



Rancho Santiago Community College District
District Council Meeting
April 3, 2017

Executive Conference Room
3:00 – 5:00 p.m.

Agenda

- | | |
|--|-----------|
| 1. Approval of Minutes of March 6, 2017 Meeting | Rodríguez |
| 2. April 12, 2017 Board of Trustees Meeting | Rodríguez |
| 3. Reorganizations | Chitlik |
| 4. Review of Governance Committees Mid-Year Goals | Perez |
| 5. Committee Reports | |
| a. Planning & Organizational Effectiveness Committee | Perez |
| b. Human Resources Committee | Chitlik |
| c. Fiscal Resources Committee | Hardash |
| d. Physical Resources Committee | Hardash |
| e. Technology Advisory Group | Krichmar |
| 6. Constituent Representative Reports | |
| a. Academic Senate - SAC | Jones |
| b. Academic Senate – SCC | DeCarbo |
| c. Classified Staff | Pleitez |
| d. Student Government – SAC | Cervantes |
| e. Student Government – SCC | Chian |
| 7. Other | |

Next Meeting:
May 8, 2017
3:00 – 5:00 p.m.
Executive Conference Room #114



Rancho Santiago Community College District District Council Meeting

MINUTES March 6, 2017

Members:	Raúl Rodríguez	Present
	Peter Hardash	Present
	Enrique Perez	Absent
	Judy Chitlik	Present
	Linda Rose	Present
	John Hernandez	Absent
	Lee Krichmar	Absent
	Elliott Jones	Present
	Michael DeCarbo	Present
	Roxana Pleitez	Present
	Amber Stapleton	Present
	Lisette Cervantes	Present
	Esther Chian	Absent
	Bonnie Jaros	Present
	Mary Mettler	Present
	Diane Hill	Present
	George Sweeney	Absent
	Adam O'Connor	Present

Chancellor Raúl Rodríguez convened the meeting at 3:05 p.m.

1. Approval of Minutes of January 30, 2017

It was moved by Mr. DeCarbo, seconded by Ms. Chitlik and carried unanimously to approve the minutes of the January 30, 2017 meeting.

2. March 13, 2017 Board of Trustees Meeting

Dr. Rodríguez shared highlights of the agenda for the March 13, 2017 Board of Trustees Meeting.

3. Reorganizations

Interim Vice Chancellor Chitlik presented three reorganizations for consideration:

- a. District Fiscal Services – it was moved by Ms. Stapleton, seconded by Mr. Hardash and carried unanimously to approve reorganization #1003.
- b. Educational Services – it was moved by Dr. Rose, seconded by Dr. Rodríguez and carried unanimously to approve reorganization #1004.
- c. Educational Services – it was moved by Ms. Stapleton, seconded by Mr. Hardash and carried unanimously to approve reorganization #1005.

4. 2017-2018 Tentative Budget Assumptions

Vice Chancellor Hardash presented the 2017-2018 Tentative Budget Assumptions that were unanimously recommended by the Fiscal Resources Committee. Discussion ensued. It was moved by Mr. Hardash, seconded by Dr. Mettler and carried unanimously to approve the 2017-2017 Tentative Budget Assumptions as recommended.

5. Board Planning Session Follow Up

Chancellor Rodríguez solicited feedback regarding the February 27 Board Planning Session. Discussion ensued.

6. Committee Reports

a. Planning and Organizational Effectiveness Committee (POEC)

Mr. Perez reported that POEC is following up on the January Governance Summit and was instrumental in preparing for the Board Planning Session. The next meeting is scheduled for March 22, 2017.

b. Human Resources Committee (HRC)

Ms. Chitlik reported that the next meeting is scheduled for March 8, 2017.

c. Fiscal Resources Committee (FRC)

Mr. Hardash reported that FRC approved the 2017-2018 Tentative Budget Assumptions and 2017-2018 Budget Calendar at their last meeting and the next meeting is scheduled for March 22, 2017.

d. Physical Resources Committee (PRC)

Mr. Hardash reported that the next meeting is scheduled for April 5, 2017.

e. Technology Advisory Group (TAG)

Mr. Hardash reported that the next meeting is scheduled for April 6, 2017.

7. Constituent Representative Reports

a. Academic Senate/SAC: Dr. Elliot Johns reported on the activities of the SAC Academic Senate.

b. Academic Senate/SCC: Mr. DeCarbo reported on the activities of the SCC Academic Senate.

c. CSEA: Ms. Pleitez reported on the activities of CSEA and also announced the new CSEA President is Sheryl Martin, who works at the Orange Educational Center.

d. Student Government/SAC: Ms. Cervantes reported on the activities of the SAC ASG.

e. Student Government/SCC: Ms. Chian reported on the activities of the SCC ASG.

8. Other

Dr. Rodríguez reminded members that there is a board policy, BP 6014 – Location of District Sponsored Events, that encourages all off campus events to be held within the district boundaries. He encouraged all to take this policy into consideration as plans are being made for various off campus activities.

Other (continued)

The following events were announced:

- a. 3/24 – SCC Science Night
 - b. 3/25 – SAC Spring Spectacular
 - c. 3/10 and 3/18 – Immigration Forums at CEC
9. Next Meeting: The next District Council meeting will be held on Monday, April 3, 2017 in the Executive Conference Room (#114).

Meeting Adjourned: 4:10 p.m.

Approved:

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
REORGANIZATION REQUEST FORM

Number # 1010
 Assigned by Human Resources

Use this form and the reorganization process to make a permanent personnel change in your program or department. If proposing a new and/or change of position, please attach a cost of position worksheet.

Site/Department/Division: District Office/Auxiliary Services

Manager/Supervisor: Adam O'Connor

Position(s) affected:

CURRENT POSITION	PROPOSED POSITION
All positions currently reporting to centralized Auxiliary Services department	SAC Auxiliary Services
Information Systems Specialist FT (Vacant)	SCC Auxiliary Services
	SCC Senior Accountant FT 12mth

Current annual salary/benefits cost \$ See Attached Proposed annual salary/benefits cost \$ See Attached
 Specify budget impact – include exact amounts or the best available estimate and the source of funding:

GENERAL FUNDS RESTRICTED FUNDS

Source of funding (account numbers): See Attached
 (Attach necessary budget change forms)

Reason for reorganization:

See attached for details of moving from a centralized operation to separate services at each college.

Will there be duties and/or responsibilities that will no longer be performed/required in this department/division?
 No Yes If yes, please explain below.

It will no longer be centralized, but all duties will be moved to college functions

Does this change affect more than one department/division? No Yes If yes, please explain below.
 See Attached.

Please note: You are required to attach both current and proposed organization charts (highlighting all positions affected, both current and proposed) with this form.

Submitted by (District Cabinet Member): [Signature] Date: 3/20/17

SIGNATURES AND/OR REVIEW DATES	
Human Resources (Signature/Date): <u>[Signature]</u> 3/17/17	Business Operations & Fiscal Services (Signature/Date): <u>[Signature]</u> 3/17/17
	Resource Development (Signature/Date – Only for Restricted Funds)
COLLEGE POSITIONS	DISTRICT POSITIONS
President's Council Approval (Signature/Date):	Chancellor's Cabinet Approval (Signature/Date): <u>[Signature]</u> 3/20/17
Chancellor's Cabinet Approval (Signature/Date):	Chancellor's Council (Signature/Date):
CSEA (Signature/Date):	CSEA (Signature/Date):

To better align the auxiliary services provided to students including the bookstores, cashiering and student business office functions, this reorganization moves these services from a centralized district function to separate services at each college.

At SCC the bookstore manager will report to the Vice President of Administrative Services and the position of Information Systems Specialist will be eliminated. The cashiers staff currently housed at SCC will remain and an additional 19 hour position at SAC will be moved to SCC. Also, the position of Senior Accountant is added with this reorganization.

At SAC, the Director of Auxiliary Services will report to the Vice President of Administrative Services. The bookstore, Auxiliary Services Specialists and Student Financial Services will continue to report to the Director of Auxiliary Services. The Senior Accountant and Information Systems Specialist will now report to the Campus Budget Manager.

Regarding the budget changes related to this reorganization:

- All positions will move from district department codes to the related campus department code based on where each employee will work.
- The Director of Auxiliary Services currently 100% General Fund, will be split at SAC 70% GF and 30% to the bookstore. The general fund dollars that are freed up are credited to SCC.
- As there is no continuing source of funds in Fund 79, all employees currently charged to Fund 79 will be charged to Fund 11 or Fund 31 (bookstore)
- For the General Fund there is a savings to SCC of \$4,599 and a cost to SAC of \$91,387 with this reorganization. There is also a savings to the bookstore fund at SCC of \$39,776 and a cost at SAC of \$5,429 however, given that the bookstore manager position at SAC will not be filled at this time, there is a net savings at SAC as well.

With the approval of this reorganization, the colleges and the district will work together on a transition starting immediately with a rollout throughout the spring semester with the goal for the entire reorganization effective no later than June 30, 2017.

Auxiliary/Cashiers Shift Analysis

Person By Person	Current DS	Current DS				TO SAC							
		FD 11 - SAC	FD 11 - SCC	FD 31 - SAC	FD 31 - SCC	FD 79 - SAC	FD 79 - SCC	FD 11	FD 31	FD 11	FD 31		
Rhonda Langston (30% FD 31)	73% - 11-0000-672000-54121-2110 27% - 11-0000-672000-54122-2110	124,195	45,937										
Gilbert Cossio	66% - 11-0000-672000-54121-2130 25% - 11-0000-672000-54122-2130 7% - 79-7372-696000-14129-2130 2% - 79-7372-696000-24129-2130	62,143	23,539			6,590	1,884						
Loan Lynch	68% - 11-0000-672000-54121-2130 32% - 11-0000-699000-54122-2130	64,160	30,192										
Roxanne Packard	100% - 11-0000-699000-54121-2130	78,278											
Kathleen White	69% - 11-0000-699000-54121-2130 25% - 11-0000-699000-54122-2130 4% - 31-0000-691000-14121-2130 2% - 31-0000-691000-24122-2130	77,650	28,135	4,501	2,251								
Cristina Zamora	100% - 11-0000-699000-54121-2310	25,109											
Tawny McMinity to SCC	100% - 79-7372-696000-14129-2310					25,109							
Jana Cruz vacant - Information System Spec-13/3 - DELETE	50% - 31-0000-691000-14124-2130 50% - 31-0000-691000-24126-2130			47,862	47,862								
Senior Accountant 15/3 - SCC													
Hourly account	11-0000-699000-54121-2320	31,209											
Theresa Reinos	100% - 11-0000-699000-54171-2130	97,432											
Yasmina Briceño	100% - 11-0000-699000-54171-2130	96,192											
Hourly account	11-0000-699000-54171-2320	52,021											
Wendy Davis	91% - 11-0000-699000-54172-2130 9% - 79-7372-696000-24129-2130	72,771											
Cristine Gonzales-Martinez	96% - 11-0000-699000-54172-2130 4% - 79-7372-696000-24129-2130	96,285											
Hourly account	11-0000-699000-54172-2320	6,925											
TOTAL		708,389	303,784	52,363	50,113	31,699	13,093						
FD 11 change (SAC & SCC)		86,788.00											
FD 31 change (SAC & SCC)		(34,347.00)											
FD 79 change (SAC & SCC)		(44,792.00)											
SAC change all funds		58,967.00											
SCC change all funds		(51,318.00)											
FD 11 change in SAC		85,237.00											
FD 11 change in SCC		1,551.00											

RSCCD

COST OF NEW POSITION - CLASSIFIED CONTRACT

POSITION TITLE	MONTHLY RATE	NO OF MONTHS	ANNUAL COST
Grade 11/Step 3 Information Systems Specialist	\$ -	12	\$ 49,260.32

SALARY RELATED TAX/BENEFITS	BENEFIT RATE	BENEFIT COST	
PERS	13.888%	6,841.27	
SOCIAL SECURITY	6.200%	3,054.14	
MEDICARE	1.450%	714.27	
UNEMPLOYMENT	0.050%	24.63	
WORKERS COMP	2.250%	1,108.36	
ACTIVE RET. INS. COST	1.000%	492.60	
TOTAL TAX & BENEFIT COST	24.838%	\$ 12,235.27	\$ 12,235.27
TOTAL SALARY & BENEFIT COST			\$ 61,495.59

FRINGE BENEFITS COST	BENEFIT RATE	BENEFIT COST	
FRINGE BENEFITS (CSEA only)		1,500.00	
SOCIAL SECURITY	6.200%	93.00	
MEDICARE	1.450%	21.75	
UNEMPLOYMENT	0.050%	0.75	
WORKERS COMP	2.250%	33.75	
ACTIVE RET. INS. COST	1.000%	15.00	
TOTAL FRINGE BENEFIT COST	10.950%	\$ 1,664.25	\$ 1,664.25

INSURANCE BENEFITS			
LIFE INSURANCE (ANNUAL OR \$50,000 minimum)			
(Annual Life Insurance X \$0.19/1000 X 12 Months)	\$ 50,000.00	114.00	
MEDICAL INSURANCE (see below)		26,656.56	
TOTAL INSURANCE COST		26,770.56	\$ 26,770.56

TOTAL COST OF POSITION	\$ 89,930.40
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BENEFITS =	\$ 40,670.08
BENEFIT COST AS A PERCENT OF CONTRACT =	82.56%

Admn., Superv/Mang. & Conf. (including Fringe amount)	31,838.40
CSEA	26,656.56

RSCCD

COST OF NEW POSITION - CLASSIFIED CONTRACT

POSITION TITLE	MONTHLY RATE	NO OF MONTHS	ANNUAL COST
Grade 15/Step 3 Senior Accountant	\$ -	12	\$ 60,757.85

SALARY RELATED TAX/BENEFITS	BENEFIT RATE	BENEFIT COST	
PERS	13.888%	8,438.05	
SOCIAL SECURITY	6.200%	3,766.99	
MEDICARE	1.450%	880.99	
UNEMPLOYMENT	0.050%	30.38	
WORKERS COMP	2.250%	1,367.05	
ACTIVE RET. INS. COST	1.000%	607.58	
TOTAL TAX & BENEFIT COST	24.838%	\$ 15,091.04	\$ 15,091.04
TOTAL SALARY & BENEFIT COST			\$ 75,848.89

FRINGE BENEFITS COST	BENEFIT RATE	BENEFIT COST	
FRINGE BENEFITS (CSEA only)		1,500.00	
SOCIAL SECURITY	6.200%	93.00	
MEDICARE	1.450%	21.75	
UNEMPLOYMENT	0.050%	0.75	
WORKERS COMP	2.250%	33.75	
ACTIVE RET. INS. COST	1.000%	15.00	
TOTAL FRINGE BENEFIT COST	10.950%	\$ 1,664.25	\$ 1,664.25

INSURANCE BENEFITS			
LIFE INSURANCE (ANNUAL OR \$50,000 minimum) (Annual Life Insurance X \$0.19/1000 X 12 Months)	\$ 60,757.85	138.53	
MEDICAL INSURANCE (see below)		26,656.56	
TOTAL INSURANCE COST		26,795.09	\$ 26,795.09

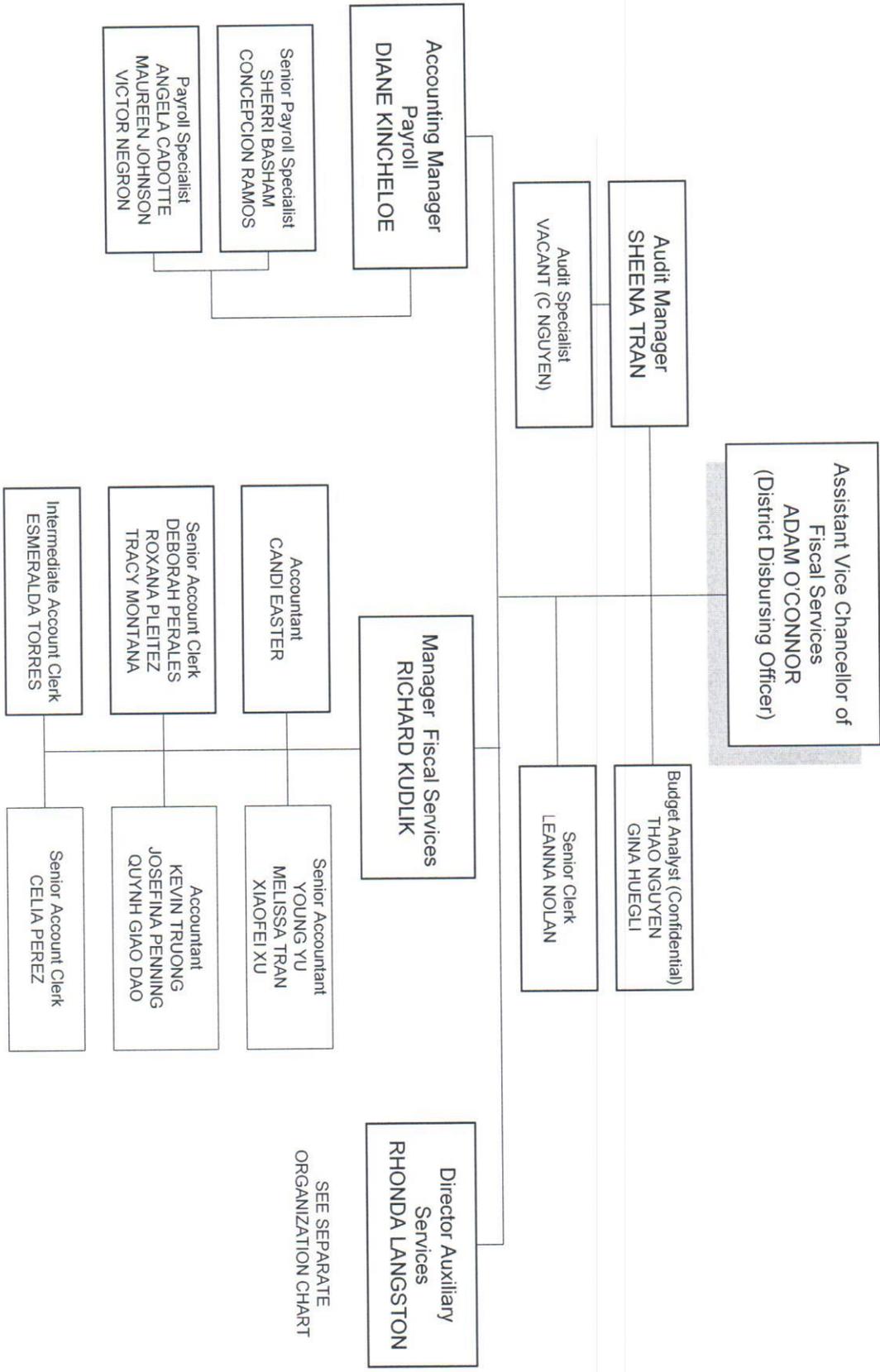
TOTAL COST OF POSITION	\$ 104,308.23
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BENEFITS =	\$ 43,550.38
BENEFIT COST AS A PERCENT OF CONTRACT =	71.68%

Admn., Superv/Mang. & Conf. (including Fringe amount)	31,838.40
CSEA	26,656.56

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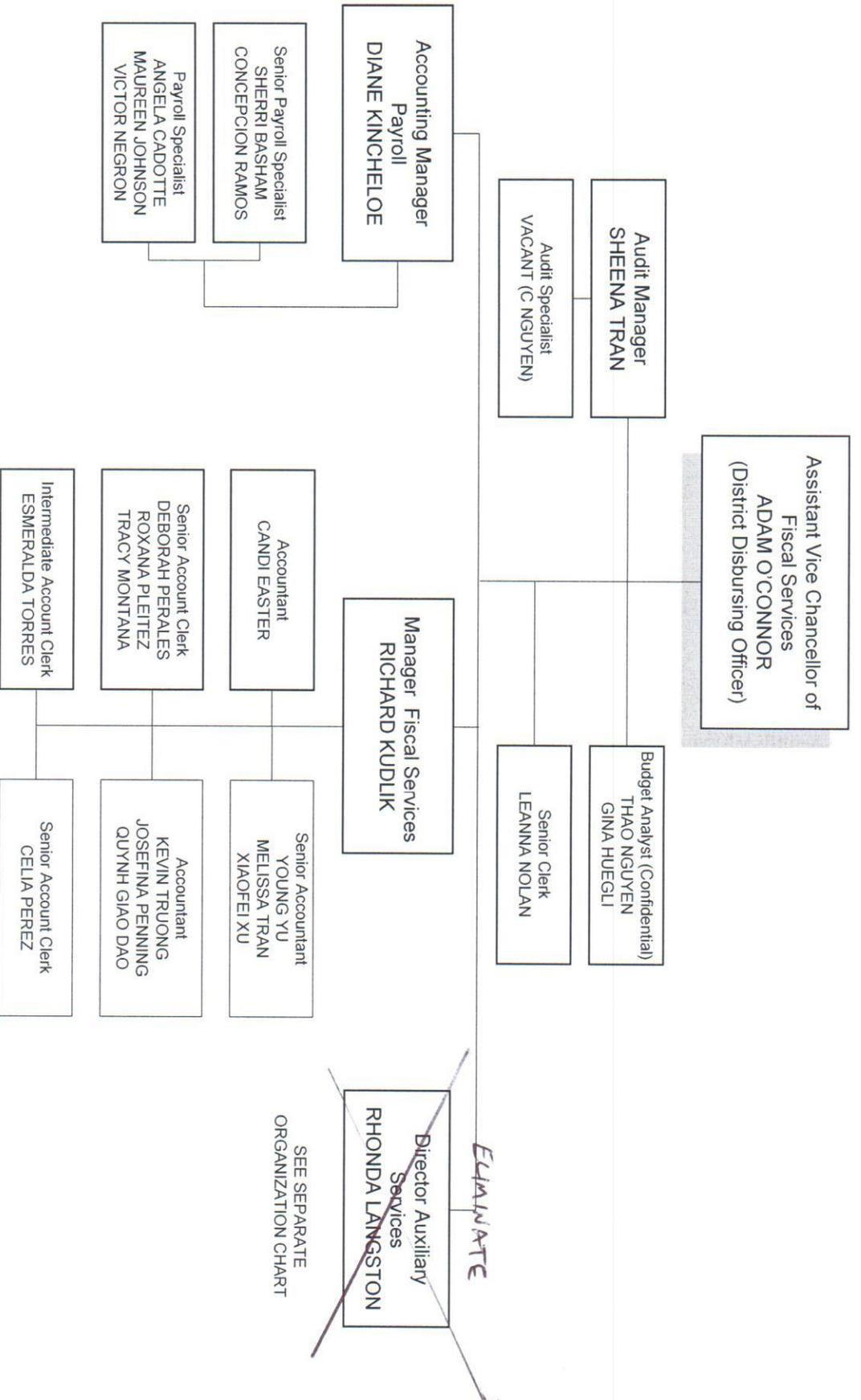
Rancho Santiago Community College District
BUSINESS OPERATIONS AND FISCAL SERVICES
FISCAL SERVICES



SEE SEPARATE ORGANIZATION CHART

Rancho Santiago Community College District BUSINESS OPERATIONS AND FISCAL SERVICES FISCAL SERVICES

PROPOSED



ELIMINATE

SEE SEPARATE ORGANIZATION CHART

Rancho Santiago Community College District BUSINESS OPERATIONS AND FISCAL SERVICES AUXILIARY SERVICES

CURRENT

Director
Auxiliary Services
RHONDA LANGSTON

Bookstore Manager/SAC
VACANT (BONETATI)

Bookstore/CEC

Auxiliary Services Specialist
BEATRICE FREYE PADILLA

CAFE

DON EXPRESS
Bookstore Cashiers
VACANT (ARUIZ) .475 FTE

Cashier
SUE SIEGEL .475 FTE
DEBORAH HOLLISTER
.475 FTE

Student Business Officer/SAC

Bookstore Operations Specialist
MICHELLE MORALES

Bookstore Buyer
CHRISTOPHER WILD

Bookstore Storekeeper
RAUL QUINONEZ

Auxiliary Services Specialist
HECTOR RODRIGUEZ
CYNTHIA PLASCENCIA

Senior Cashier
VACANT (J MACIAS) .475 FTE

SAC/Bookstore Cashier
LOUIS HERNANDEZ .475 FTE

Senior Accountant
KATHLEEN WHITE

Information Systems Specialist
GILBERT COSSIO

Auxiliary Services Specialist
LOAN L YNCH
ROXANNE PACKARD
CRISTINA ZAMORA
.475 FTE/12MO

Cashier's Office/SAC

Auxiliary Services Specialist
THERESA RECINOS
YASMINA BRICENO
TAWNY MCMINIMY
.475 12 MO

Cashier's Office/SCC

Accountant
CHRISTINE GONZALEZ-
MARTINEZ/SCC

Auxiliary Services Specialist
WENDY DAVIS/ SCC

Bookstore Manager/SCC
WILLIAM JEFFERY

Information Systems Specialist
VACANT (CRUZ)

Bookstore Operations Specialist
MARIA MACIAS

Bookstore Buyer
JAZMIN MACIAS

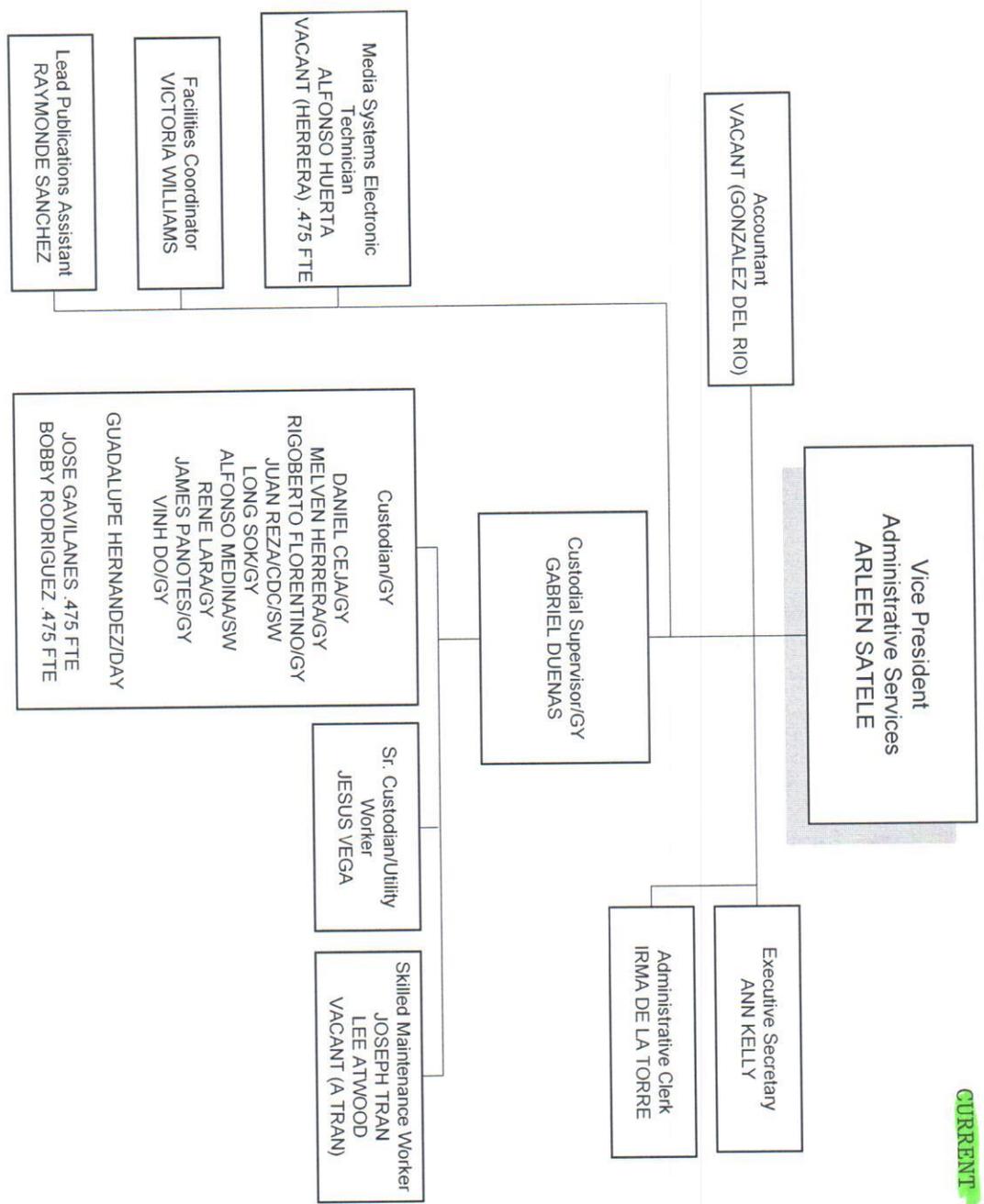
SCC/Bookstore Storekeeper
FERNANDO QUINONEZ
.475 FTE

Cashier
JENNIFER MEDINA
.475 FTE

Rancho Santiago Community College District
SANTIAGO CANYON COLLEGE
ADMINISTRATIVE SERVICES

CURRENT

* Red Circled

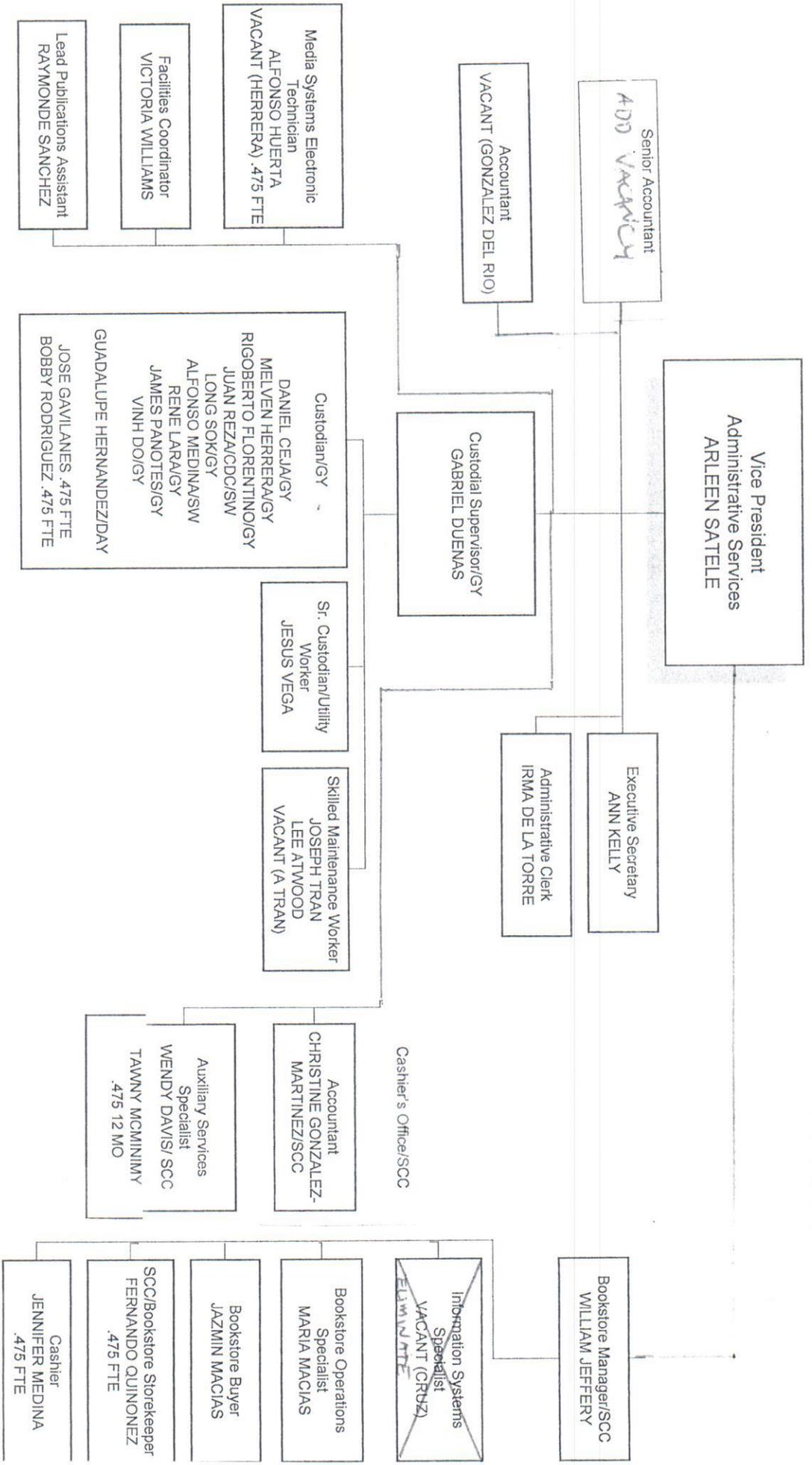


Rancho Santiago Community College District
 SANTIAGO CANYON COLLEGE
 ADMINISTRATIVE SERVICES

* Red Circled

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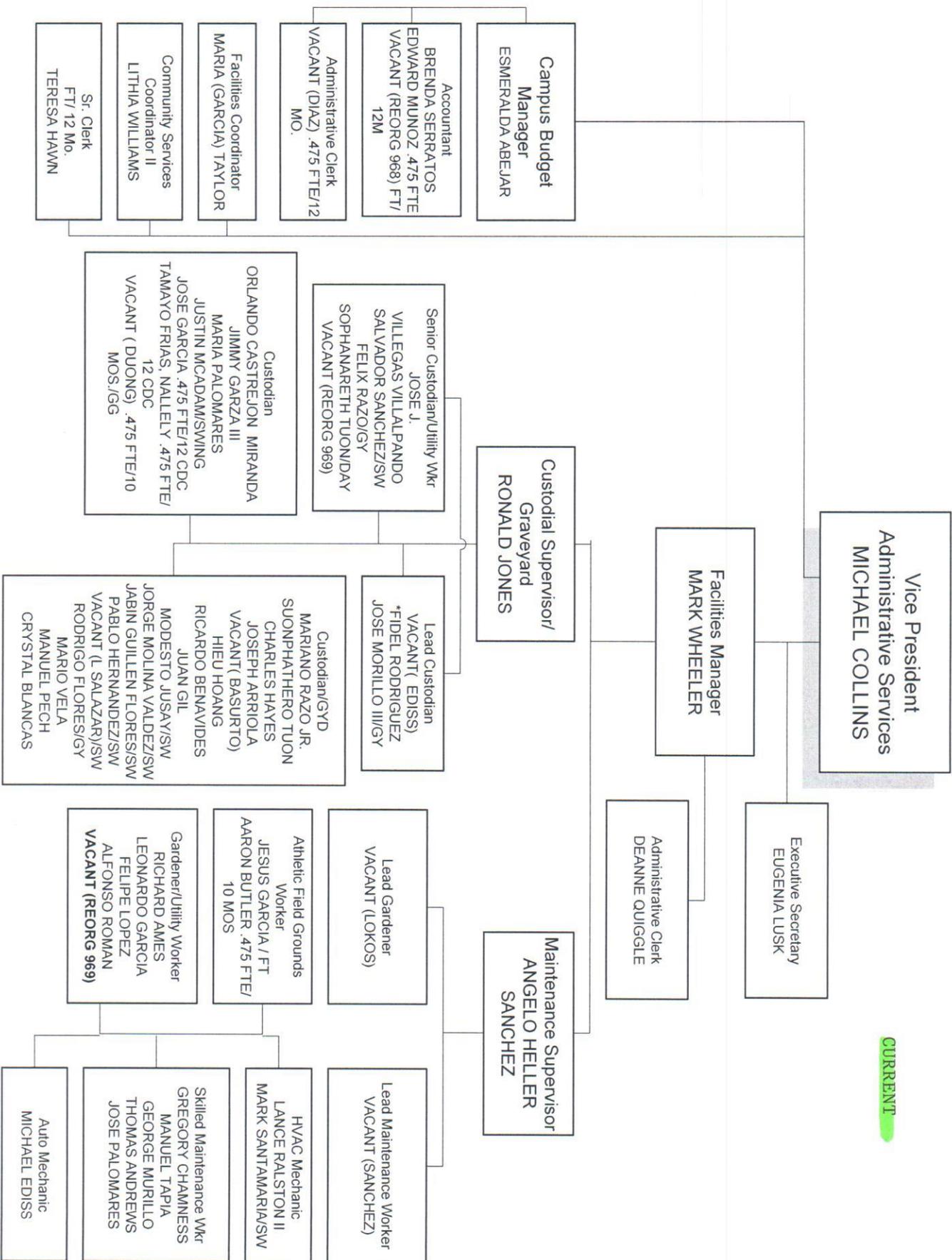
PROPOSED



**Rancho Santiago Community College District
SANTA ANA COLLEGE
ADMINISTRATIVE SERVICES**

* Red Circle Grade 8

CURRENT





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**COMMITTEE: Planning and Organizational Effectiveness
Mid-year Status Report**

GOALS 2016-2017

1. Work to align the planning and budget cycles between the colleges and the District
2. Serve as the oversight committee for the RSCCD Mission and Strategic Plan
3. Ensure integration of clearer responsibilities between the Fiscal Resources Committee (FRC) and POE utilizing District Council as the designator of responsibilities
4. Assist in planning the District Governance Summit
5. Serve as the oversight committee for district-wide grants
6. Inform district governance committees of their respective roles in accreditation so they may serve as a support to the colleges

Status Report

Date: February 22, 2017

Goal 1: This item is ongoing. There is an ongoing agenda item for SAC and SCC planning updates. The resource allocation timelines of SAC and SCC are coordinated with the district timelines through the Planning and Institutional Effectiveness Committee (PIE) at SCC and the Resource Allocation Request process (RAR) overseen by the Planning and Budget Committee at SAC. This alignment needs to be formalized, however.

Goal 2: A workgroup have been developed to create the PowerPoint presentation for the February 27, 2017 Board meeting to present the 2016-2019 RSCCD Strategic Plan. The POE committee has also approved the data points selected by the workgroup to complement the 2016-2019 Strategic Plan Update for the February 2018 meeting of the Board of Trustees. Data will be collected from designated groups/persons in preparation for the Board presentation. This process was presented to District Council and approved.

Goal 3: The chairs of POE and FRC attend District Council; in fall 2016 no issue has arisen regarding committee responsibilities.

Goal 4: The POE committee has created an agenda for the February 7, 2017 governance summit, and the committee will take the lead to oversee the summit on behalf of the Chancellor and District Council.

Goal 5: The Vice Chancellor of Educational Services serves as the chair of POE and presents a grants update at every meeting. All questions and comments are documented in the minutes.

Goal 6: An accreditation update will be made at the February 7, 2017 governance summit.

approved: February 22, 2017

POE COMMITTEE MEMBERS:

Michael DeCarbo • Dr. Marilyn Flores • Dr. Bonita Jaros • David Jimenez • Carlos Lopez • Enrique Perez • Nga Pham • Kristen Robinson • Craig Rutan • Mark Smith • Aaron Voelcker • John Zarske



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District COMMITTEE: Fiscal Resources Committee

GOALS 2016-2017

1. Review and evaluate Budget Allocation Model.
2. Monitor state budget development and recommends mid-year adjustments.
3. Develops budget assumptions for tentative and adopted budgets.
4. Develops District budget process calendar.

Mid-year (Dec. 15) Status Report:

Date: November 16, 2016

Status:

Goal 1: Reviewed and approved recommended changes.

Goal 2: Reviewed and waiting on January, 2017 Governor's proposal to re-evaluate.

Goal 3: Completed for 2016-2017.

Goal 4: Completed for current calendar. Will develop new calendar in Feb. 2017.

End-of-Year (June 15) Progress Report:

Completed (C) Revised (R) Ongoing (O) Deleted (D)

Please give brief narrative:

Goal 1:

Goal 2:

Goal 3:

Goal 4:

POE approved: 10-26-16

POE COMMITTEE MEMBERS:

Michael DeCarbo • Dr. Marilyn Flores • Dr. Bonita Jaros • Carlos Lopez • Enrique Perez • Nga Pham • Connie Ramos
Kristen Robinson • Craig Rutan • Mark Smith • Aaron Voelcker • John Zarske



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District COMMITTEE: Physical Resources Committee (PRC)

GOALS 2016-2017

1. Assess and review of Facilities Plan
2. Assess and review of Measure E and Measure Q Bond Projects
3. Assess and review of state funded Scheduled Maintenance Projects
4. Assess and review of District Capital Outlay Projects

Mid-year (Dec. 15) Status Report:

Date: January 2017

Status:

Goal 1: Submitted the Five Year Facilities Plan to the State Chancellor's Office

Goal 2: Review of all bond funded projects and financial summaries

Review of state funded Scheduled Maintenance projects including Prop 39 Energy
Goal 3: Savings Projects

Goal 4: Review of all District Capital Outlay projects currently in planning or construction phase.

End-of-Year (June 15) Progress Report:

Completed (C) Revised (R) Ongoing (O) Deleted (D)

Please give brief narrative:

Goal 1: Ongoing

Goal 2: Ongoing

Goal 3: Ongoing

Goal 4: Ongoing

POE approved: 10-26-16

POE COMMITTEE MEMBERS:

Michael DeCarbo • Dr. Marilyn Flores • Dr. Bonita Jaros • Carlos Lopez • Enrique Perez • Nga Pham • Connie Ramos
Kristen Robinson • Craig Rutan • Mark Smith • Aaron Voelcker • John Zarske



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District COMMITTEE: Technology Advisory Group (TAG)

GOALS 2016-2017

1. Assess how well technology needs are being met and identify areas of improvement
2. Develop the RSCCD Strategic Technology Plan
3. Align the RSCCD Strategic Technology Plan with college plans by fiscal year end
4. Increase accessibility compliance for hardware & software (VPATs) and improve overall statistics for Siteimprove (compliance software)

Mid-year (Dec. 15) Status Report:

Date: 12/2/2016

Status:

Goal 1: Ongoing

Goal 2: Ongoing

Goal 3: Ongoing

Goal 4: Ongoing

End-of-Year (June 15) Progress Report:

Completed (C)

Revised (R)

Ongoing (O)

Deleted (D)

Please give brief narrative:

Goal 1: TAG examined the ITS Satisfaction Survey on 12/1/2016 and reviewed the specific feedback on “How could we meet your technology needs better?”, which included 51 comments. See attachments. The ITS Helpdesk online system has been recently improved and we are assessing ways to continue with additional improvements.

Goal 2: The RSCCD Strategic Technology Plan has been developed and approved by TAG for 2017 to 2020. It will return to District Council for approval in January.

Goal 3: Upon completion, review the SAC and SCC college plans (estimated to be June) and update the RSCCD Technology Plan as appropriate.

POE COMMITTEE MEMBERS:

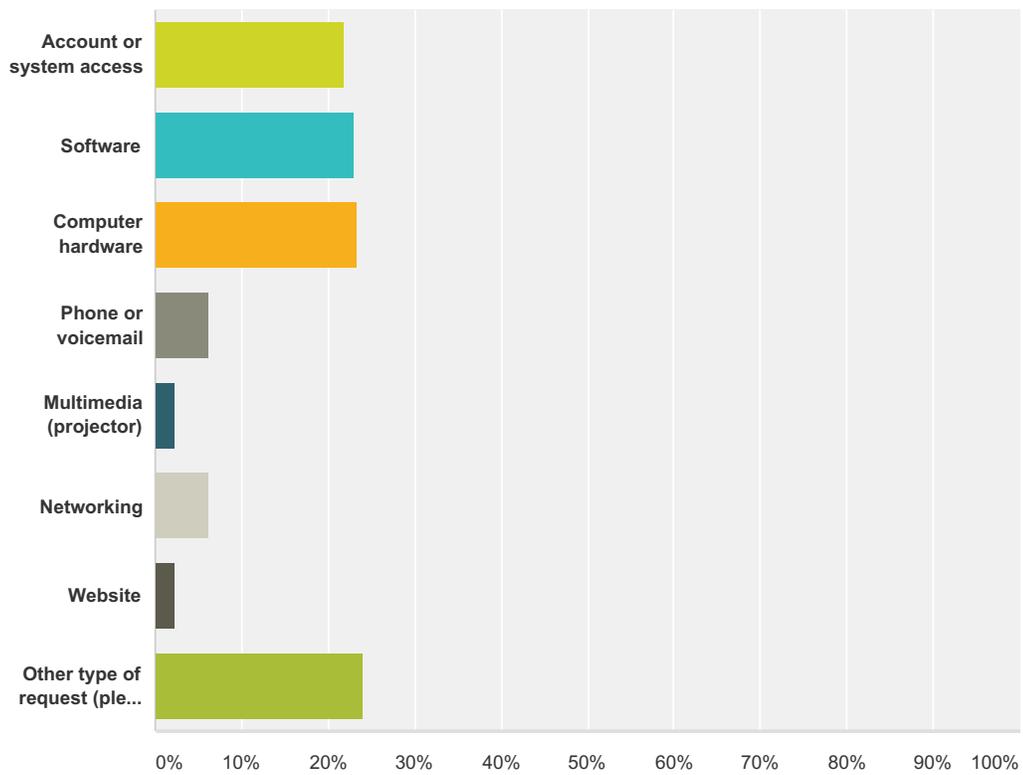
Michael DeCarbo • Dr. Marilyn Flores • Dr. Bonita Jaros • Carlos Lopez • Enrique Perez • Nga Pham • Connie Ramos
Kristen Robinson • Craig Rutan • Mark Smith • Aaron Voelcker • John Zarske

Goal 4: ITS has been reviewing VPAT's for hardware and software purchases. Additionally, work has been completed to improve the overall statistics for 'Type A' issues (the worst offenses). Training has been conducted on Siteimprove software at SAC, SCC, and DO. Training has been conducted by DSPS on how to create accessible Word, Excel, and PDF documents at SAC and SCC.

POE approved: 10-26-16

Q1 What was the nature of your latest ITS request?

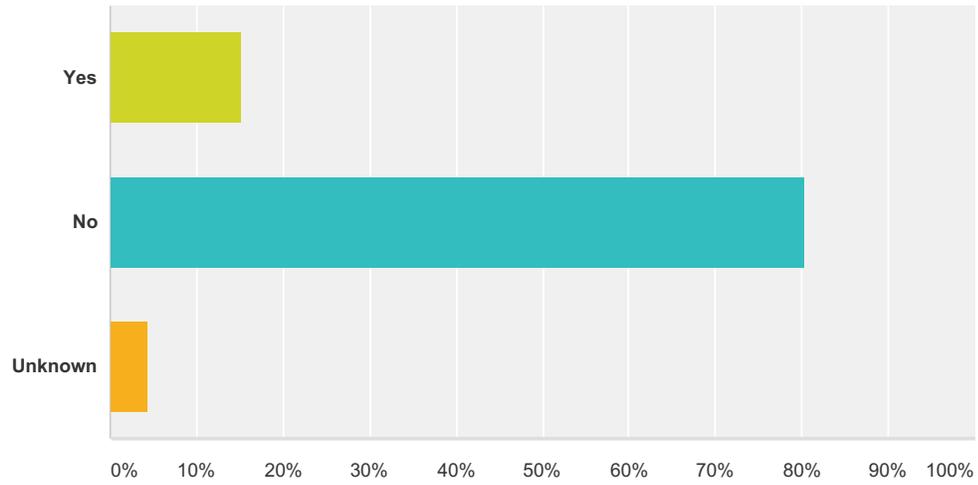
Answered: 419 Skipped: 1



Answer Choices	Responses
Account or system access	21.96% 92
Software	22.91% 96
Computer hardware	23.39% 98
Phone or voicemail	6.21% 26
Multimedia (projector)	2.39% 10
Networking	6.21% 26
Website	2.39% 10
Other type of request (please specify)	24.11% 101
Total Respondents: 419	

Q2 Was this request a recurring issue?

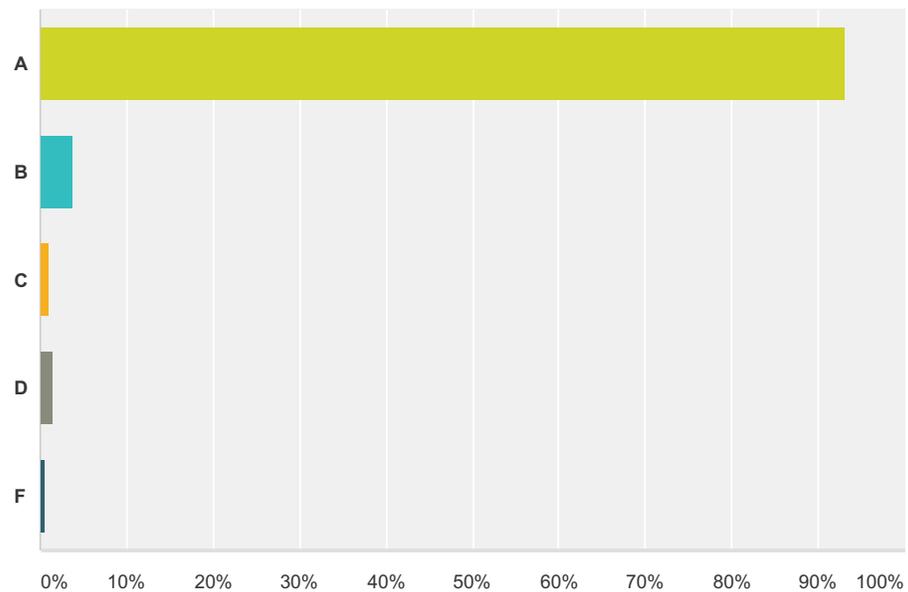
Answered: 418 Skipped: 2



Answer Choices	Responses
Yes	15.31% 64
No	80.38% 336
Unknown	4.31% 18
Total	418

Q3 Using a typical letter grade, how would you rate the service you received from ITS?

Answered: 417 Skipped: 3

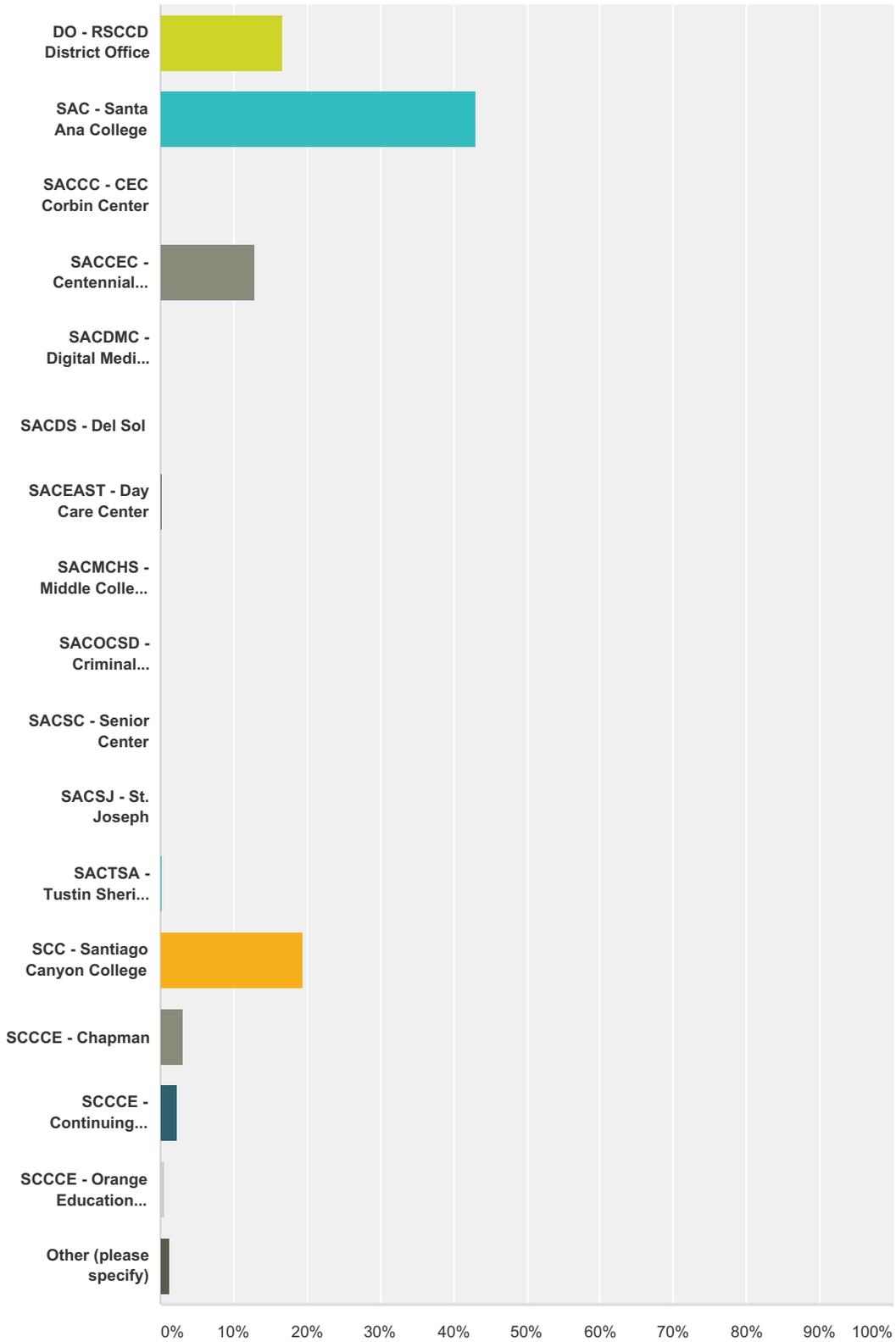


Answer Choices	Responses
A	93.05% 388
B	3.84% 16

C	0.96%	4
D	1.44%	6
F	0.72%	3
Total		417

Q4 What is your primary location?

Answered: 417 Skipped: 3

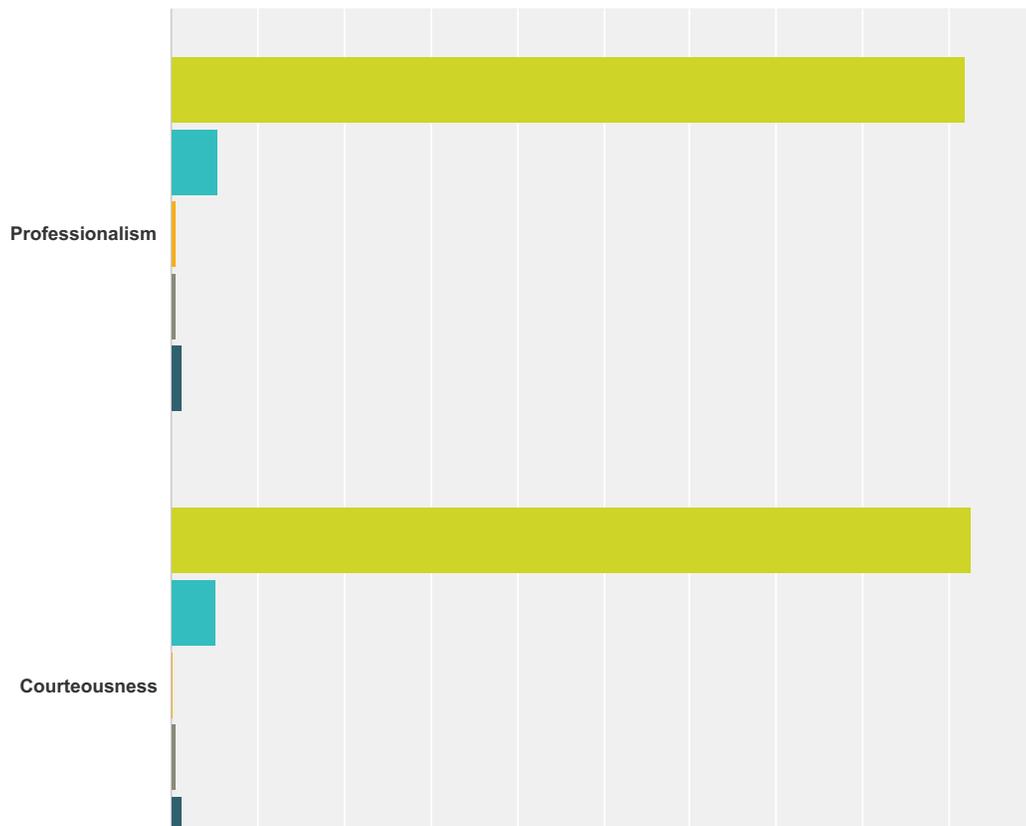


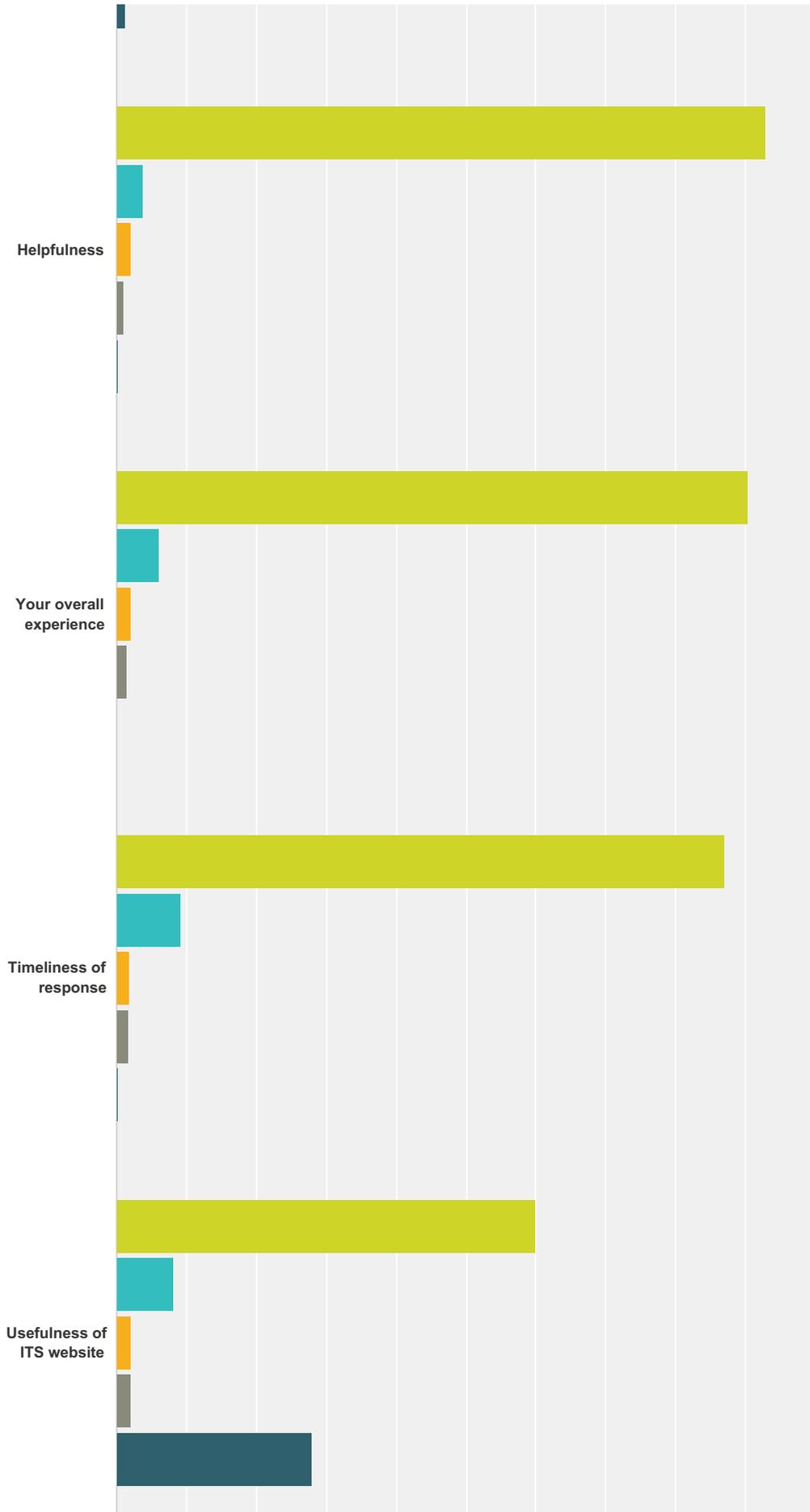
Answer Choices	Responses
DO - RSCCD District Office	16.79% 70
SAC - Santa Ana College	42.93% 179

SACCC - CEC Corbin Center	0.00%	0
SACCEC - Centennial Education Center	12.95%	54
SACDMC - Digital Media Center	0.00%	0
SACDS - Del Sol	0.00%	0
SACEAST - Day Care Center	0.24%	1
SACMCHS - Middle College High School	0.00%	0
SACOCSD - Criminal Justice	0.00%	0
SACSC - Senior Center	0.00%	0
SACSJ - St. Joseph	0.00%	0
SACTSA - Tustin Sheriff Academy	0.24%	1
SCC - Santiago Canyon College	19.42%	81
SCCCE - Chapman	3.12%	13
SCCCE - Continuing Education	2.40%	10
SCCCE - Orange Education Center	0.72%	3
Other (please specify)	1.20%	5
Total		417

Q5 Please rate the following categories regarding information technology services:

Answered: 419 Skipped: 1



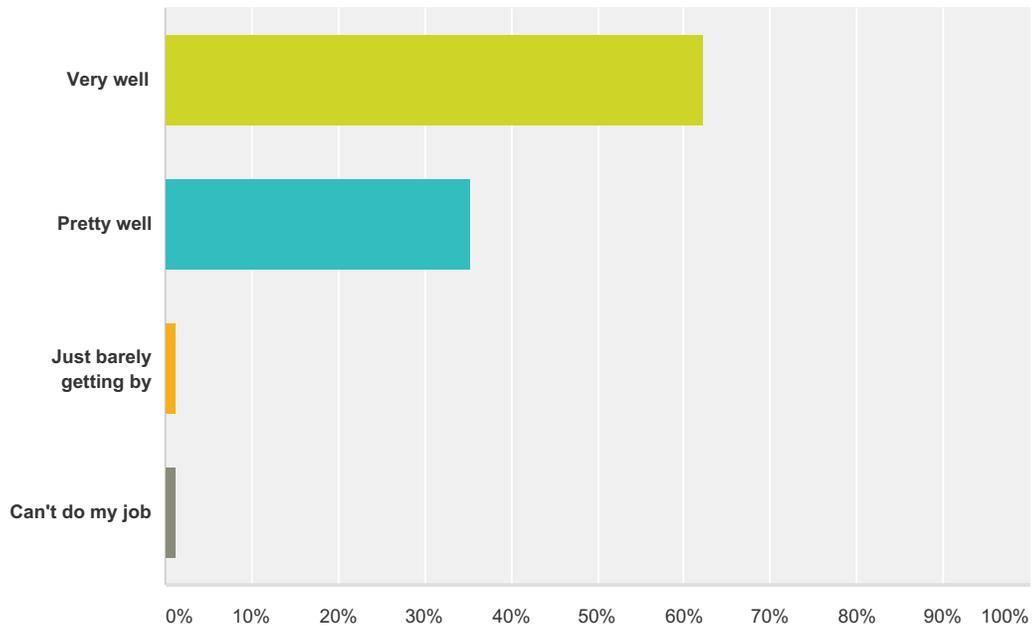




	Excellent	Good	Fair	Poor	No opinion	Total
Professionalism	91.89% 385	5.49% 23	0.72% 3	0.72% 3	1.19% 5	419
Courteousness	92.57% 386	5.28% 22	0.24% 1	0.72% 3	1.20% 5	417
Helpfulness	92.84% 389	3.82% 16	2.15% 9	0.95% 4	0.24% 1	419
Your overall experience	90.45% 379	5.97% 25	2.15% 9	1.43% 6	0.00% 0	419
Timeliness of response	87.08% 364	9.09% 38	1.91% 8	1.67% 7	0.24% 1	418
Usefulness of ITS website	59.85% 240	8.23% 33	2.00% 8	2.00% 8	27.93% 112	401

Q6 How well can you perform your job duties with your current computer?

Answered: 397 Skipped: 23

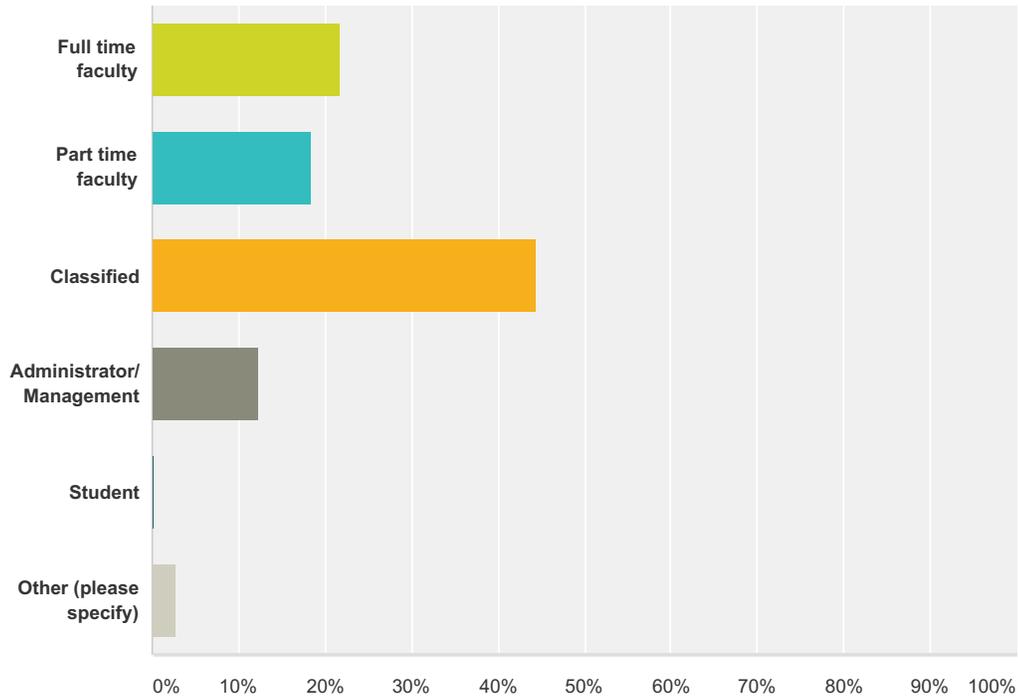


Answer Choices	Responses
Very well	62.22% 247
Pretty well	35.26% 140
Just barely getting by	1.26% 5

Can't do my job	1.26%	5
Total		397

Q7 What is your primary classification or role?

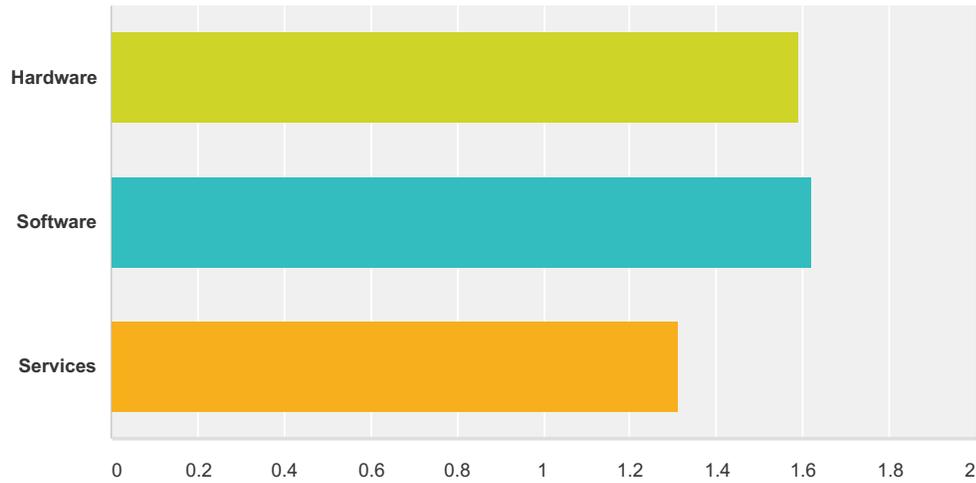
Answered: 413 Skipped: 7



Answer Choices	Responses
Full time faculty	21.79% 90
Part time faculty	18.40% 76
Classified	44.55% 184
Administrator/ Management	12.35% 51
Student	0.24% 1
Other (please specify)	2.66% 11
Total	413

Q8 How effectively are we meeting your technology needs?

Answered: 413 Skipped: 7



	Excellent	Good	Fair	Poor	No opinion	Total	Weighted Average
Hardware	64.44% 261	25.19% 102	3.70% 15	0.74% 3	5.93% 24	405	1.59
Software	62.69% 252	25.62% 103	4.48% 18	1.00% 4	6.22% 25	402	1.62
Services	79.01% 320	15.56% 63	2.72% 11	0.99% 4	1.73% 7	405	1.31

Q9 How could we meet your technology needs better? If applicable, please include any specific distance education needs here.

Answered: 115 Skipped: 305