HAWAI`I COMMUNITY COLLEGE
ANNUAL UNIT REVIEW

Administrative Affairs

December 14, 2011

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I. Narrative and Analysis of Data

a. Statement on the mission or purpose of the unit, including the target student population;

Administrative affairs provides campus-wide executive leadership, budgetary and financial management, personnel administration, procurement and property management, facilities and grounds maintenance, security, auxiliary services, physical facilities planning of both repairs and maintenance and capital improvement projects. Under the direction of the Vice Chancellor for Administrative Affairs the administrative affairs unit directly coordinates, supports, and assists the college divisions in policy formulation; budgeting, planning and coordination; budget execution and the effective use of available resources; organizational management and position control; human resources; facilities planning; and other administrative, logistical and technical services.

The administrative affairs unit supports the primary program objectives of the College, which is to develop eligible individuals to higher levels of intellectual, personal, social, and vocational competency by providing formal vocational and technical training and general academic instruction for certificates or degrees, or in preparation for the Baccalaureate; and by offering adult continuing education for both personal and vocational purposes. The administrative affairs units directly support the academic mission of providing quality educational and related services to the students and the communities.

b. Information on external factors affecting the unit;

Hawaii Community College
Administrative Affairs
Program Map
II. Update of Action Plan including Budget Request with Justification, if needed.

BUSINESS OFFICE

1. Continue to provide services with an open door policy to all segments. This is to accommodate requests that come in for information and assistance from staff, faculty, students, and the general public.

2. Provide opportunities for staff development, training sessions, team building, and staff meetings for the Business Office. This may include the closure of the office during the workday. The Business Office Staff attended the following professional development opportunities:
   a. Fiscal Officer, Administrative Officers, Purchasing Technician, Account Clerk III, Account Clerk II, Office Assistant attended Customer Service Excellence 7/8/10
   b. Administrative Officer attended the iHaakumalae Workshop on 7/29/10
   c. Administrative Officer, Purchasing Technician, Account Clerk III attended Hazmat Training on 9/3/10
   d. Fiscal Officer and Administrative Officers attend Kihei workshop 9/17 & 9/24/10
   e. Fiscal Officer attended the NCURA National Conference 10/27-11/5/10 in Washington D.C.
   f. Fiscal Officer, Administrative Officers, Purchasing Technician, Account Clerk III, Account Clerk II and Office Assistant attend UH Online leave system training 1/14/11
   g. Fiscal Officer, Administrative Officers, Purchasing Technician, Account Clerk III, Account Clerk II, Office Assistant attended Protecting Sensitive Information at UH Training 1/21/11
   h. Fiscal Officer, Administrative Officers, Purchasing Technician, Account Clerk III, Account Clerk II, Office Assistant attend AED Training on 2/11 & 2/25/11
   i. Fiscal Officer attendant Email etiquette workshop on 3/18/11
   j. Administrative Officer attended the NCURA Regional Conference 4/1-7/11 in Denver, Colorado
   k. Fiscal Officer attended ORS Kuali Coeus Training 5/31/11
   l. Fiscal Officer and Administrative Officers attended Unit Learning Outcomes on 6/24/11

3. Continue to review and implement security measures for the Business Office location. This is to ensure the safeguarding of revenues collected and the safety of employees.

4. Continue to offer at least two fiscal training and/or informational sessions annually for the staff and faculty of HawCC. For FY 11, the Business Office offered the following training sessions:
   a. SuperQuote Training 10/22/10
   b. PI Training 11/12/10
   c. Pcard Training 2/7/11

5. Develop a methodology to measure the processing of documents, to include the non-receipt of required documents and processing errors by the field.

6. Continue to evaluate and improve accountability for revenue, including non-credit courses and revenue generated by the trade and other programs.

Data Chart

<table>
<thead>
<tr>
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<tr>
<td>UH FMIS</td>
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<td>Purchase Order</td>
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<td>1674</td>
<td>1825</td>
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<td>P-Card</td>
<td>2521</td>
<td>2834</td>
<td>2854</td>
<td>2921</td>
<td>2810</td>
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<tr>
<td>Auth for Payment</td>
<td>239</td>
<td>230</td>
<td>254</td>
<td>283</td>
<td>306</td>
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<tr>
<td>Departmental Checks</td>
<td>301</td>
<td>302</td>
<td>783</td>
<td>1147</td>
<td>1108</td>
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<tr>
<td>Payroll JV</td>
<td>591</td>
<td>499</td>
<td>579</td>
<td>386</td>
<td>406</td>
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<tr>
<td>Non-payroll JV **</td>
<td>280</td>
<td>327</td>
<td>308</td>
<td>328</td>
<td>340</td>
</tr>
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</table>
**Note:** RCUH Direct payments include AFP, mileage reimbursements, petty cash replenishments and other direct payment transactions. RCUH Payroll and other JV entries are processed by RCUH accounting staff; therefore, this is not a workload issue for CC staff.

**FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV’s**

The total number of fiscal transactions increased for the assessment period FY 2009. The increase in Departmental Checks issued is due to the check limit increasing from $100 to $1,000 for goods received.

### HUMAN RESOURCES

The Human Resources (HR) Unit is responsible for all personnel transactions for new and existing employees. Although there was a hiring freeze on civil service positions, BOR recruitments continued. There were many collective bargaining changes which required training, tracking and clarification. Transitioning to the online leave system required extra attention and training. In March 2011, the Human Resources Unit’s Personnel Clerk transferred to the University of Hawaii at Hilo, leaving the HR unit with two civil service Personnel Clerk vacancies which were frozen, thus could not be filled. The HR Unit will request to convert the Personnel Clerk IV to an APT Band A position in order to have a more efficient unit. This change will enable the HR Unit to be more responsive to the many higher level demands. Higher level duties would include cross coverage in the HR department in the areas of position classification, recruitment, performance review/evaluation process and day to day operations. There would be one Personnel Clerk V to handle the clerical duties.

### Action Plan for Human Resources Unit:

1. Fill vacant HR positions and stabilize HR department.
2. Increase number of APT and Civil Service performance evaluations completed by supervisors.
3. Provide information and training to HawCC programs and units to ensure compliance with HR policies and procedures.
4. Explore additional space and ways to secure confidential information, both electronic and paper.
5. Improve response time to create positions.
## Quantitative Trend Data Table

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Number of PNF Transactions Processed (fiscal year)</td>
<td>1032</td>
<td>977</td>
<td>1215</td>
<td>1129</td>
<td>913</td>
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<tr>
<td>2. Number of New Appointments Processed (fiscal year)</td>
<td>43</td>
<td>71</td>
<td>56</td>
<td>23</td>
<td>32</td>
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<td>3. Number of Lecturer PNF documents Processed (fiscal year)</td>
<td>361</td>
<td>365</td>
<td>383</td>
<td>568</td>
<td>460</td>
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<tr>
<td>4. Number of Form 6 Transactions Processed (fiscal year)</td>
<td>490</td>
<td>485</td>
<td>434</td>
<td>359</td>
<td>372</td>
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<tr>
<td>5. Number of Leave Cards processed (fiscal year)</td>
<td>1456</td>
<td>1727</td>
<td>2162</td>
<td>2058</td>
<td>1853**</td>
</tr>
<tr>
<td>6. Average number of work days required for SF-1 to be approved (APT positions)</td>
<td>5</td>
<td>7</td>
<td>6</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>7. Average number of work days for position description to be approved (APT position)</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>14</td>
<td>65</td>
</tr>
<tr>
<td>8. Average number of work days required to fill APT positions</td>
<td>15</td>
<td>12</td>
<td>10</td>
<td>14</td>
<td>7</td>
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<tr>
<td>9. Number of Grievances/Investigations filed (fiscal year)</td>
<td>2</td>
<td>2</td>
<td>1/0</td>
<td>5</td>
<td>3</td>
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<tr>
<td>10. Human Resources FTE</td>
<td>3*</td>
<td>4*</td>
<td>3*</td>
<td>3*</td>
<td>3*</td>
</tr>
<tr>
<td>11. Faculty/Staff Headcount</td>
<td>185</td>
<td>202</td>
<td>223</td>
<td>208</td>
<td>222</td>
</tr>
<tr>
<td>12. Number of Existing Worker’s Compensation Claims as of beginning of fiscal year</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>6</td>
<td>1</td>
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<tr>
<td>13. Number of New/Reported Worker’s Compensation Claims filed (fiscal year)</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>4</td>
<td>3</td>
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<tr>
<td>14. Number of Existing Temporary Disability Benefits (TDB) claimed as of beginning of fiscal year</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>15. Number of New Temporary Disability Benefits (TDB) claims filed (fiscal year)</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

* Campus Personnel Officer also serves as the College’s EEO/AA Coordinator
  Effective March 2011 FTE = 2

** Effective January 1, 2011, HawCC converted to an online Leave System; number of Leave Cards processed represent the period July 1, 2010 through December 31, 2010

## BUDGET AND FISCAL SERVICES

This unit provides more budget and finance data to all users. In order to maximize the understanding of the true financial condition of all the various areas of the college, current up to date financial information is provided.
Both the Budget Specialist and Administrative Officer positions provide and interpret financial data and assist in the management of the funds for the College.

The following are examples of fiscal reports that are either compiled or made available through the BFS unit.

1. General Fund + Tuition and Fee Special Fund (TFSF) Expenditure & Encumbrances (E & E)
2. Ratio of General Fund + TFSF E&E (fiscal year) per Credit Headcount Enrollment (Fall)
3. Ratio of General Fund + TFSF E&E (fiscal year) per Credit FTE Enrollment (Fall)
4. Ratio of General Fund Appropriation + collective bargaining (fiscal year) per Credit Headcount Enrollment (Fall)
5. Ratio of General Fund Appropriation + collective bargaining (fiscal year) per Credit FTE enrollment (Fall)
6. Expenditure & Encumbrances (E&E) (fiscal year) for all Appropriated funds (General, Federal, Special, Revolving)
7. Legislative Appropriations (fiscal year) for all Appropriated funds (General, Federal, Special, Revolving)
8. Tuition and Fee Special Fund (TFSF) Revenue (fiscal year)
9. Ratio of Tuition and Fee Special Fund (TFSF) Revenue (fiscal year) per Credit FTE Enrollment (fall)
10. Ratio of Tuition and Fee Special Fund (TFSF) Revenue (fiscal year) Per Student Semester Hours (fiscal year)
11. Quarterly BLS Reports
12. BLS Reports – 3 Year Comparisons
13. BLS Reserve Status Report
14. General Fund and Tuition and Fee budget status report
15. Special and Revolving Fund budget status report
16. General Fund and Tuition and Fee Payroll projection report

Professional Development – Administrative Officer

1. Attended iHaakumalae Workshop 7/29/10 in support of the Title III grants
2. Attended RDP Statewide meeting 8/6/10 in Honolulu
3. Attended RCUH Employee or Independent Contractor (EIC) Training in support of all extramural funds 9/3/10
4. Attended Protecting Sensitive Information at UH Training 1/21/11
6. Attend UH Online leave system training 1/14/11
7. Attended ORS AO/FO Grant & Contract Certification Program 3/11-4/15/11 via HITS
8. Attended NCURA Regional Conference 4/1-7/11 in Denver, Colorado
9. Attended ORS Kuali Coeus Training 5/31/11
10. Attended Unit Learning Outcomes 6/24/11

Offered Training/Workshop Sessions – Administrative Officer

1. RCUH Employee or Independent Contractor (EIC) Training 9/3/10
2. Principal Investigator Training 11/12/10
3. Pcard Training 2/7/11

Action Plan – Budget Specialist

1. Maintain and improve the reporting of budgetary and actual data to the Administration, faculty and staff.
2. On-going development and implementation of training for the fundamentals of budget and fiscal services of the College.
3. Develop and implement a faculty and staff satisfaction survey. This survey would assist in the satisfaction measurement of the internal operations, which includes but not limited to the quality of service and the timeliness of service.

Action Plan – Administrative Officer

1. Continue on-going monthly/quarterly meetings or as dictated by the program needs, with each grant.
2. On-going development and implementation of training for extramural funds for project faculty and staff, as well as campus administration.
3. Work closely with West Hawaii Business Office staff to provide support and advisement regarding extramural funds. Also make a minimum of one on-site visit annually to provide technical training and support.
4. Continue to do one-on-one training in the various grant areas as need, as personnel change and policies and procedures are updated.
5. Continue to attend training and professional development opportunities to be current with policies and procedures.
6. Continue to attend campus and grant protocol activities to support grant goals and outcomes, as well as the college.

PLANNING, OPERATIONS AND MAINTENANCE

Planning, Operations and Maintenance will continue to provide direct support in the areas of janitorial services, facility maintenance, grounds keeping, safety, security and vehicle monitoring.

The department will also continue to provide Planning, Project Management, Transportation, Safety, Fire Protection, fire detecting devices and other operational support.

One maintenance person volunteered, and is in the process of completing training/certification for a DCCA Maintenance Electrical Technician License.

Added 2 full time, permanent, Security Officer I’s

Assumed complete responsibility for grounds maintenance around the shops (321, 322, 323 & 324) and PB15/PB16. Approximately one (1) acre.

Assumed complete responsibility for Janitorial and Building maintenance for PB15 & PB16

Assumed Janitorial and Maintenance responsibilities for Leased UHH offices at Hilo Lagoon

Assumed Janitorial, Grounds and Maintenance responsibilities for leased UHH Ululani St.

Assumed Non Academic Room Reservation responsibilities for the campus.

Training Scheduled
Small Engine Repair class for Grounds
Chain saw class for Grounds

Annual Inspections
Fire Extinguishers, fire hoses, fire hydrants
Fire alarm devices; Pull stations, strobes, smoke detectors, flow meters, fire panels, digitizer panels, battery back-ups

**Key Measurements**

<table>
<thead>
<tr>
<th></th>
<th>July 1, 2008 to June 30, 2009</th>
<th>July 1, 2009 to June 30, 2010</th>
<th>July 1, 2010 to June 30, 2011</th>
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<tr>
<td>Work orders Completed</td>
<td>1039</td>
<td>1120</td>
<td>1306</td>
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<tr>
<td>Purchase Orders Processed</td>
<td>412</td>
<td>524</td>
<td>583</td>
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<tr>
<td>Purchase Requisitions Processed</td>
<td></td>
<td>593</td>
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<tr>
<td>Key Requests</td>
<td>139</td>
<td>131</td>
<td>266</td>
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<tr>
<td>Facility Use Requests</td>
<td>208</td>
<td>230</td>
<td>378</td>
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<tr>
<td>Facility Modification Requests</td>
<td>20</td>
<td>6</td>
<td>11</td>
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<tr>
<td>Incident Reports</td>
<td>36</td>
<td>58</td>
<td>60</td>
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<td>Leave of Absence Forms Processed</td>
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<tr>
<td>Verification of Absences</td>
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<td>1306</td>
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<tr>
<td>Temporary Assignment Forms Processed</td>
<td></td>
<td>79</td>
<td>48</td>
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<tr>
<td>Overtime/Night Diff/Timesheets/Mileage Forms Processed (4 Forms per process)</td>
<td>36</td>
<td>17</td>
<td></td>
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<tr>
<td>Request for Quotes Processed</td>
<td>59</td>
<td>96</td>
<td></td>
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<tr>
<td>UH Work Orders Processed</td>
<td>48</td>
<td>35</td>
<td></td>
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<tr>
<td>ACU Work Orders Processed</td>
<td>24</td>
<td>51</td>
<td></td>
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<tr>
<td>Digital Media Work Orders Processed</td>
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<td>4</td>
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<tr>
<td>Super Quotes Processed</td>
<td>6</td>
<td>10</td>
<td></td>
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<tr>
<td>Bid proposals Processed (approximately)</td>
<td></td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>Room Reservations Processed (non-academic)Partial year</td>
<td></td>
<td>378</td>
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<td>P-card transactions</td>
<td></td>
<td>107</td>
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<td>Form 95’s processed</td>
<td>19</td>
<td>15</td>
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<td>Safety Shoe Request</td>
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<td>Uniform Requests</td>
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<td>Travel Requests</td>
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<td>Student Hires</td>
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<td>Vehicle Travel, Gas Log</td>
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<td>192</td>
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<td>Hazardous Chemical Inventory Forms</td>
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<td>Quarterly UPW Work Schedules</td>
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<td>Ali’i Security Payroll Verifications</td>
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<td>Number of work orders completed (fiscal year)</td>
<td>1039</td>
<td>1120</td>
<td>1341</td>
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<tr>
<td>% of Average</td>
<td>99%</td>
<td>103%</td>
<td>119%</td>
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<td>Janitor FTE</td>
<td>11.00</td>
<td>11.00</td>
<td>10.00</td>
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<td>% of Average</td>
<td>81%</td>
<td>81%</td>
<td>78%</td>
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<tr>
<td>Groundskeeper/Laborer FTE</td>
<td>3.00</td>
<td>4.00</td>
<td>4.00</td>
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<td>% of Average</td>
<td>62%</td>
<td>87%</td>
<td>86%</td>
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<td>Building Maintenance FTE</td>
<td>2.00</td>
<td>2.00</td>
<td>2.00</td>
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<tr>
<td>% of Average</td>
<td>56%</td>
<td>54%</td>
<td>56%</td>
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<tr>
<td>Security FTE</td>
<td>0.00</td>
<td>0.00</td>
<td>2.00</td>
</tr>
<tr>
<td>% of Average</td>
<td>0%</td>
<td>0%</td>
<td>72%</td>
</tr>
</tbody>
</table>

**PROJECTS:**
Completed

- Installed new Nursing Modular’s buildings on the Manono Campus (396A and 396B).
- Installed electricity sub-meters for shops (321, 322, 323, 324, PB15 & PB16)
- Installed campus locator signs. Two on Manono Campus and one on UHH Campus
- Building 323 - Painted Generator room
- Re-Keyed ATE Shops (321, 322, 323 & 324) approximately 125 locks
- Installed approximately 25 campus bike racks.
- Repaired shop cranes/lifting devices (322, 323, 324, & 392)
- Installed Campus Security Cameras & Emergency Call Box Systems
- Installed Paint booths buildings 321 & 392
- Building 387 – Installed ACU Split AC for server room
- Building 378 – Replaced 5 ton AC unit
- Building 379 – Student Life Center 2 Split AC’s

Gene Harada’s Summer Crew completions

1. Repair 379A ramp
2. Retile 379A 6A & 6B conference rooms
3. Repair sliding door Bldg 380 AEC
4. Hawaiian Life Styles Bldg 380-34 Replace plywood w/glass inserts
5. Bldg 381A reconstruct ramp
6. Bldg 391 Build exterior lean-to for Renee’s students to mount mask.
7. Bldg 391 install 2 HELCO metal poles.
8. Bldg 391 construct panels for EIMT work stations
9. Bldg 392 Hawaii Life Styles remove metal gate and replace with double solid core doors.
10. Bldg 396A Nursing portable construct lean-to shelter w/concrete slab
11. Bldg 389 Exterior Bathroom Extend roof covering for Male bathroom
12. Bldg 378 A&R Extend roof covering over central air unit
13. Construct concrete pads for rubbish dumpster around campus 8 ea.
14. Ululani office building: Close up 5 pass thru, frame, drywall tape, mud and texture.
   Room 227 extends half wall, frame drywall, tape, mud and texture. Install door to copy room.
15. Building 386 – fixed men’s bathroom door
16. Construct work bench for Diesel Program – 2’ x 5’ x 3’-6”
17. Facility Planning Office (Hilo Lagoon Centre) – Convert counter top to flip up door and move bulletin board

Problems over 5 years old that were fixed

1. Dust Hog for building 386B (carpentry) brought back to full operating condition.

In Process

- Building 390 - Replace carpentry dust hog.
- Installation of the Nursing Modular NLRC at Kona Community Hospital
- Buildings 321, 322 & 323 - Repair oil separators
- Building 389 - Remove old hydraulic lift & fluids
- Building 324 – Reroof
- Building 386B - Addition of classroom, restrooms and covered work area
- Building 391 - Renovate for RAC Program
- Buildings 322, 323, 324 & 391 - Repair and certify Shop cranes/lifting devices
- Building 380 – HLS lanai addition
- Building 382:
Replace walk-in refrigerator/freezer
Repair/refurbish interiors
Renovate men’s/women’s shower
Campus - Upgrade and replace telephone system - VOIP
Campus - Motorcycle Test Range
Campus - Update Fire Alarm System and transfer monitoring from UHH to HawCC
Campus - Install campus traffic signage
Install security cameras and emergency call box system
Early Child Hood playground improvements
Improve water infrastructure system
Fence campus boundary
Renovate Hale Aloha
Campus - Update Fire Alarm System

New and ongoing training to improve the skills of Janitors, Groundskeepers and Maintenance personnel will be conducted
Continue upgrade and purchase new equipment, parts and supplies for POM
Update the Campus Facility Use procedure
Groundskeepers continue campus beautification project
Building 333:  Air conditioning improvements
Building 345C:  Air conditioning improvements

Planned
Implement the Preventative Maintenance Module for AIM.  This is an online, real time, preventative maintenance system.
Implement Federal Cleary Act requirements
Implement a Campus Security Web site.
Identify additional Space Requirements for a campus mail room and implement.
Implement Drawing/Space Management Module
Building 385A – Replace kiln/lab work area
Building 392 - Remove old hydraulic lift & fluids form 2 rooms
Building 378 – Repaint
Building 380 – Replace 2 HLS split systems
Building 380/381 – Replace ceiling/upgrade electrical
Buildings 378/397 – Replace end of life AC units and ducting
Building 390 – Upgrade electrical
Building 389 - Add building extension for HLS
Building 380 - Renovate HLS offices
Campus – UH CC System Lock & Campus Key
Campus – Repair/Replace windows/doors
Campus – ADA automatic door openers

Due to the increase and complexities in responsibilities and the increase in department headcount, POM needs an Aux A person

Due to the increase in responsibilities and the volume of paperwork processed, POM needs an additional Office Assistant II

Planning, Operations and Maintenance will not be asking for any additional funds.
<table>
<thead>
<tr>
<th>SLO or Outcome Measure</th>
<th>What was done to achieve the desire outcome?</th>
<th>Is the outcome being attained?</th>
<th>What are you going to do next either to achieve or to continue to achieve the desired outcome?</th>
<th>Resources required (provide $ estimate for each item)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Business Office provides payment services to students (cashiering, refund processing, etc.,) so that students can focus on attainment of their educational goals.</td>
<td>Sampling of refund requests will be performed to determine the length of time it takes to issue a refund to the student. Data will be retrieved from the Cashier’s Office located in the Business Office, BANNER system, and the Financial Management Information System (FMIS). 73 random refund requests will be reviewed.</td>
<td>Of the 73 refund requests tested, it took an average of 8 days to issue a student refund.</td>
<td>We will continue to make necessary changes and adjustments to better our service to the students.</td>
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<td>2. Assist and facilitate faculty and staff in acquiring extramural funds.</td>
<td>Assisted faculty and staff through the various aspects of grants; proposals, pre-award, and post award. Provided training in all aspects of extramural funds as needed.</td>
<td>FY 11 HawCC was awarded $3,658,657 in extramural funds.</td>
<td>Continue to support and assist faculty and staff through extramural funding process. Provide training as policies, procedures, requirements change and as specific grants require assistance.</td>
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<td>3. Human Resources supports the integrity of its programs and services by employing personnel who are qualified by appropriate education, training and experience.</td>
<td>Meet with every screening committee to give instruction on their responsibility and guidance on procedures to ensure the hiring of qualified personnel.</td>
<td>There were twenty seven (27) employees hired between 7/1/10 to 6/30/11. Out of the 27 hired, there were ten (10) resignations.</td>
<td>We will continue meet with all screening committees and intend to improve instructions to better service the committees and outcomes.</td>
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<td>Provide college administration, faculty and staff with timely budget information and fiscal services that supports programs and units in achieving student learning outcomes.</td>
<td>Compiled, reviewed and disseminated budget information through various reports.</td>
<td>Generate a series of reports for utilization by mid-month. Programs are able to view the budgetary allocations that are available.</td>
<td>Continue to improve the processes and procedures for the dissemination of budgetary information. Continue to utilize the information in determining the ability to procure or obtain programmatic resource requirements.</td>
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<td>5.</td>
<td>Janitors-Maintain all campus classrooms, offices and restrooms to ensure a tidy/clean environment.</td>
<td>All personnel were trained in basic cleaning and janitorial duties and responsibilities. Staff has also been provided with the appropriate tools and equipment.</td>
<td>All campus classrooms, offices and restrooms are checked daily by the working supervisors and randomly by the Auxiliary Services Officer.</td>
<td>Establish the Association of Higher Education Facilities Officers (APPA) Level II-Ordinary Tidiness Standard. Working supervisors and the Auxiliary Service Officer will ensure compliance.</td>
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<td>6.</td>
<td>Grounds Keeping-Maintain all campus grounds in a neat, tidy professional manner befitting good grounds keeping and landscaping practices.</td>
<td>All personnel were trained in basic grounds keeping and landscaping duties and responsibilities. Staff has also been provided with the appropriate tools and equipment.</td>
<td>All campus grounds are checked randomly by the Auxiliary Services Officer and the Vice Chancellor for Administrative Affairs.</td>
<td>Establish a grounds keeping checklist to document the requirements of the grounds keeping section.</td>
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<td>7.</td>
<td>Maintenance-Complete all work orders to the established AIM criteria. Emergencies – 24 hours, Urgents – 120 hours, Routines – 720 hours.</td>
<td>All open work orders are reviewed weekly with the maintenance department by the Auxiliary Services Officer to ensure proper sequencing of work.</td>
<td>Backlog of work orders has been reduced from over 4 (four) pages of routine and 4 (four) pages of urgent, to one page for routine and one page for urgent.</td>
<td>We will continue to manage the open work order backlog to ensure that resources are directed where needed.</td>
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<td>8.</td>
<td>Security-Track Security Incidents on Hawaii Community College Campus.</td>
<td>All reported incidents will be reported and tracked using the Campus Incident Report Process.</td>
<td>All Campus Incident Reports are reviewed daily by the Auxiliary Services Officer and appropriate action assigned as required.</td>
<td>Incident Reporting/Tracking software will be implemented for ease of entry, sorting and dissemination.</td>
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