

**HAWAII COMMUNITY COLLEGE
ANNUAL UNIT REVIEW**

Administrative Affairs

Academic Year 2013-2014

**William Affonso
Mari Chang
Susan Horimoto
Nozomi Kanohe
Jodi Mine
James Yoshida**

**ANNUAL UNIT REVIEW
Administrative Affairs
Academic Year 2013-2014**

I. Narrative and Analysis of Data

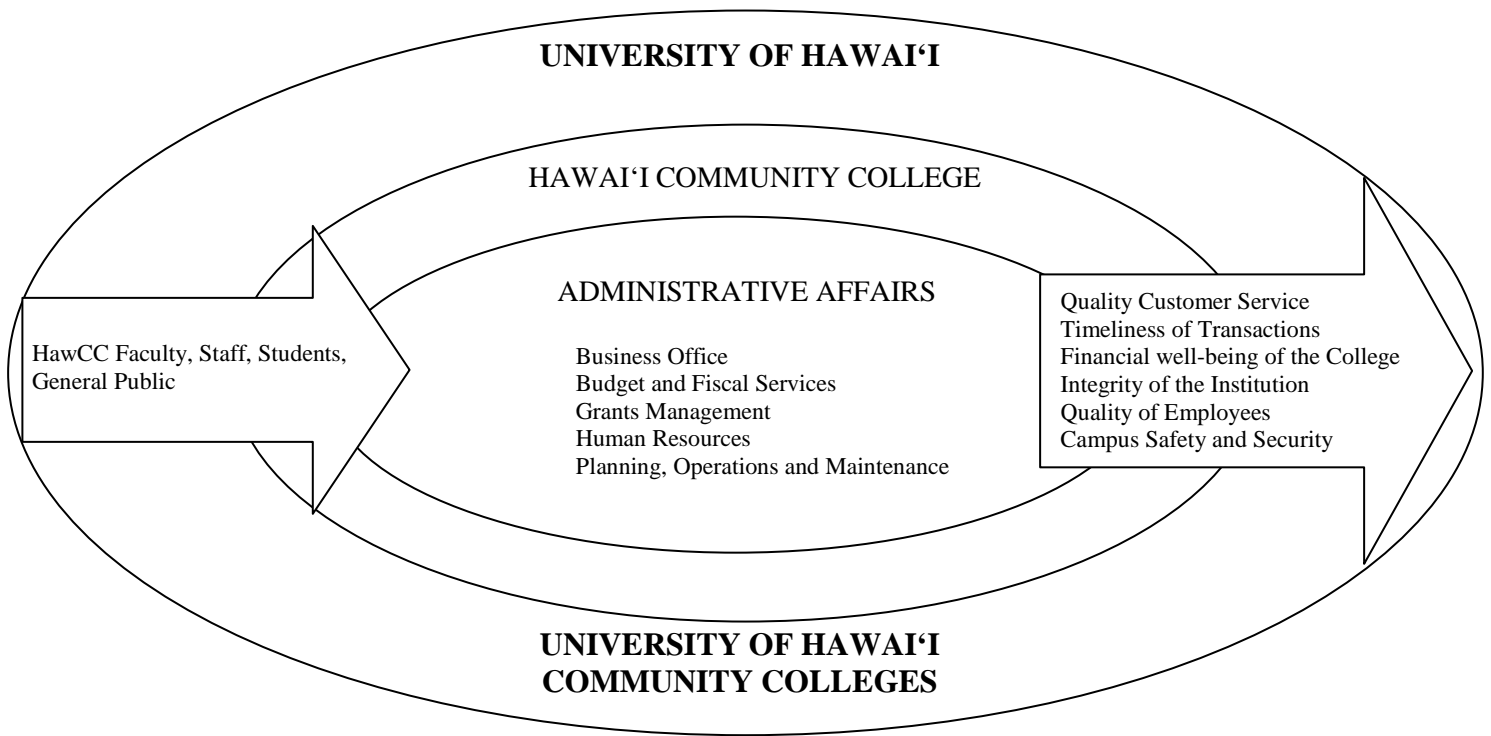
a. Statement on the mission or purpose of the unit, including the target student population.

The mission of Hawai'i Community College (HawCC) is to promote student learning by embracing the unique Hawai'i Island culture and inspiring growth in the spirit of E`Imi Pono. Aligned with the college and UH Community Colleges mission, the units and staff within Administrative Affairs are committed to serving and supporting all segments of the Hawai'i Island community and college to promote achievement of the respective missions and learning outcomes.

Administrative Affairs consists of the Business Office; Budget and Fiscal Services; Grants Management; Human Resources; and Planning, Operations and Maintenance that provide campus-wide administrative support services in the areas of business and fiscal operations; operating budget development and management; grants management, and external contracts services; facilities and grounds maintenance; facilities repair and renovation; capital improvement projects; human resource and related administration; and campus safety and security.

b. Information on external factors affecting the unit.

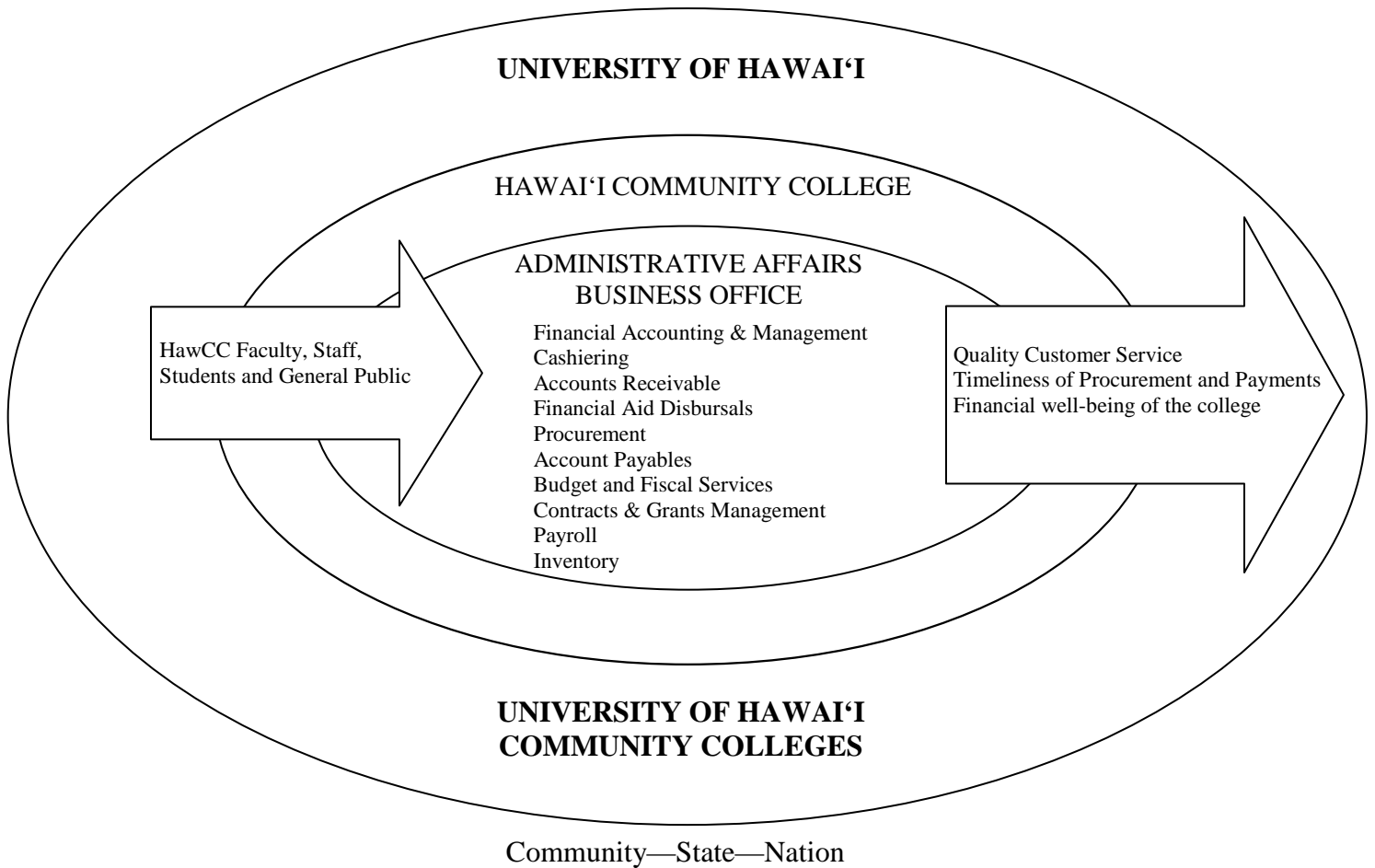
**HawCC Administrative Affairs
Unit Map**



Business Office:

The mission of the Business Office unit is to provide the fiscal support services for Hawaii Community College. The unit supplies support for accounting, disbursing, cashiering, contracts and grants management, procurement, inventory management, and payroll. Additionally, the unit supports the increasing needs for planning and development, all of which contribute to student learning. The exception to these services is the monitoring of UH Foundation accounts.

**HawCC Administrative Affairs
Business Office Map**



Human Resources:

The Human Resources Unit is committed to providing quality professional service to support the needs of Hawai'i Community College.

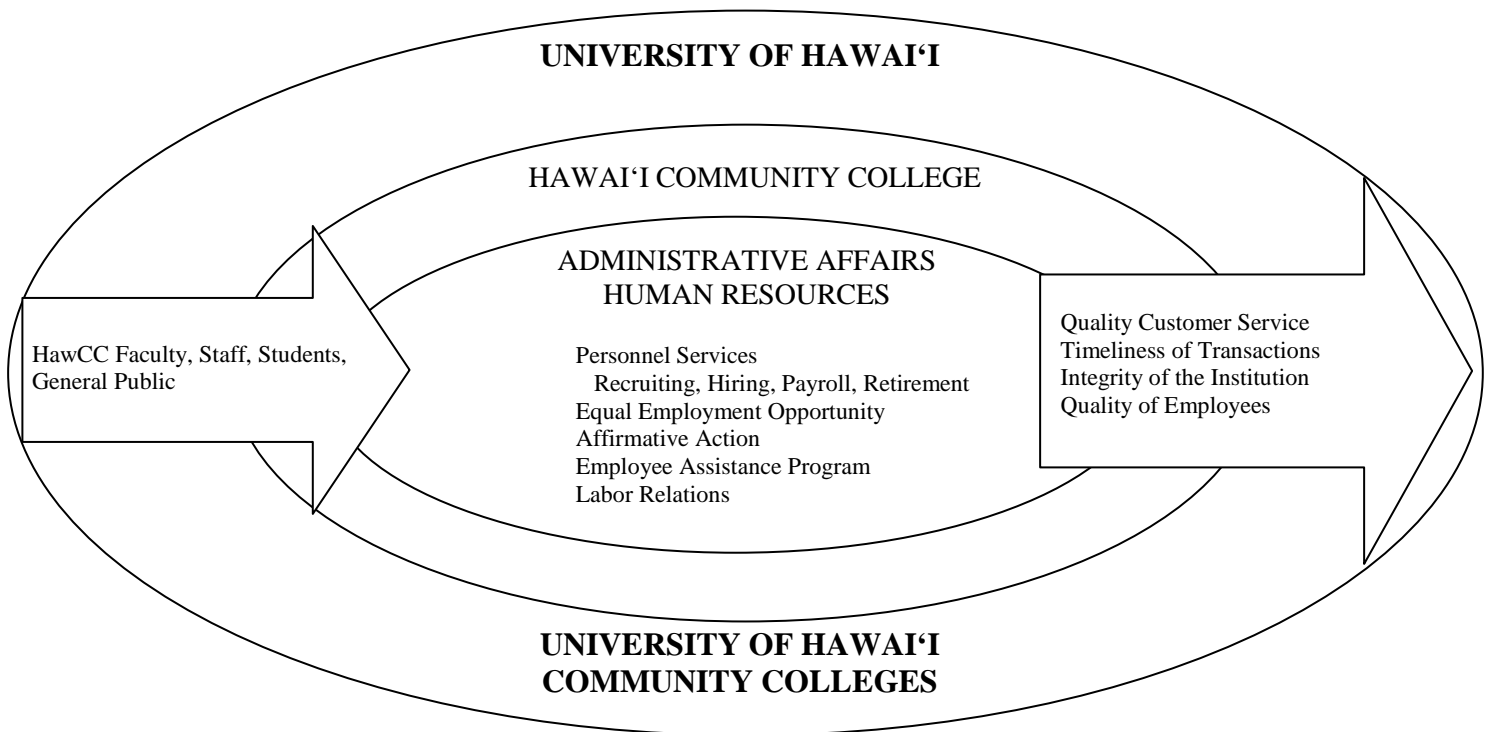
Services provided by the Human Resources Unit at Hawai'i Community College include:

- Equal Employment Opportunity/Affirmative Action (EEO/AA)
- Recruitment, Selection, Appointments
- Classification and pay administration
- Personnel Management policies and procedures

- Training and faculty and staff development
- Workers' compensation and temporary disability benefits
- Labor relations, organizational management and employment services

The Human Resources Unit serves Hawai'i Community College Administrators, Faculty and Staff. The Unit works closely with all other units of the College and consults with the UH Community College Human Resources office as well as with the UH Office of Human Resources system offices.

**HawCC Administrative Affairs
Human Resources Map**



Planning, Operations and Maintenance:

The mission of Planning, Operations and Maintenance is to provide expeditious and quality services and products to our internal and external customers, on time and within agreed upon standards and agreements.

Planning, Operations and Maintenance envisions to be the best maintained facility in the State of Hawai'i System both aesthetically and structurally within five years.

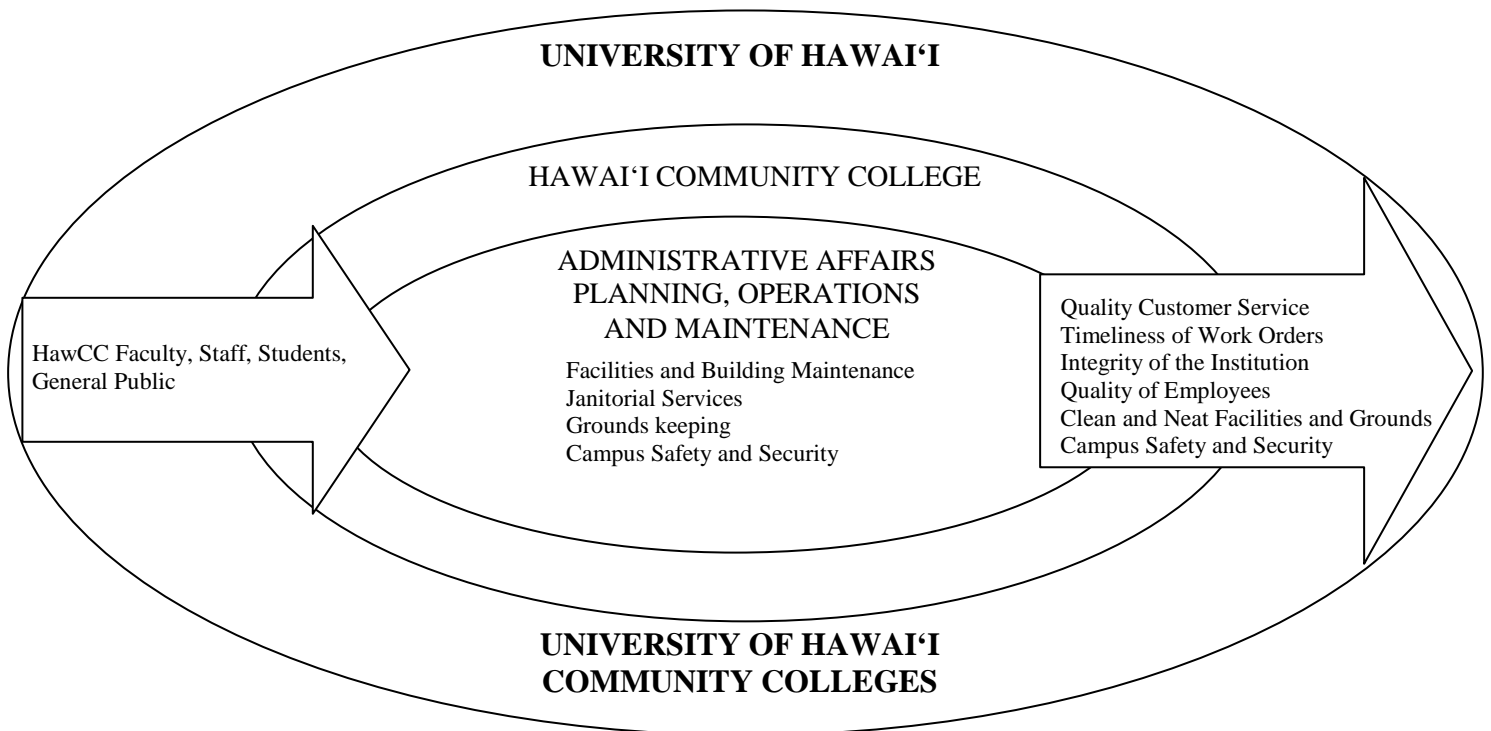
The staff of Planning, Operations and Maintenance incorporates the following values into their work and service to others:

- Quality
- Teamwork
- Honesty

- Respect
- Integrity
- Trust

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.

**HawCC Administrative Affairs
Planning, Operations and Maintenance Map**



c. Required external measures, if applicable.

Not applicable

II. Update or Create Your 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. The University of Hawai'i started conversion from the Financial Management Information System (FMIS) to the Kualu Financial System (KFS) as of 07/01/12. Staff continue to attend various KFS and other training as needed.

- 8/15/12 Understanding Workstyle Differences – Iris, Ted, Sheldon, Marissa, Koryn & Nadine
 - 8/16/12 KFS PO Amendment – Susan
 - 8/22/12 Understanding Workstyle Differences – Andrea & Susan
 - 8/27/12 Hazmat Refresher – Ted
 - 9/13/12 KFS Labor Ledger training – Susan
 - 10/12/12 Clerical Conference – Nadine, Koryn & Sheldon
 - 10/15-17/12 Kualu Days Conference – Andrea & Iris
 - 11/2/12 Performance Appraisal System – Susan
 - 11/2/12 pCard training – Iris & Ted
 - 12/13/12 KFS Accounts Receivables training – Andrea & Nadine
 - 2/8/13 KFS Journal Entries – Iris & Andrea
 - 2/19/13 RCUH Human Resources training – Susan
 - 2/28/13 AED training – Rebecca
 - 3/1/13 Assessment Retreat – Andrea
 - 3/12/13 AED training – Ted & Andrea
 - 3/15/13 CSA training – Andrea & Susan
 - 3/21/13 CSA training – Iris
 - 4/26/13 AED training – Iris
 - 5/15/13 PURAP training – Iris, Sheldon, Ted, Koryn & Susan
 - 5/24/13 Goal Setting Professional Development workshop – Rebecca
 - 6/25/13 Office of Information Practices training - Andrea
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 training and/or informational sessions for the staff and faculty of HawCC. For FY 13, the Business Office conducted multiple training sessions due to the conversion to Kualu Financial Systems (KFS).
- 7/5/12 KFS Procurement training
 - 7/10/12 KFS Procurement training at UHCWH
 - 7/12/12 KFS Document Approver training
 - 8/22/12 KFS PO Amend for Business Office staff
 - 9/6/12 KFS Document Approver training
 - 9/7/12 KFS Document Approver training
 - 11/1/12 eThority training
 - 11/29/12 eThority training
 - 11/30/12 eThority training
 - 12/6/12 eThority training
 - 3/15/13 Grants Training – Procurement
 - 3/18/13 eThority training
 - 3/20/13 eThority training
 - 5/20/13 pcard training

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.

UH FMIS/KFS and RCUH Fiscal Transaction Counts

Document Type	FY 2013	FY 2012	FY 2011	FY 2010
UH FMIS				
Purchase Order	1,660	1,574	1,679	1,708
PO Amend/Close/Reopen/Void	447			
P-Card	2,813	2,844	2,810	2,921
Auth for Payment	713	402	306	283
Auth for Payment – Payment Req (PREQ)	3,409			
Departmental Checks	0	217	1,108	1,147
Payroll JV	77	393	406	386
Non-payroll JV **	268	342	340	328
Non-payroll JV – Internal Billing/Svc Billing	147			
Inter-Island TCR	1,381	479	426	315
Out-of-State TCR	298	39	34	19
A/R Invoices at FYE	77	45	34	61
UH FMIS Total	11,290	6,335	7,143	7,168
*RCUH				
Purchase Order	187	243	272	302
Direct Payment	10	27	66	149
Payroll JV	0	1	4	5
Non-Payroll JV	14	4	9	5
Inter-island TCR	57	44	50	118
Out-of-State TCR	47	50	22	9
RCUH Total	315	369	423	588
UH FMIS/RCUH Total	11,605	6,704	7,566	7,756

UH FMIS/KFS Outstanding A/R Balance	5,753	21,498	17,022	31,006
--	-------	--------	--------	--------

*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.

Departmental checking system discontinued during FY12.

Effective FY2013 A/R count and dollar amount does not include A/R outstanding more than 2 years as of 6/30/12 (only data for A/R less than 2 years was input into KFS).

Effective FY2013 PO amendment, close, reopen, and void counts are included.

Effective FY2013 AFP counts include disb voucher for check payment (DVCA), wire transfer (DVWF), and non check disbursements (ND).

Effective FY2013 AFP payment request counts are included (PREQ auth for payment from PO).

Effective FY2013 Non-Payroll JV – Internal Billing/Service Billing counts are included.

Effective FY2013 Interisland Travel counts include origin 01 edocs from KFS and origin TV edocs from eTravel, exclude pcard transactions.

Effective FY2013 Out of State Travel counts include origin 01 edocs from KFS and origin TV edocs from eTravel, exclude pcard transactions.

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. The Budget Analyst position provides and interprets 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. General Fund and Tuition and Fee budget status report.
13. Special and Revolving Fund budget status report.
14. General Fund and Tuition and Fee Payroll projection report.

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. In FY 2013, multiple training sessions were held in conjunction with the Business Office due to the conversion to Kuali Financial Systems (KFS)
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.

Grants Management:

The grants management unit provides assistance to all extramural funded projects from proposal to close out. Additionally, this unit supports procurement, travel, inventory management, payroll and personnel transactions related to extramural funds.

1. The Contracts and Grants Specialist is the main contact for HawCC campus for Office of Research Services (ORS) to train and assist in myGrants. As well as process pre and post award documents and accounting.
2. Work closely with Business Office procurement and account payables staff to ensure compliance with extramural fund regulations. Review and approve all procurement and travel documents utilizing extramural funds through Research Corporation of the University of Hawaii (RCUH) and Kuali Financial System (KFS).
3. The Contracts and Grants Specialist is the main contact for HawCC campus for RCUH Procurement and contracts.
4. Continue to provide and interpret financial data and assist in the management of extramural funds with the system generated reports on eThORITY.
5. Meet with each grant program on a monthly/quarterly basis or as dictated by the program needs, with each grant.
6. Provide continuous training for grant lifecycle from proposal to close out for extramural funds to project faculty and staff, as well as campus administration.
 - 11/02/12 pCard Training

- 03/08/13 Extramural Workshop - Procurement
 - 03/15/13 Extramural Workshop - Travel
7. Work closely with West Hawaii Business Office staff to provide support and advisement regarding extramural funds.
 8. Continue to do one-on-one training in the various grant areas as needed, as personnel change and policies and procedures are updated.
 9. Attend training opportunities to keep up to date with Federal, State, and University policies and procedures.
 - 10/15 to 17/12 Kualii Days Conference
 - 11/28/12 to 12/1/13 Brustein & Manasevit – EDGAR Forum
 - 02/08/12 KFS Journal Entries
 - 02/19/13 RCUH Human Resources Training
 10. Attend Professional Development opportunities.
 - 08/12/12 Understanding Workstyle Differences
 11. With an increased interest in applying for extramural funds, consideration for additional staffing or the creation of a grants management office that would be able to better serve the college in pre and post award is recommended.

Human Resources:

Action Plan:

1. Continue to provide an open door policy for faculty and staff
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. Continue to explore additional space and ways to secure confidential information, both electronic and paper.
5. Continue to improve response time to create positions.
6. Continue to pursue relocation of Human Resources to better safeguard personnel and confidential documents; to have a better office arrangement to improve efficiency and better serve the public; and to improve the general overall working conditions for the office staff.

- Consider additional staffing as may be needed or appropriate to better serve the college and public in the near-term and long-term in anticipation of the Palamanui and Komohana campuses being constructed.

**Data Chart
Quantitative Trend Data Table**

	MEASURE	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
1.	Number of PNF Transactions Processed (fiscal year)	1,032	977	1,215	1,129	913	891	890
2.	Number of New Appointments Processed (fiscal year)	43	71	56	23	32	38	47
3.	Number of Lecturer PNF documents Processed (fiscal year)	361	365	383	568	460	479	572
4.	Number of Form 6 Transactions Processed (fiscal year)	490	485	434	359	372	387	707
5.	Number of Leave Cards processed (fiscal year)	1,456	1,727	2,162	2,058	1,853*	1,567	2802
6.	Average number of work days required for SF-1 to be approved (APT positions)	5	7	6	11	5	7	6
7.	Average number of work days for position description to be approved (APT position)	7	7	6	14	65	48	45
8.	Average number of work days required to fill APT positions	15	12	10	14	7	3	5
9.	Number of Grievances/ Investigations filed (fiscal year)	2	2	1/0	5	3	3	8
10.	Human Resources FTE	3**	4**	3**	3**	3**	3**	3**
11.	Faculty/Staff Headcount	185	202	223	208	222	229	248
12.	Number of Existing Worker's Compensation Claims as of beginning of fiscal year	---	---	---	6	1	2	1
13.	Number of New/Reported Worker's Compensation Claims filed (fiscal year)	---	---	---	4	3	13	13
14.	Number of Existing Temporary Disability Benefits (TDB) claimed as of beginning of fiscal year	---	---	---	3	1	0	0
15.	Number of New Temporary Disability Benefits (TDB) claims filed (fiscal year)	---	---	---	0	2	1	4

* 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.

** Campus Personnel Officer also serves as the College's EEO/AA Coordinator.

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.

2. The Department will also continue to provide Planning, Project Management, Transportation, Safety, Fire Protection, fire detecting devices and other operational support.
3. One maintenance person volunteered and completed training/certification/licensing for a DCCA Maintenance Electrical Technician License.
4. Attempt to fill a temporary Auxiliary and Facilities Services Officer position.
5. Attempt to fill a temporary Office Assistant III position.
6. Add a Campus Safety and Security Chief to oversee the Campus Safety and Security Office operations, staff and contract security guards.
7. Continue responsibility for grounds maintenance around the shops (321, 322, 323 & 324) and PB15 & PB16 which are on the UH-Hilo Campus. Approximately one (1) acre.
8. Continue responsibility for janitorial and building maintenance for PB15 & PB16.
9. Continue janitorial, some maintenance and some grounds responsibilities for leased offices at Hilo Lagoon and Ululani building complex both of which are occupied by UH-Hilo operations.
10. Continue responsibility for non-academic room reservation responsibilities on the Manono Campus.
11. Training Scheduled/Completed:
 - Small Engine Repair class for Grounds
 - Chain saw class for Grounds
12. 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.
13. Projects Completed:
 - Campus Upgrade and replace telephone system- VOIP
 - Campus - Fence campus boundary
 - Campus - Implement a Campus Security Website
 - Building 388 - Remove First Hawaiian Bank ATM
 - Building 393 - Early Childhood playground improvements
 - Building 390 - Replace carpentry dust hog
 - 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
- Implement Federal Cleary Act requirements
- Installation of the Nursing Modular (NLRC) at Kona Community Hospital
- PB15 Reroof
- 380-2 Remove windows in janitor room, replace with plywood.
- 381-8 Replace roof
- 381B Repair and paint walkway
- 381Paint doors/door jams
- 382 Attic walk ways with hand rails
- 387 Lean-to for security golf cart

14. Projects in Progress

- Campus - Improve water infrastructure system
- Campus - Motorcycle Test Range
- Campus - Upgrade Electrical Distribution
- Campus - Replace campus walk way roofs, campus rain gutters, raise walk way roof
- Campus - Install campus traffic signage Campus- Repair/Replace windows/doors
- Campus - ADA automatic door openers
- Campus Update Fire Alarm System and transfer monitoring from UHH to HawCC
- Campus - UH CC System Lock & Key
- Campus - Buildings Roll-Up doors
- Campus - Install L- shaped office modular's near 396
- Building 322 - Bio-Diesel Project Buildings 387 & 388 - LED Conversion Building 388/389- Install Fiber Building 380 - Photo Voltaic
- 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
- Building 378 - Repaint
- Building 385A - Replace kiln/lab work area Building 381A & 394- Repair termite damage Building 379A - Financial Aid Window
- Buildings 380 & 381- Upgrade electrical and Replace ceilings/lighting
- Building 392 - Convert store room to Dean's office
- Building 383 - Renovate Hale Aloha
- Implement the Preventative Maintenance Module for AIM. This is an online, real time, preventative maintenance system.
- Implement Drawing/Space Management Module
- Install 3 sustainability water fountains

15. Projects Planned:

- Identify additional Space Requirements for a campus mail room and implement

- Building 392 - Remove old hydraulic lift & fluids from 2 rooms
- Building 380 - Replace 2 HLS split systems
- PB16 Re-roof
- 379A Re-roof
- 394 Reroof
- Pour concrete slab between POM containers
- 389 Replace restroom partitions
- 390 Replace restroom partitions
- 391 Replace restroom partitions
- 394 Replace doors and walkways
- 395 Replace AC enclosure
- PV shed- Secure to ground
- 386B Lean-to for break area (also used by 386A)
- 382 Stage stairs hand rails, both sides
- 380-34 Remove shelves relocate electrical & paint
- 397-14 Remove old counter and install new with door business office
- 397-11 Remove counter/cabinets & install shelves
- Install lean-to for Student Life Container.
- Separate HLS and Student Life containers and add roof

16. Due to the increase and complexities in responsibilities and the increase in department headcount, POM established a temporary APT B position to assist with overseeing the janitorial, grounds keeping and building maintenance staff. The position is currently vacant, but in the process of being filled.

17. Consider additional staffing as may be needed or appropriate to better serve the college and public in the near-term and long-term in anticipation of the Palamanui and Komohana campuses being constructed.

Data Chart
Key Measurements

	July 1, 2008 to June 30, 2009	July 1, 2009 to June 30, 2010	July 1, 2010 to June 30, 2011	July 1, 2011 to June 30, 2012	July 1, 2012 to June 30, 2013
Work orders Completed	1,039	1,120	1,306	1,827	1,380
Purchase Orders Processed	412	524	583	1,330	500
Purchase Requisitions Processed			593	1,340	448
Key Requests	139	131	266	216	224
Facility Use Requests	208	230	378	356	1,147
Facility Modification Requests	20	6	11	11	2
Incident Reports	36	58	60	73	55
Leave of Absence Forms Processed		443		1,157	476
Verification of Absences			1,306	1,167	1,104
Temporary Assignment Forms Processed		79	48	131	17
Overtime/Night Diff/Timesheets/Mileage Forms Processed (4 Forms per process)		36	17	120	30
Request for Quotes Processed		59	96	125	49

UH Work Orders Processed		48	35	9	157
ACU Work Orders Processed		24	51	85	0
Digital Media Work Orders Processed		4	0	0	0
Super Quotes Processed		6	10	2	3
Bid proposals Processed (approximately)		11	5	4	0
Room Reservations Processed (non-academic) Partial year			378	356	1,147
P-card transactions			107	123	101
Form 95's processed		19	15	6	4
Safety Shoe Request			15	16	13
Uniform Requests			30	36	11
Travel Requests			6	11	13
Student Hires			9	21	10
Vehicle Travel, Gas Log			192	144	120
Hazardous Chemical Inventory Forms			14	16	12
Quarterly UPW Work Schedules			10	8	8
Security Payroll Verifications			54	24	12
Number of work orders completed (fiscal year) % of Average	1,039 99%	1,120 103%	1,306 113%	1,827 138%	
Janitor FTE % of Average	11.00 81%	11.00 81%	10.00 78%	11	11
Groundskeeper/Laborer FTE % of Average	3.00 62%	4.00 87%	4.00 86%	4	4
Building Maintenance FTE % of Average	2.00 56%	2.00 54%	2.00 56%	2	2
Security FTE % of Average	0.00 0%	0.00 0%	2.00 72%	1	1