledge		Good	Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)		Good	Average		Poor O O O O O O O O O O O O O O O O O O	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance		Good	Average		Poor O O O O O O O O O O O O O O O O O O	

feedback and sug services, specific		ana / tooutill	9 001 11003	(Suon as eas	



The GRAPHIC COMMUNICATIONS SERVICES establish, enhance and maintain the visual image of the district and its colleges. Print and digital graphic design and desktop publishing services are provided for a wide range of needs—class schedules, catalogs, brochures, posters, newsletters, e-blasts, announcements, advertisements, campus signage, booklets and more.

blasts, announcements, advertisements	s, campus s	ignage, b	ooklets an	d more.		
37. How often do you use the services of the	he Graphic C	Communic	ations Serv	ices?		
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
38. Please rate the Graphic Communication	ns Services	in the follo	owing categ			
38. Please rate the Graphic Communication	ens Services Excellent	in the follo	owing categ Average	ories: Below Average	Poor	Not Applicable
38. Please rate the Graphic Communication Staff helpfulness				Below	Poor	
·				Below	Poor	
Staff helpfulness				Below	Poor	
Staff helpfulness Staff knowledge				Below	Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)				Below	Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance				Below	Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				Below	Poor O O O O O O O O O O O O O O O O O O	

efulness of se	ervices, specific p	rocesses, etc.):		



The HUMAN RESOURCES is responsible for personnel recruitment and selection processes for all positions in the district; training and professional development for district employees and orientation for new employees; collective bargaining and implementation of collective bargaining agreements; administration and maintenance of all employee records; compliance with state and federal laws and regulations; management of performance evaluation processes.

federal laws and regulations; manage	ment of perfo	rmance e	evaluation p	rocesses.		
40. How often do you use the services of	f the Human R	esources	?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
		_				
41. Please rate the Human Resources in	the following	categories	S :	Dalam		Net
41. Please rate the Human Resources in	the following of	categories Good	S: Average	Below Average	Poor	Not Applicable
41. Please rate the Human Resources in Staff helpfulness		-			Poor	
		-			Poor	
Staff helpfulness		-			Poor	
Staff helpfulness Staff knowledge		-			Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)		-			Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance		-			Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area		-			Poor O O O O O O O O O O O O O O O O O O	

eedback and sug of services, spe		`		



The ITS HELP DESK is a call center res faculty and staff which includes assign repairs are required.	-	• •				
43. How often do you use the services of t	the ITS Help I	Desk?				
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
44. Please rate the ITS Help Desk in the fo			Average	Below	Door	Not
Staff helpfulness	Excellent	Good	Average	Average	Poor	Applicable
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance						
Availability of assistance						
Services provided fit the needs of my area						

edback and sug of services, spe		` 	 	



The MAIL SERVICES is responsible for the acceptance and processing of inbound and outbound US mail and inter-office correspondence; delivery and collection of inbound and outbound correspondence to all District locations. 46. How often do you use the services of the Mail Services? Weekly Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 47. Please rate the Mail Services in the following categories: Below Not Excellent Good Average Average Applicable Poor Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area Overall quality of services

e, usefulness of	services, specific p	rocesses, etc.):	Services (such a		



The NETWORK ADMINISTRATION is responsible for hosting and maintaning of application servers, enterprise storage systems, telecommunication system, wireless network, and video surveillance as well as mechanisms to provide a safe and reliable network (e.g. firewalls, antivirus, intrusion systems). 49. How often do you use the services of the Network Administration? Weekly Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 50. Please rate the Network Administration in the following categories: Not Below Applicable Excellent Good Average Average Poor Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area Overall quality of services

	edback and sugg sific processes, e		(1	,	



The PAYROLL DEPARTMENT is responsible for the collection, preparation, and the timely and accurate processing of the payroll. This includes the proper calculation of payroll taxes and retirement information for all district employees. We also process retroactive payments, contract changes and corrections on an as-needed basis and serve as a resource for all payroll issues.

changes and corrections on an as-need	ded basis an	d serve a	s a resour	ce for all pa	ayroll iss	sues.
52. How often do you use the services of	the Payroll?					
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
53. Please rate the Payroll in the following	g categories:					
				Delevi		Net
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness	Excellent	Good	Average		Poor	
Staff helpfulness Staff knowledge	Excellent	Good	Average		Poor	
	Excellent	Good	Average		Poor	
Staff knowledge	Excellent	Good	Average		Poor	
Staff knowledge Timeliness of response to my request(s)	Excellent	Good	Average		Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance	Excellent	Good	Average		Poor O O O O O O O O O O O O O O O O O O	
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average		Poor O O O O O O O O O O O O O O O O O O	
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average		Poor	

ocesses, etc.):		n as ease of use		



The PUBLIC AFFAIRS offers strategic support and implementation of communications strategies through employee communications (e-blasts, website, newsletters), media relations (press releases, crisis communications, media tracking), publications development (strategy and content), social media (Facebook, Twitter), website development (content and site specifications), and marketing (advertising, direct mail, and online).

marketing (advertising, direct mail, and	d online).					
55. How often do you use the services of	the Public Affa	airs?				
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
56. Please rate the Public Affairs in the fo	llowing catego	ories:				
56. Please rate the Public Affairs in the fo	Ilowing catego	Good	Average	Below Average	Poor	Not Applicable
56. Please rate the Public Affairs in the fo			Average		Poor	
			Average		Poor	
Staff helpfulness			Average		Poor	
Staff helpfulness Staff knowledge			Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)			Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance			Average		Poor O O O O O O O O O O O O O O O O O O	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			Average		Poor O O O O O O O O O O O O O O O O O O	

cific process	ses, etc.):			



The PUBLICATIONS SERVICES provide outside printing quotes and bids. Produbrochures, flyers, posters, booklets, inv	icts produce	ed in-hou	se include	instruction	nal mater	•
58. How often do you use the services of the	he Publicatio	ns Service	es?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
59. Please rate the Publications Services i		ng categor	ies:	Below		Not
	Excellent	Good	_			
		Good	Average	Average	Poor	Applicable
Staff helpfulness		Good	Average	Average	Poor	Applicable
Staff helpfulness Staff knowledge			Average	Average	Poor	Applicable
·	O O		Average	Average	Poor	Applicable
Staff knowledge			Average	Average	Poor	Applicable
Staff knowledge Timeliness of response to my request(s)			Average	Average O O O O O O O O O O O O O O O O O O	Poor	Applicable O O O O O O O O O O O O O O O O O O

feedback and su s of services, sp		•		



The PURCHASING SERVICES is responsible for the acquisition of materials, equipment and services; ensuring expenditures are proper, competitive and without conflict of interest; remain in compliance with federal and state laws, rules and regulations of the procurement process. 61. How often do you use the services of the Purchasing Services? Weekly Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 62. Please rate the Purchasing Services in the following categories: Below Not Excellent Good Average Average Applicable Poor Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area Overall quality of services

	edback and sugg of services, spec		`		



The RESEARCH, PLANNING, & INSTITUTIONAL EFFECTIVENESS DEPARTMENT conducts and coordinates instructional research about the District and its colleges for a wide variety of users. An annual research agenda is developed based on needs of college and district faculty and staff, as well as state and federal mandates, and includes support of accreditation, planning, government reporting, support of grant-funded programs, matriculation and testing, student outcomes reporting, and coordination of projects conducted by non-District researchers using students and/or staff as subjects.

64. How often do you use the services of t	he Research	Departme	ent?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
GE Diagon rate the Decemb Department	in the fellowi	-	wi o o .			
65. Please rate the Research Department	in the followi	ng catego	ries:			
65. Please rate the Research Department	in the followi	ng catego ^{Good}	ries: Average	Below Average	Poor	Not Applicable
65. Please rate the Research Department Staff helpfulness					Poor	
					Poor	
Staff helpfulness					Poor	
Staff helpfulness Staff knowledge					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance					Poor	



The RESOURCE DEVELOPMENT identifies grant opportunities; coordinates development, writing, preparation, and submission of grant applications; assists project directors with budget and program planning assistance for their grant projects; prepares and processes grant-related documents required internally or by the funder. Staff provide guidance on compliance to ensure projects meet audit standards.

projects meet audit standards.		·	_	-		
67. How often do you use the services of	the Resource	Developr	ment?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
		_				
68. Please rate the Resource Developme	nt in the follow	wing categ	jories:	D. I		N /
68. Please rate the Resource Developme	nt in the follow	wing categ Good	gories: Average	Below Average	Poor	Not Applicable
68. Please rate the Resource Developme Staff helpfulness					Poor	
					Poor	
Staff helpfulness					Poor	
Staff helpfulness Staff knowledge					Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)					Poor O O O O O O O O O O O O O O O O O O	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance					Poor O O O O O O O O O O O O O O O O O O	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area					Poor O O O O O O O O O O O O O O O O O O	

lback and suggesti services, specific			



The RISK MANAGEMENT provides support and resources to staff and faculty on a wide range of matters including Workers Compensation, ergonomic assessments, safety issues, hazardous materials, waivers and releases, Certificates of Insurance, subpoenas and other legal matters, DMV checks, and contract review for proper insurance and indemnification clauses.

checks, and contract review for proper	insurance a	nd indem	nification o	clauses.		
70. How often do you use the services of	the Risk Man	agement?	•			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
71. Please rate the Risk Management in the	he following o	ategories	:	Dolow		Not
71. Please rate the Risk Management in the	he following o	categories Good	: Average	Below Average	Poor	Not Applicable
71. Please rate the Risk Management in the Staff helpfulness	-	_			Poor	
	-	_			Poor	
Staff helpfulness	-	_			Poor	
Staff helpfulness Staff knowledge	-	_			Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s)	-	_			Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance	-	_			Poor O O O O O O O O O O O O O O O O O O	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	-	_			Poor O O O O O O O O O O O O O O O O O O	

e, usefulness of	services, specific	agement (such		



The SAFETY AND SECURITY serves and protects the people and property at all district locations to ensure a safe and secure educational environment that encourages personal and intellectual growth. To accomplish this, our primary activities are to perform visible and continuous patrols of district properties so that we are available to provide assistance to our students, staff and guests; to perform safety and security services; to detect and deter crime.

to perform carety and occurry convices, to detect and deter crime.												
73. How often do you use the services of the Safety and Security?												
Weekly												
Monthly												
Quarterly												
Twice a year												
Once a year												
Never (please skip to the next department)												
74. Please rate the Safety and Security in the following categories:												
74. Please rate the Safety and Security in	the following	categorie	s:									
74. Please rate the Safety and Security in	the following Excellent	categorie Good	S: Average	Below Average	Poor	Not Applicable						
74. Please rate the Safety and Security in Staff helpfulness					Poor							
					Poor							
Staff helpfulness					Poor							
Staff helpfulness Staff knowledge					Poor							
Staff helpfulness Staff knowledge Timeliness of response to my request(s)					Poor							
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance					Poor O O O O O O O O O O O O O O O O O O							
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area					Poor O O O O O O O O O O O O O O O O O O							

edback and sugger of services, specifi		· 	



The STUDENT BUSINESS OFFICE handles all Accounts Payable functions for the Associated Students, Community Education, Diversified Club and Trust accounts, and the Student Representation Fund including reimbursements, purchase orders and payments of invoices. We are responsible for departmental deposits for Athletics, Child Development Centers, Fine and Performing Arts, Health Centers, International Student Programs, Libraries, Planetarium and student clubs and organizations.

76. How often do you use the services of the Student Business Office?									
Weekly									
Monthly									
Quarterly									
Twice a year									
Once a year									
Never (please skip to the next department)									
77. Please rate the Student Business Offi	ice in the follo	wing cate	gories:						
77. Please rate the Student Business Offi	ice in the follow	wing cateo	gories: Average	Below Average	Poor	Not Applicable			
77. Please rate the Student Business Office Staff helpfulness			_		Poor				
			_		Poor				
Staff helpfulness			_		Poor				
Staff helpfulness Staff knowledge			_		Poor				
Staff helpfulness Staff knowledge Timeliness of response to my request(s)			_		Poor				
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance			_		Poor				
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			_		Poor				

processes, etc.):	Business Office	(52.5.1 20 6466	2. 2.2., 40010	



The WAREHOUSE & RECEIVING SERVICES are responsible for the receipt, inspection, safeguarding and delivery of most goods throughout the District as well as maintaining trace inventories, conducting physical inventories, providing annual reconciliation of fixed assets, maintaining and coordinating the donation, sale and disposition of surplus property.

79. How often do you use the services of the Warehouse & Receiving Services?											
Weekly											
Monthly											
Quarterly											
Twice a year											
Once a year											
Never (please skip to the next department)											
80. Please rate the Warehouse & Receiving Services in the following categories:											
80. Please rate the Warehouse & Receiving	ng Services ir	the follow	ving catego	ries:							
80. Please rate the Warehouse & Receiving	ng Services ir	n the follow Good	ving catego Average	ries: Below Average	Poor	Not Applicable					
80. Please rate the Warehouse & Receiving Staff helpfulness				Below	Poor						
				Below	Poor						
Staff helpfulness				Below	Poor						
Staff helpfulness Staff knowledge				Below	Poor						
Staff helpfulness Staff knowledge Timeliness of response to my request(s)				Below	Poor						
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance				Below	Poor O O O O O O O O O O O O O O O O O O						
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				Below	Poor O O O O O O O O O O O O O O O O O O						

. Additional feedbarefulness of service	es, specific process	_	`	



The WEB DEVELOPMENT implements and manages the Enterprise Web Content Management System which includes the district and college websites, portal, and related databases. 82. How often do you use the services of the Web Development? Weekly Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 83. Please rate the Web Development in the following categories Below Not Excellent Good Average Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area Overall quality of services

eedback and sugg of services, spec			

RSCCD Resource Development Grant Development Schedule

Grant	District/College	RSCCD Goals	Due	Status	Expected Notification Date	Match	If awarded	Institutionaliz ation?
Submitted								
Beverage Container Recycling Grant Program \$50,000 - \$250,000 (CA Dept. of Resources Recycling and Recovery)	DO – Tracy Conner	Goal #5	July 7 th	Submitted	Two cycles: December 2016 and August 2017	No	Implement a beverage container recycling and litter reduction program to promote increased recycling of beverage containers and reduce litter.	The containers and related items will purchased will remain in use
EHS Child Care Partnerships \$1.5-2 million (U.S. Dept. of Health & Human Services)	DO – Janneth Linnell	Goals #1 and #2	August 1, 2016	Submitted	September 2016	Yes 20%: consists of state- funded staff & unclaimed indirect	Expand child care services through partnerships with service providers and referral organizations, and home-based child care providers.	No
November 2016								
Community College Initiatives \$100,000 (National Endowment for the Humanities)	SCC - Jared Kubicka-Miller	Goal #4	Pre-proposal due 11/1/16; Proposal due 1/12/17	Submitted pre- proposal	Late-spring 2017	No	Implement a multi-disciplinary project to engage students in building critical thinking and communication skills by exploring the theme of "First Generation Women & Power."	No
Upward Bound – Regular \$1,250,000 (U.S. Dept. of Education)	SAC – Romelia Madrigal	Goals #1, #2, and #4	November 28, 2016	Writing	August 2017	No	Provide college and career preparation and planning services for low-income & atrisk Santa Ana high school students.	No
December 2016								
Zero-Textbook-Cost Degree Grant Program (Chancellor's Office) Up to \$35,000 for planning and Up to \$150,000 for Implementation	SAC – Cherylee Kushida OEC – Angela Guevara	Goals #3 and #4	December 12, 2016 (potentially four applications)	Planning	December 16, 2016	No	Develop a plan or implement a project to offer a Zero- Textbook-Cost Degree Program	Yes. Continue to offer courses using OER for no- cost.

Updated: November 14, 2016

RSCCD Resource Development Grant Development Schedule

Grant	District/College	RSCCD Goals	Due	Status	Expected Notification Date	Match	If awarded	Institutionaliz ation?
Song Brown Capitation (Nursing) 2017-2019	SAC – Becky Miller	Goals #3 and #4	December 15, 2016	Planning	February 2017	Yes: 20%	Instructional and support services will be provided to increase retention, achievement and completion of SAC's nursing program, especially for underrepresented and disadvantaged students.	No.
Minority Science & Engineering Improvement Program (MSEIP) (U. S. Department of Education) Up to \$750,000 over 3 years	SAC – Crystal Jenkins	Goals #3 and #4	December 20, 2016	Planning	Summer 2017	No	Project to improve success in chemistry courses thereby improving persistence and completion of science programs and degrees.	No.
January 2017 Community College Initiatives (National Endowment for the Humanities) \$100,000	SCC - Jared Kubicka-Miller	Goal #4	Pre-proposal due 11/1/16; Proposal due 1/12/17	Planning	Late-spring 2017	No	Implement a multi-disciplinary project to engage students in building critical thinking and communication skills by exploring the theme of "First Generation Women and	No
College Assistance Migrant Program \$2,125,000 (U.S. Dept. of Education)	SCC – Deisy Covarrubias	Goals #1, #2 and #4	Due date expected in January	Planning	August 2017	No	Power." Engage in outreach and recruitment of children of migrant families, and provide extensive educational and support services during their first year in college.	No
Upward Bound Math & Science \$1,250,000 (U.S. Dept. of Education)	SCC – Maggie Cordero	Goals #1, #2, and #4	Due date expected in January	Planning	August 2017	No	Provide college & career preparation & planning services for low-income & atrisk OUSD high school students who intend to pursue STEM majors	No

Updated: November 14, 2016

RSCCD Resource Development Grant Development Schedule

Grant	District/College	RSCCD Goals	Due	Status	Expected Notification Date	Match	If awarded	Institutionaliz ation?
Veterans Upward Bound \$1,250,000 (U.S. Dept. of Education)	SAC – Brenda Estrada	Goals #1, #2, and #4	Due date expected in January	Planning	August 2017	No	Provide college and career preparation and planning services for veterans.	No
Spring 2017 Child Care Access Means Parents in School Program \$520,000 per campus (U.S. Dept. of Education)	DO – Janneth Linnell	Goal #4	Early spring 2017	Planning	August 2017	No	Provide child care services to low-income parents enrolled at Santa Ana College or Santiago Canyon College.	No
Spring 2017								
Procurement Technical Assistance for Business Firms \$300,000/yr for 3 years (Defense Logistics Agency Office of Small Business Programs.)	DO – Leila Mozaffari	Goal #2	May 3, 2017	Decided not to pursue	Unknown until submission date set by funder	Yes: 50% Consists of SBDC staff, and leveraged state and local projects	Provide technical assistance to small businesses to assist them in procuring government contracts.	No

Updated: November 14, 2016