

**HAWAII COMMUNITY COLLEGE  
ANNUAL UNIT REVIEW**

**Administrative Affairs**

**Academic Year 2012-2013**

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**I. Narrative and Analysis of Data**

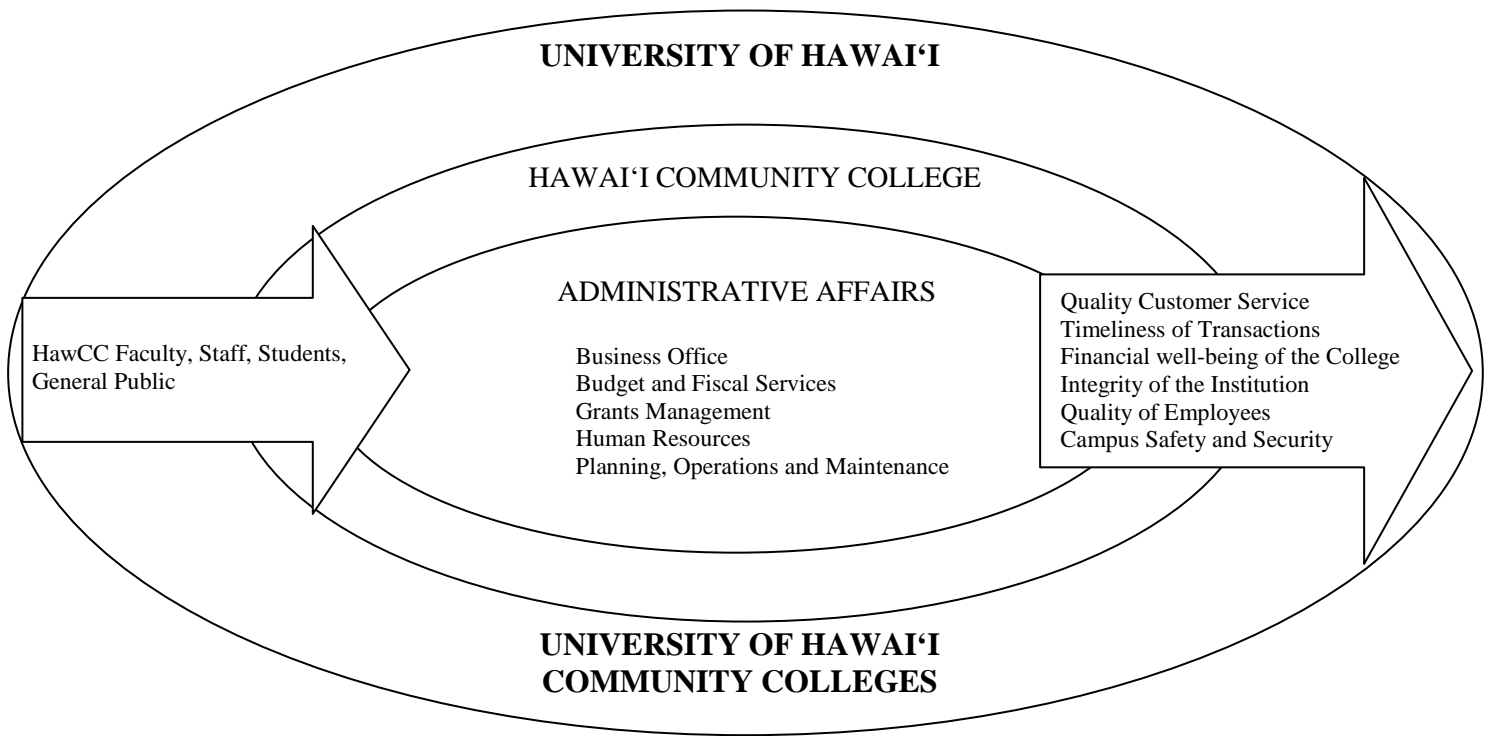
**a. Statement on the mission or purpose of the unit, including the target student population.**

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.**

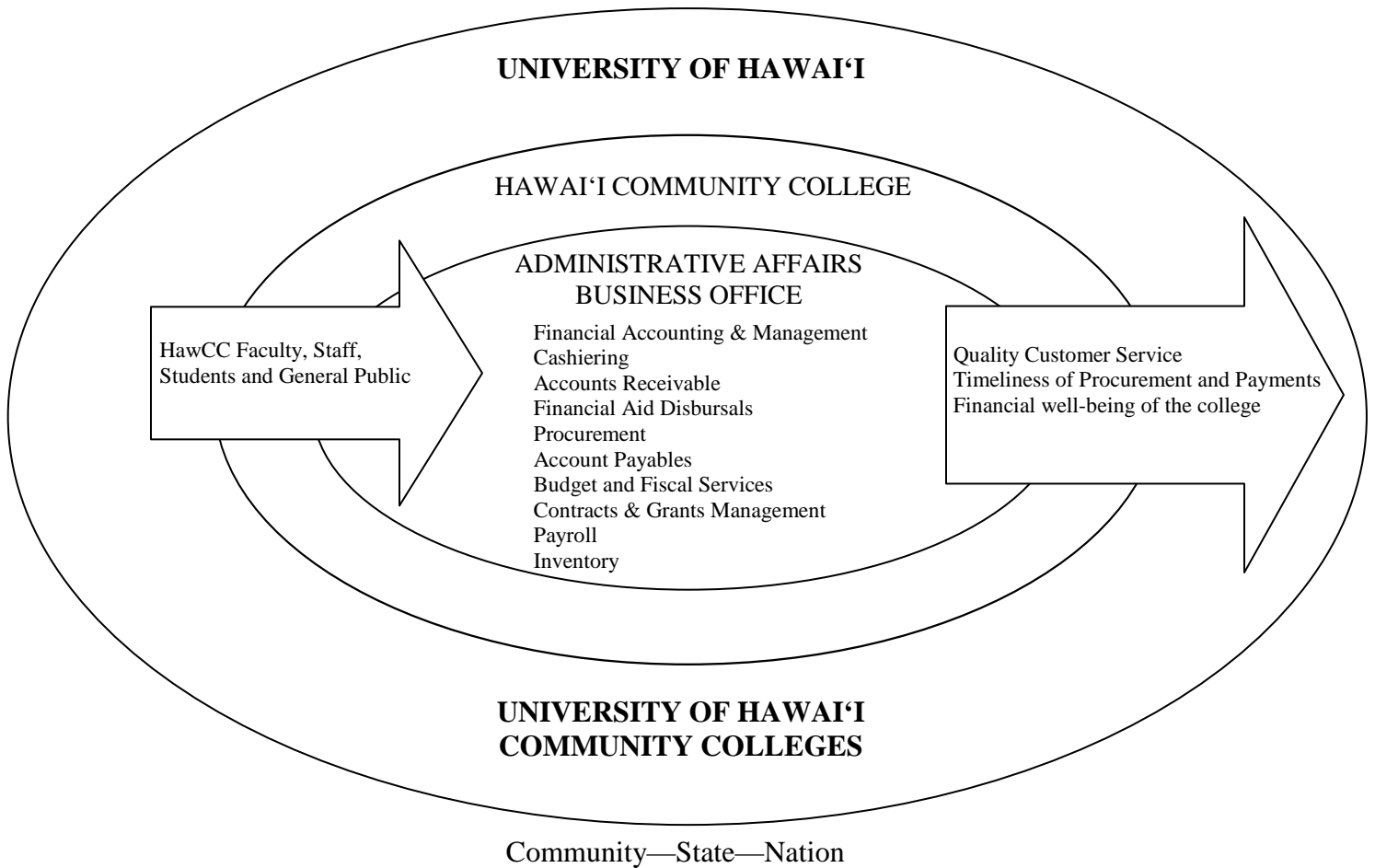
**HawCC Administrative Affairs  
Unit Map**



**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**

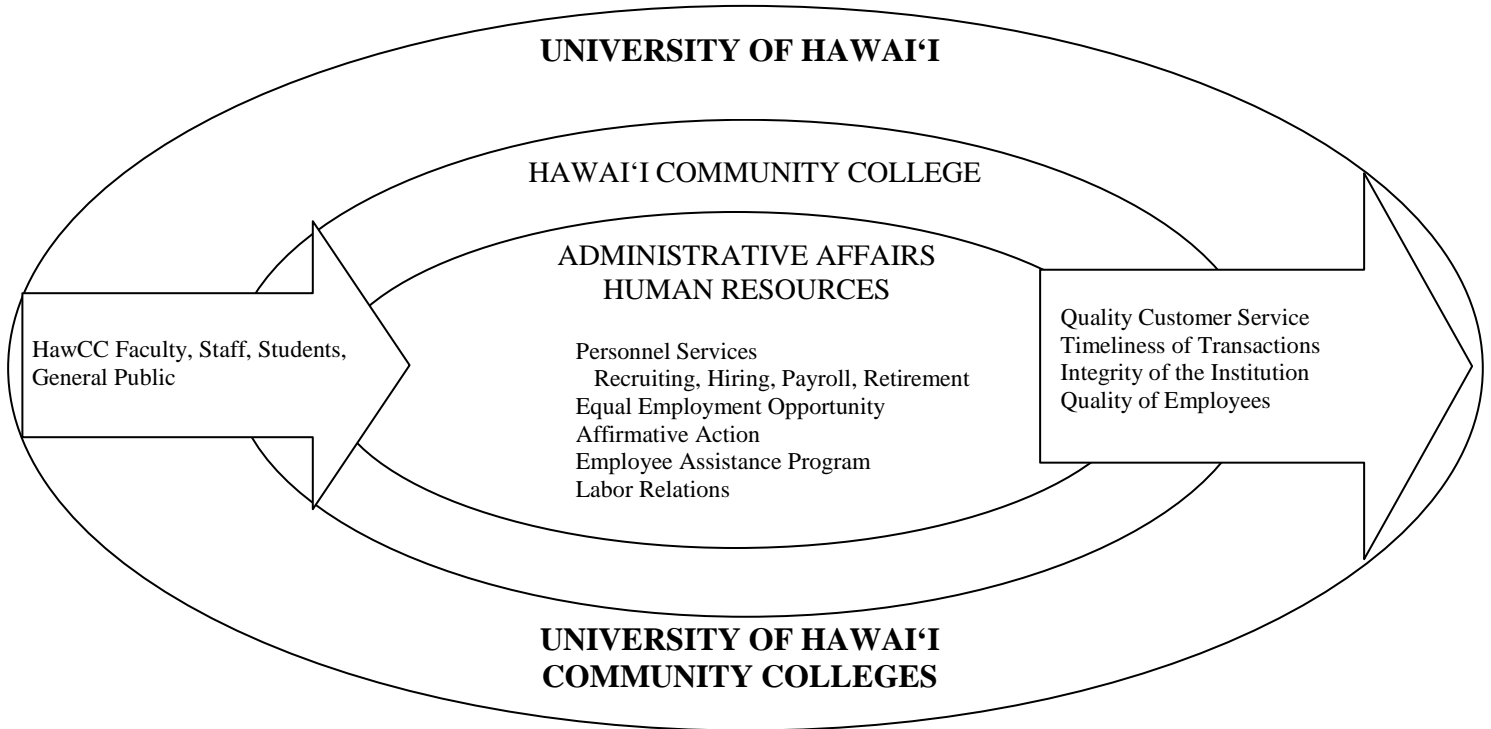


**Human Resources:**

Human Resources (HR) is responsible for all personnel transactions for new and existing employees. The civil service hiring freeze was lifted, therefore, recruitment for Secretarial, Office Assistant and Janitorial vacancies were conducted. BOR recruitments continued, in fact, increased due to the creation and recruitment for grants and temporary positions. Faculty paybacks were initiated as specified in the UHPA Collective Bargaining Agreement. In March 2011, the Human Resources Unit's Personnel Clerk transferred to the University of Hawaii at Hilo, leaving HR with two civil service Personnel Clerk vacancies which at that time were frozen, thus could not be filled. HR received approval to convert the Personnel Clerk IV to an APT Band A position. Both APT Band A and Personnel Clerk V positions were recruited and filled.

HR coordinated and offered training which included supervisory skills, team building and supervisor training for completion APT and civil service performance appraisals. HR participated in the testing of the conversion for casual hire and overload payroll system (SCOPIs) to PeopleSoft which required maintaining dual systems and constant communication between our office, our Business Office and the System offices involved in this conversion.

**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.

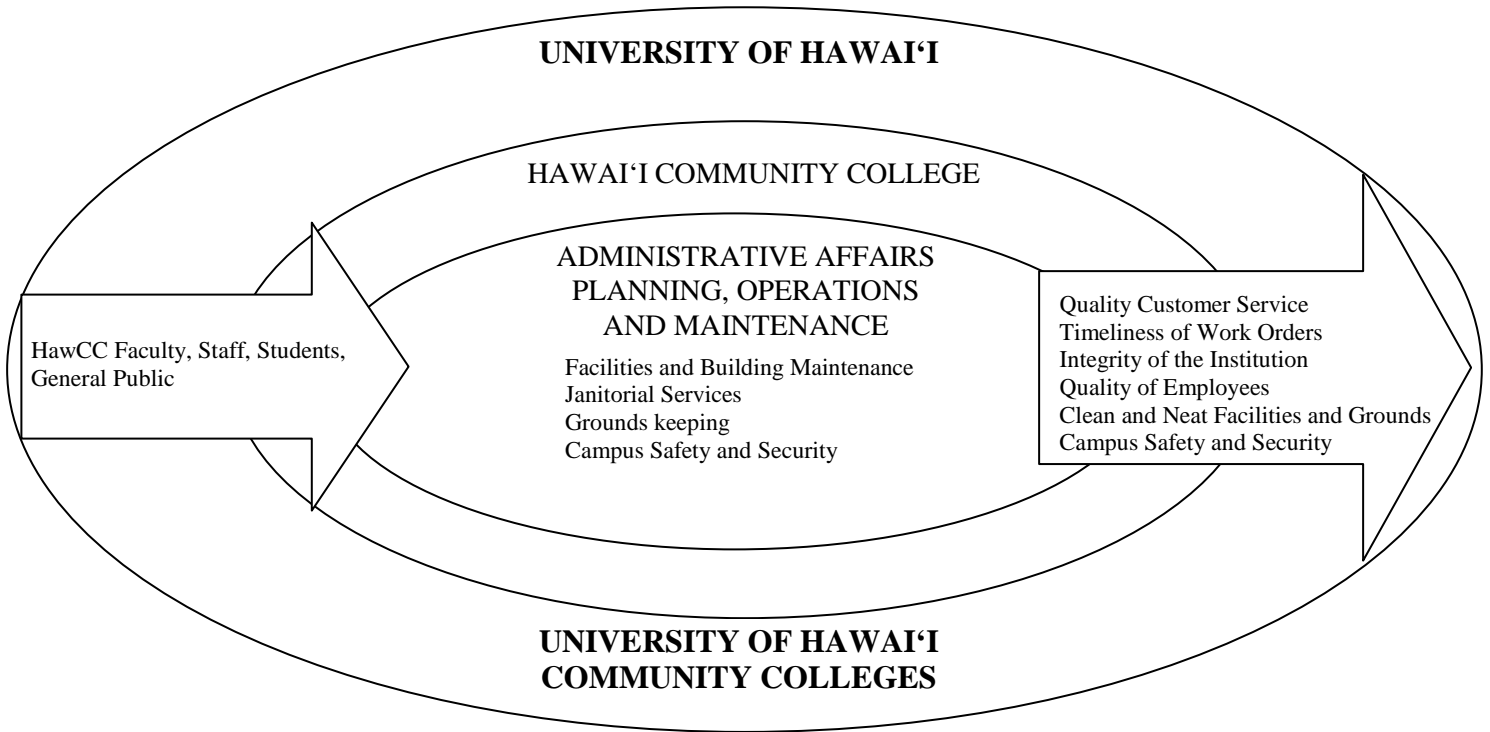
Planning, Operations and Maintenance envisions to be the best maintained facility in the State of Hawai'i System both aesthetically and structurally within five years.

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 Quali Financial System (KFS) as of 07/01/12. In preparation for this transition, the fiscal officer and the budget officer have gone to numerous KFS training sessions over nine weeks as Power Users for the campus.
  - 04/20/12 Power Users Basics
  - 04/24/12 Extended Basics

- 05/01/12 Chart of Accounts
  - 05/08/12 Purchasing
  - 05/15/12 Financial Processing
  - 05/22/12 Budget Process & Account Delegates
  - 05/29/12 Accounts Receivables
  - 06/05/12 Capital Asset Management
  - 06/12/12 Review
3. 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.
- 07/25/11 Susan attended Ethics Training
  - 07/26/11 Ted Andrada attended Ethics Training
  - 08/02/11 and 08/04/11 Sheldon Higa and Koryn Nako attended Excel class
  - 08/09/11 and 08/11/11 Sheldon and Koryn attended Excel Intermediate class
  - 09/08/11 Susan attended Kualu Coeus training
  - 09/13/11 and 09/15/11 Sheldon and Koryn attended Word Intro class
  - 09/20/11 and 09/22/11 Sheldon and Koryn attended Word Intermediate class
  - 09/23/11 all staff attended Voice Over IP class
  - 09/30/11 Ted, Sheldon and Koryn attended Correspondence Workshop
  - 10/21/11 Susan attended APT Evaluation Training
  - 11/17/11 Iris Mukai and Andrea Duyao attended CSA Security Training
  - 01/30/12 Susan attended eThORITY training
  - 02/09/12 Susan attended CURE Training
  - 03/09/12 Susan attended CSA Security Training
  - 04/15/12 to 04/18/12 Iris and Susan attended Regional NCURA Conference
  - 05/29/12 Iris attended KFS training
  - 05/31/12 Andrea attended KFS training
  - 06/26/12 Andrea attended eThORITY training
  - 06/28/12 Andrea and Koryn were trained to use the new credit card machine
4. 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.
5. Continue to offer training and/or informational sessions for the staff and faculty of HawCC. For FY 12, the Business Office conducted multiple training sessions in preparation for the conversion to the Kualu Financial Systems.
- 08/05/11 Wiki Travel session
  - 09/09/11 Wiki Travel Completion session
  - 09/23/11 Principal Investigator (PI) Training
  - 10/07/11 PI Purchasing & Payment Training
  - 11/04/11 Wiki Basic Procurement I Training
  - 11/18/11 Wiki Basic Procurement II Training
  - 03/15/12 pCard Training

- 05/04/12 KFS training
  - 06/08/12 KFS training
  - 06/26/12 KFS training
6. Develop a methodology to measure the processing of documents, to include the non-receipt of required documents and processing errors by the field.
  7. Continue to evaluate and improve accountability for revenue, including non-credit courses and revenue generated by the trade and other programs.
  8. Continue to pursue renovation of the interior space of the Business Office to improve security in general; to better safeguard personnel and operations; to better arrange personnel and furniture to improve efficiency and better serve the public; and improve the general overall working conditions for the office staff.
  9. 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

Document Type	FY 2010	FY 2011	FY 2012
UH FMIS			
Purchase Order	1,708	1,679	1,574
P-Card	2,921	2,810	2,844
Authorization for Payment	283	306	402
Departmental Checks	1,147	1,108	217
Payroll JV	386	406	393
Non-payroll JV *	328	340	342
Inter-Island TCR	315	426	479
Out-of-State TCR	19	34	39
A/R Invoices at FYE	61	34	45
<b>UH FMIS Total</b>	<b>7,168</b>	<b>7,143</b>	<b>6,335</b>
RCUH**			
Purchase Order	302	272	243
Direct Payment	149	66	27
Payroll JV	5	4	1
Non-Payroll JV	5	9	4
Inter-island TCR	118	50	44
Out-of-State TCR	9	22	50
<b>RCUH Total</b>	<b>588</b>	<b>423</b>	<b>369</b>
<b>UH FMIS/RCUH Total</b>	<b>7,756</b>	<b>7,566</b>	<b>6,704</b>

\*FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13<sup>th</sup> month accrual JV's.

\*\*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.

### **Budget and Fiscal Services:**

This office maintains budget appropriation, allocation and expenditure information for the college. Up-to-date financial reports are generated upon request for all areas and units of 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

### **Action Plan – Budget Specialist**

1. Maintain and improve the reporting of budgetary and actual data to the Administration, faculty and staff utilizing eThORITY, the report generation application for the Quali Financial System.
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.

### **Grants Management:**

The grants management office 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 University of Hawai'i Office of Research Services converted to a new grant management system, Quali Coeus, KC myGRANTS on 11/1/2011. The Administrative Officer is the main contact for HawCC campus to train and provide assistance to faculty and staff in the use of KC.
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 RCUH and/or UH FMIS.
3. Continue to provide and interpret financial data and assist in the management of extramural funds.
4. Meet with each grant program on a monthly/quarterly basis or as dictated by the program needs, with each grant.
5. Provide continuous development and implementation of training for extramural funds for project faculty and staff, as well as campus administration.
  - 08/05/11 Wiki Travel Session
  - 09/09/11 Wiki Travel Completion Session
  - 09/23/11 Principal Investigator (PI) Training – Part I
  - 10/07/11 PI Purchasing & Payment Training – Part II
  - 11/04/11 Wiki Basic Procurement I Training
  - 11/18/11 Wiki Basic Procurement II Training
  - 03/15/12 pCard Training
6. Work closely with West Hawaii Business Office staff to provide support and advisement regarding extramural funds.
7. Continue to do one-on-one training in the various grant areas as needed, as personnel change and policies and procedures are updated.
  - 07/25/11 Attended Ethics Training
  - 09/08/11 Attended Quali Coeus (KC – myGRANTS) Training
  - 09/23/11 Attended Voice Over IP class
  - 11/17/11 Attended CSA Security Training
  - 02/09/12 Attended CURE Training
  - 02/22/12 Attended Quali Coeus (KC – myGRANTS) Training

- 04/15/12 to 04/18/12 Attended Regional NCURA Conference
  - 04/27/12 Attended CEDS Conference
  - 05/31/12 Attended KFS Training
  - 06/26/12 Attended eThority Training
8. As there is 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 for Human Resources Unit:

1. Increase number of APT and Civil Service performance evaluations completed by supervisors.
2. Provide information and training to HawCC programs and units to ensure compliance with HR policies and procedures.
3. Explore additional space and ways to secure confidential information, both electronic and paper.
4. Improve response time to create positions.
5. 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.
6. 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**

	<b>MEASURE</b>	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>
1.	Number of PNF Transactions Processed (fiscal year)	1,032	977	1,215	1,129	913	891
2.	Number of New Appointments Processed (fiscal year)	43	71	56	23	32	38
3.	Number of Lecturer PNF documents Processed (fiscal year)	361	365	383	568	460	479
4.	Number of Form 6 Transactions Processed (fiscal year)	490	485	434	359	372	387
5.	Number of Leave Cards processed (fiscal year)	1,456	1,727	2,162	2,058	1,853*	1,567

6.	Average number of work days required for SF-1 to be approved (APT positions)	5	7	6	11	5	7
7.	Average number of work days for position description to be approved (APT position)	7	7	6	14	65	48
8.	Average number of work days required to fill APT positions	15	12	10	14	7	3
9.	Number of Grievances/ Investigations filed (fiscal year)	2	2	1/0	5	3	3
10.	Human Resources FTE	3**	4**	3**	3**	3**	3**
11.	Faculty/Staff Headcount	185	202	223	208	222	229
12.	Number of Existing Worker's Compensation Claims as of beginning of fiscal year	---	---	---	6	1	2
13.	Number of New/Reported Worker's Compensation Claims filed (fiscal year)	---	---	---	4	3	13
14.	Number of Existing Temporary Disability Benefits (TDB) claimed as of beginning of fiscal year	---	---	---	3	1	0
15.	Number of New Temporary Disability Benefits (TDB) claims filed (fiscal year)	---	---	---	0	2	1

\* 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 Effective December 2011 FTE = 3

### **Planning, Operations and Maintenance:**

1. One maintenance person volunteered, and is in the process of completing training/certification for a DCCA Maintenance Electrical Technician License.
2. Add a Campus Safety and Security Chief to oversee the Campus Safety and Security Office operations, staff and contract security guards.
3. Training Scheduled/Completed:
  - New and ongoing training to improve the skills of Janitors, Groundskeepers and Maintenance personnel will be conducted as appropriate.
  - Supervisory and general workplace behavior and communication workshops.
4. 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.

5. Projects Completed:

- The WH Nursing Learning Resource Center
- Manono Security fence
- Dust Collector Replacement in Carpentry Building 390
- 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 - Install campus traffic signage
- Install security cameras and emergency call box system
- Early Child Hood playground improvements
- Campus Security audit and update for Emergency Call Boxes, Public Address System, Surveillance
  - Cameras, Fire Notification System, and Radio Communication System.
- Continue upgrade and purchase new equipment, parts and supplies for POM
- Update the Campus Facility Use procedure
- Groundskeepers continue campus beautification project

6. Projects in Progress – Estimated Date of Completion:

- Hale Aloha Renovation – very rough estimate is December 2013
- I Ola Óaloa Wai Renovation/Addition Buildings 380 and 389 – summer 2013
- Fire Alarm System Upgrade – summer 2013
- Komohana LRDP – June/July 2013
- Replace Art kiln and area renovation – August 2013
- Repair/replace ceiling and electrical in Buildings 380 and 381 – August 2013
- Upgrade water infrastructure – summer 2013

7. Projects Planned:

- ADA Door Installation in Various Buildings 382 (cafeteria), 387 (Hale Kea) and 388 (SWD entrance)
- Campus lock and key project
- Motorcycle training area

- Reroof Building 379A
  - Upgrade Electrical Infrastructure
  - Replace Windows in Building 381
  - Renovate Storage Bay into CTE Dean’s Office in Building 392
  - Replace AC/ductwork in Buildings 378 and 397
  - Acquire office trailers to house personnel from 378/397 when AC work is in progress
  - Health/Safety – Asbestos abatement, 391 Electricity/Electronics – 2014/2015
  - Health/Safety – Install parking lot lights by 396B (Nursing Resource Center) – 2014/2015
  - Health/Safety – Replace dust collector in Carpentry building 386B – 2014/2015
  - Health/Safety – Upgrade electrical infrastructure – 2014/2015
  - Komohana Infrastructure design – 2014/2015
8. 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.
  9. Due to the increase in responsibilities and the volume of paperwork processed, POM added a (temporary) Office Assistant III.
  10. Due to the increasing demands required by statute for documentation, training, testing, drills and exercises, reporting, and the complexity of campus safety and security, a vacant security officer position was converted into an APT B (Safety and) Security Chief position. The position is currently vacant, but in the process of being filled.
  11. Request relocation to or new or remodeled facilities to enable the expansion of auxiliary services to be offered such as, but not limited to mail and vehicle operations. Additionally, the general overall working conditions for the office staff and other POM employees can be improved.
  12. 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**

	<b>July 1, 2008 to June 30, 2009</b>	<b>July 1, 2009 to June 30, 2010</b>	<b>July 1, 2010 to June 30, 2011</b>	<b>July 1, 2011 to June 30, 2012</b>
Work orders Completed	1,039	1,120	1,306	1,827
Purchase Orders Processed	412	524	583	1,330
Purchase Requisitions Processed			593	1,340
Key Requests	139	131	266	216
Facility Use Requests	208	230	378	356
Facility Modification Requests	20	6	11	11

Incident Reports	36	58	60	73
Leave of Absence Forms Processed		443		1,157
Verification of Absences			1,306	1,167
Temporary Assignment Forms Processed		79	48	131
Overtime/Night Diff/Timesheets/Mileage Forms Processed (4 Forms per process)		36	17	120
Request for Quotes Processed		59	96	125
UH Work Orders Processed		48	35	9
ACU Work Orders Processed		24	51	85
Digital Media Work Orders Processed		4	0	0
Super Quotes Processed		6	10	2
Bid proposals Processed (approximately)		11	5	4
Room Reservations Processed (non-academic)Partial year			378	356
P-card transactions			107	123
Form 95's processed		19	15	6
Safety Shoe Request			15	16
Uniform Requests			30	36
Travel Requests			6	11
Student Hires			9	21
Vehicle Travel, Gas Log			192	144
Hazardous Chemical Inventory Forms			14	16
Quarterly UPW Work Schedules			10	8
Ali'i Security Payroll Verifications			54	24
Number of work orders completed (fiscal year)	1,039	1,120	1,306	1,827
% of Average	99%	103%	113%	138%
Janitor FTE	11.00	11.00	10.00	
% of Average	81%	81%	78%	11
Groundskeeper/Laborer FTE	3.00	4.00	4.00	
% of Average	62%	87%	86%	4
Building Maintenance FTE	2.00	2.00	2.00	
% of Average	56%	54%	56%	2
Security FTE	0.00	0.00	2.00	
% of Average	0%	0%	72%	1

**Unit / Office Outcomes and Outcome Measures**

**Summarize assessments of Student Learning Outcome(s) and/or Outcome Measure(s) that we have completed since the last Annual Program Review (APR).**

	<b>SLO or Outcome Measure</b>	<b>What was done to achieve the desire outcome?</b>	<b>Is the outcome being attained?</b>	<b>What are you going to do next either to achieve or to continue to achieve the desired outcome?</b>	<b>Resources required (provide \$ estimate for each item)</b>
1.	The Business Office provides payment services to students (cashiering, refund processing, etc.) so that students can focus on attainment of their educational goals.	A Sampling of Financial aid refund requests processed manually 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), 100 random refund requests will be reviewed.	Of the 100 refund requests tested, from the date of the disbursement of the award, it took an average of 1-2 business days for the refund to be requested. Electronic refunds (E-Refund) were processed 1-2 business days from the date requested. If a student did not have E-Refund, a check was then generated and mailed to the students within 1-2 business days from the date requested. Non-financial aid refunds for dropped courses are not processed until after the add/drop period or after the third week of school. It took an average of 1-2 business	We will continue to make necessary changes and adjustments to better our service to the students.	

			days also for the refunds to be requested. Electronic refunds (E-Refund) were processed 1-2 business days from the date requested. If a student did not have E-Refund, a check was then generated and mailed to the students within 1-2 business days from the date requested.		
2.	Assist and facilitate faculty and staff in acquiring extramural funds.	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.	FY 12 HawCC was awarded \$4,365,944 in extramural funds.	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.	
3.	Human Resources supports the integrity of its programs and services by employing personnel who are qualified by appropriate education, training and experience.	Meet with every screening committee to give instruction on their responsibility and guidance on procedures to ensure the hiring of qualified personnel.	There were approximately 38 employees hired between 7/1/11 to 6/30/12.	We will continue meet with all screening committees and intend to improve instructions to better service the committees and outcomes.	
4.	Provide college administration, faculty and staff with timely budget information and fiscal services that supports programs and units in achieving student learning outcomes.	Compiled, reviewed and disseminated budget information through various reports.	Generate a series of reports for utilization by mid-month. Programs are able to view the budgetary allocations that are available.	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.	
5.	Janitors- Maintain all campus classrooms,	All personnel were trained in basic cleaning and janitorial duties and	All campus classrooms, offices and restrooms	Establish the Association of Higher Education Facilities	Department budget for



	offices and restrooms to ensure a tidy/clean environment.	responsibilities. Staff has also been provided with the appropriate tools and equipment.	are checked daily by the working supervisors and randomly by the Auxiliary Services Officer. (See Appendix A – POM Survey)	Officers (APPA) Level II- Ordinary Tidiness Standard. Working supervisors and the Auxiliary Service Officer will ensure compliance.	normal operations.
6.	Grounds Keeping- Maintain all campus grounds in a neat, tidy professional manner befitting good grounds keeping and landscaping practices.	All personnel were trained in basic grounds keeping and landscaping duties and responsibilities. Staff has also been provided with the appropriate tools and equipment.	All campus grounds are checked randomly by the Auxiliary Services Officer and the Vice Chancellor for Administrative Affairs. (See Appendix A – POM Survey)	Establish a grounds keeping checklist to document the requirements of the grounds keeping section.	Department budget for normal operations.
7.	Maintenance- Complete all work orders to the established AIM criteria. Emergencies – 24 hours, Urgents – 120 hours, Routines – 720 hours.	All open work orders are reviewed weekly with the maintenance department by the Auxiliary Services Officer to ensure proper sequencing of work.	Backlog of work orders has been reduced. (See Appendix A – POM Survey)	We will continue to manage the open work order backlog to ensure that resources are directed where needed.	Department budget for normal operations.
8.	Security- Track Security Incidents on Hawaii Community College Campus.	All reported incidents will be reported and tracked using the Campus Incident Report Process.	All Campus Incident Reports are reviewed daily by the Auxiliary Services Officer and appropriate action assigned as required. (See Appendix A – POM Survey)	Incident Reporting/Tracking software will be implemented for ease of entry, sorting and dissemination.	Department budget for normal operations.



# **Appendix A – Planning, Operations and Maintenance Survey**

**Fall 2012**

# POM Unit Survey – Grounds, Janitorial, Maintenance, Security, Administration





## 1. What is your affiliation with the college?

		Response Percent	Response Count
Faculty		44.4%	44
Administration		5.1%	5
Support Staff		49.5%	49
Other (please specify)		1.0%	1
<b>answered question</b>			<b>99</b>
<b>skipped question</b>			<b>3</b>

## 2. What is your age?

		Response Percent	Response Count
16-21		0.0%	0
22-45		27.3%	27
46-100		72.7%	72
<b>answered question</b>			<b>99</b>
<b>skipped question</b>			<b>3</b>

### 3. What is your gender?

		Response Percent	Response Count
Female		63.6%	63
Male		36.4%	36
answered question			99
skipped question			3

### 4. Please rate the overall professionalism (conduct, ethics, and qualities) of each POM area:

	Poor	Satisfactory	Excellent	No Opinion	Response Count
Security	4.8% (4)	<b>63.1% (53)</b>	23.8% (20)	8.3% (7)	84
Janitorial	13.1% (11)	<b>53.6% (45)</b>	28.6% (24)	4.8% (4)	84
Grounds	3.6% (3)	38.6% (32)	<b>55.4% (46)</b>	2.4% (2)	83
Maintenance	4.8% (4)	<b>48.2% (40)</b>	41.0% (34)	6.0% (5)	83
Admin Office	2.5% (2)	<b>55.0% (44)</b>	28.8% (23)	13.8% (11)	80
If you selected the Poor or Excellent rating above, please comment.					46
answered question					85
skipped question					17

### 5. Please rate the overall personal appearance of employees by POM area:

	Poor	Satisfactory	Excellent	No opinion	Response Count
Security	0.0% (0)	<b>60.2% (50)</b>	34.9% (29)	4.8% (4)	83
Janitorial	1.2% (1)	<b>63.1% (53)</b>	32.1% (27)	3.6% (3)	84
Grounds	0.0% (0)	<b>65.1% (54)</b>	32.5% (27)	2.4% (2)	83
Maintenance	0.0% (0)	<b>62.7% (52)</b>	32.5% (27)	4.8% (4)	83
Admin Office	0.0% (0)	<b>54.2% (45)</b>	33.7% (28)	12.0% (10)	83

If you selected the Poor or Excellent rating above, please comment.

18

**answered question**

**84**

**skipped question**

**18**

### 6. Please rate the overall quality of work of each POM area:

	Poor	Satisfactory	Excellent	No opinion	Response Count
Security	4.8% (4)	<b>68.7% (57)</b>	20.5% (17)	6.0% (5)	83
Janitorial	13.1% (11)	<b>57.1% (48)</b>	26.2% (22)	3.6% (3)	84
Grounds	2.4% (2)	42.2% (35)	<b>54.2% (45)</b>	1.2% (1)	83
Maintenance	2.4% (2)	<b>55.4% (46)</b>	34.9% (29)	7.2% (6)	83
Admin Office	3.7% (3)	<b>57.3% (47)</b>	28.0% (23)	11.0% (9)	82

If you selected the Poor or Excellent rating above, please comment.

30

**answered question**

**84**

**skipped question**

**18**

## 7. Please rate the responsiveness of each POM area:

	Poor	Satisfactory	Excellent	No opinion	Response Count
Security	2.4% (2)	<b>62.7% (52)</b>	26.5% (22)	8.4% (7)	83
Janitorial	6.0% (5)	<b>56.6% (47)</b>	25.3% (21)	12.0% (10)	83
Grounds	1.2% (1)	<b>51.2% (42)</b>	32.9% (27)	14.6% (12)	82
Maintenance	6.1% (5)	<b>45.1% (37)</b>	37.8% (31)	11.0% (9)	82
Admin Office	3.7% (3)	<b>54.9% (45)</b>	28.0% (23)	13.4% (11)	82

If you selected the Poor or Excellent rating above, please comment.

27

**answered question**

**84**

**skipped question**

**18**

## 8. Please rate your overall opinion of friendliness and approachability of employees in each POM area:

	Poor	Satisfactory	Excellent	No opinion	Response Count
Security	2.4% (2)	<b>51.2% (43)</b>	38.1% (32)	8.3% (7)	84
Janitorial	4.9% (4)	41.5% (34)	<b>47.6% (39)</b>	6.1% (5)	82
Grounds	2.4% (2)	42.7% (35)	<b>48.8% (40)</b>	6.1% (5)	82
Maintenance	2.5% (2)	39.5% (32)	<b>49.4% (40)</b>	8.6% (7)	81
Admin Office	3.7% (3)	40.7% (33)	<b>45.7% (37)</b>	9.9% (8)	81

If you selected the Poor or Excellent rating above, please comment.

28

**answered question**

**84**

**skipped question**

**18**

**9. Please rate the responsiveness of each POM unit regarding work order requests:**

	Poor	Satisfactory	Excellent	No opinion	Response Count
Maintenance	6.5% (5)	<b>42.9% (33)</b>	28.6% (22)	22.1% (17)	77
POM Administration	3.8% (3)	<b>45.0% (36)</b>	32.5% (26)	18.8% (15)	80

If you selected the Poor rating above, please comment 9

answered question	81
skipped question	21

**10. Please rate your opinion regarding “call backs” to each POM unit for the same issues: (Note: Maintenance: HawCC staff come out twice or more to fix same issue. POM Admin: Vendor comes out twice or more to fix same issue.)**

	Poor	Satisfactory	Excellent	No opinion	Response Count
Maintenance	6.4% (5)	<b>37.2% (29)</b>	20.5% (16)	35.9% (28)	78
POM Administration	7.5% (6)	<b>40.0% (32)</b>	20.0% (16)	32.5% (26)	80

If you selected the Poor rating above, please comment 6

answered question	80
skipped question	22

**11. State any building(s)/room(s) you feel is/are not being addressed properly by POM personnel and why.**






Response Count	18
answered question	18
skipped question	84



**12. State any exterior area (grass, shrubbery/trees, other type of landscape, parking lots, building exterior surfaces, etc.) you feel is/are not being addressed properly by POM personnel and why.**

	Response Count
	12
<b>answered question</b>	<b>12</b>
<b>skipped question</b>	<b>90</b>

**13. How “secure” do you feel when you are on the HawCC Manono campus?**

		Response Percent	Response Count
Not at all		0.0%	0
Not very		2.5%	2
Somewhat		11.4%	9
Neutral		12.7%	10
<b>Adequately</b>		<b>49.4%</b>	<b>39</b>
Very		24.1%	19

Please specify any safety/security issues you have. 14

<b>answered question</b>	<b>79</b>
<b>skipped question</b>	<b>23</b>

**14. Please tell us how POM can be of better service to you.**

	<b>Response Count</b>
	26
<b>answered question</b>	<b>26</b>
<b>skipped question</b>	<b>76</b>

1 lecturer, 1 class

Nov 8, 2012 1:40 PM

**Page 4, Q1. Please rate the overall professionalism (conduct, ethics, and qualities) of each POM area:**

1	Janitorial: The same 3 or 4 janitors congregate on a daily basis. Not enough work for them to do? They are always hanging out behind the cafeteria daily. If this is their break period, can this be done somewhere else? It gives all State workers a bad image. Maintenance: One worker can improve in his work attitude, showing that he really wants to help others. His quality of work confirms this.	Nov 15, 2012 7:34 AM
2	lab needs to be cleaned on a regular basis. new bathroom has not been swept in 2 weeks 386	Nov 14, 2012 7:17 AM
3	All areas of POM rated as Excellent have been Excellent in providing service above and beyond what has been requested. Their attention to detail and helpful attitudes has made working at HawCC enjoyable.	Nov 13, 2012 6:34 PM
4	Classrooms were switched during the summer. There was no notification to faculty about the switch in classrooms prior to the start of the semester. It was assumed by POM that no problems would occur with the switch. However, problems have occurred as a result. There seems to be a lack of concern.	Nov 13, 2012 4:46 PM
5	More help is needed in the office. Otherwise all works well.	Nov 13, 2012 4:30 PM
6	Heard there were thefts on campus. Where is security if there is 24 hour surveillance? Maintenance person in charge has poor communication skills.	Nov 13, 2012 11:52 AM
7	general appearance of grounds is neat and well tended. plants and shrubs are trimmed and lawn cut regularly. contributes to the good reputation of the college campus, especially since the buildings are old.	Nov 13, 2012 10:11 AM
8	Security staff should always be prepared with notepaper and pen for documenting situations. Once, I had to provide pen & paper for security staff. Second, security staff should have a level of writing skills so when you give a report you don't have to spell out all the words.	Nov 13, 2012 9:24 AM
9	The POM staff is very cordial and has been very cooperative to the needs and requests of our office.	Nov 13, 2012 9:15 AM
10	The staff are very helpful and there are always projects underway to make the campus a safe and pleasant place to work.	Nov 11, 2012 5:34 PM
11	keep up the great work!	Nov 9, 2012 6:22 PM
12	The grounds look manicured and well-groomed. Would like to see more native plants everywhere, though. Mahalo!	Nov 9, 2012 3:43 PM
13	My office is on the upper campus so it is difficult to comment on POM services, but the grounds keeping crew are doing an excellent job! The campus looks great!	Nov 9, 2012 3:23 PM
14	Janitorial-Bathrooms are always stocked with supplies and are so clean. Garbage is taken out often and employees are friendly. Grounds-Trees are trimmed and lawn is mowed and neat. Nice to see native plants growing around campus. Employees are seen working hard pruning plants and they have a "happy" attitude. Maintenance-Surrounding areas look functioning and the staff	Nov 9, 2012 3:08 PM

**Page 4, Q1. Please rate the overall professionalism (conduct, ethics, and qualities) of each POM area:**

	are on site available.	
15	Some janitors constantly seem to have issues that goes on in the course of their work and tend to congregate and complain noticeably. Many conduct themselves professionally while others do not.	Nov 9, 2012 2:01 PM
16	Grounds- poor rating- They are not always respectful of classes in session when using loud equipment.	Nov 9, 2012 10:59 AM
17	Clean, organized, professional	Nov 9, 2012 9:55 AM
18	Security has always been professional and responsive Grounds: The campus *always* looks well maintained Maintenance staff has a lot of technical proficiency and are always helpful Admin office: staff is always been very helpful and friendly	Nov 9, 2012 9:24 AM
19	Always helpful. Have had no probs.	Nov 8, 2012 6:18 PM
20	The personel in POM's conduct themselves in a very professional manner, exhibits an outstanding personality, very helpful. Will go out of their way to solve a problem.	Nov 8, 2012 5:56 PM
21	Better set air conditioning on and off times in the portabuildings. Clean chalk trays in portabuildings.	Nov 8, 2012 5:43 PM
22	There are only a few good people holding up each area that are excellent. It's a shame you have to be rated as a group.	Nov 8, 2012 5:19 PM
23	Our campus grounds are always neat, tidy and attractive. Parking is well marked.	Nov 8, 2012 5:02 PM
24	Mahalo to the janitorial and maintenance staff. They do such great work the lower campus (manono) is very clean compared to the upper campus UHH. The lower campus bathrooms are super clean as compared to the EKH bathroom (EKH is so yucky - it smells, has broken stalls and water leaks.) I teach at both upper and lower campus and the lower campus seems safer and cleaner. The women's bathrooms at ABRT/AMT is very clean. Thank you.	Nov 8, 2012 5:00 PM
25	Upper campus is ot secure. Some theft, security people caught in secured areas where they have no business being in.	Nov 8, 2012 4:33 PM
26	Grounds are immaculate Maintenance is timely. Work by Greg Barber is excellent Security personnel are friendly and responsive Admin is responsive Janitorial could improve. Especially the early shift	Nov 8, 2012 4:27 PM
27	poor stands arounds and hides all day excellent the campus looks great	Nov 8, 2012 2:50 PM
28	The janitors in my area are excellent workers, pleasant, and helpful. Keahi and Carl the grounds keepers keep the campus looking orderly. I have never seen Max sit down he is always doing something When ever i need maintenance done or something fixed , Greg and Art are on it	Nov 8, 2012 2:40 PM
29	Grounds and Maintence Crew are very responsive, personable, and do a great job.	Nov 8, 2012 2:04 PM

**Page 4, Q1. Please rate the overall professionalism (conduct, ethics, and qualities) of each POM area:**

30	I am at West Hawaii so I do not have direct contact with most services.	Nov 8, 2012 1:34 PM
31	Grounds, Maintenance and Admin Office, hard working and very professional	Nov 8, 2012 1:04 PM
32	I think that POM does a great job. I feel safe on campus even when I work late at night. I enjoy looking at the landscape and very proud that HawCC has native Hawaiian plants. The restrooms are always clean and maintenance very helpful. The administration office has always been helpful.	Nov 8, 2012 12:52 PM
33	Some Janitors are excellent and others are poor. Just depends.	Nov 8, 2012 12:29 PM
34	bathrooms run out of paper products. offices not swept or mopped. see janitors sitting around a lot.	Nov 8, 2012 12:26 PM
35	we only have 1 guy to do it all	Nov 8, 2012 12:18 PM
36	. The grounds are upkept and maintenance problems are few or none in my area.	Nov 8, 2012 11:53 AM
37	Visually, I believe the staff does the best with their resources. They are always polite and considerate. It would be good to have my classroom opened by 7:30 so I don't end up looking for someone with a key. Mahalo	Nov 8, 2012 11:49 AM
38	Janitorial - some individuals seem to have poor work ethics and can be rude when dealing with office staff. Others are more friendly and consistent and seem to take pride in their work. Grounds - most are friendly and approachable and the condition of our grounds indicate a commitment to and pride in their work.	Nov 8, 2012 11:37 AM
39	Grounds and Maintenance are always friendly and ready to assist in any form or fashion.	Nov 8, 2012 11:26 AM
40	Very satisfied with the work they do. They make our office "shine"!	Nov 8, 2012 11:25 AM
41	The POM personnel have always acted in a professional manner to me. I also believe that they take pride in their work.	Nov 8, 2012 11:18 AM
42	Very high attention to detail.	Nov 8, 2012 11:13 AM
43	Security has been gracious and helpful when I have needed to access the nursing lab during weekends. Grounds and buildings that I am consistently in (the nursing lab complex on Manono) are well maintained and attractive when visitors come to see the facility. I have not had any interactions with Maintenance or the Admin Office personally.	Nov 8, 2012 11:09 AM
44	SOME of the janitors have a bad attitude--leave work when they dont' want to do something--like waxing the floors. They are on their phones texting a lot! Some even work in pairs. Bathrooms aren't monitored frequently so we run out of papertowels or toilet paper. That is unacceptable! This is only a handful of them--not all janitors have the same work ethics. Ground and Maintenance staff are very customer oriented and go over and beyond what is expected of them.	Nov 8, 2012 11:08 AM
45	Non-professional work ethic..	Nov 8, 2012 11:01 AM
46	Some buildings could use better cleaning in the bathrooms (380, 381) and there	Nov 8, 2012 6:28 AM

**Page 4, Q1. Please rate the overall professionalism (conduct, ethics, and qualities) of each POM area:**

have been times when the toilet paper in the women's restroom in 381 has completely run out.

**Page 4, Q2. Please rate the overall personal appearance of employees by POM area:**

1	neat and clean, very professional	Nov 14, 2012 7:17 AM
2	I really like the maroon HawCC teeshirts!	Nov 11, 2012 5:34 PM
3	Really like the uniform t-shirt. Looks very professional.	Nov 9, 2012 3:43 PM
4	Security-Nice uniforms and neat. Janitorial-Matching uniform shirts, easily recognizable as HCC employees. Grounds-Dressed for the outdoors and working with uniform shirts. Recognizable. Maintenance-Uniformed and equipped with tools to maintain facility. Admin Office-Uniformed and neatly dressed and appropriate personal appearance.	Nov 9, 2012 3:08 PM
5	I have never observed POM staff to be dressed or groomed unprofessionally.	Nov 9, 2012 9:24 AM
6	Not sure why this is important. . .	Nov 8, 2012 6:18 PM
7	Some of the janitorial staff should appreciate that they have a job! Stop complaining!	Nov 8, 2012 5:56 PM
8	I really like having personnel in easy to identify uniform shirts. It give these folks an "official" presence and we can see everyone at work. I also like that they wear their name tags daily.	Nov 8, 2012 5:02 PM
9	All wearing the HawCC shirts, looks very professional	Nov 8, 2012 3:48 PM
10	All POM staff always are looking professional	Nov 8, 2012 2:40 PM
11	What can I say, you have a good looking group :)	Nov 8, 2012 2:04 PM
12	Appearances are fine and uniform.	Nov 8, 2012 1:04 PM
13	I think that everyone in each of the departments listed dresses appropriately.	Nov 8, 2012 12:52 PM
14	Excellent is excellent. The staff does their job, appears to dress for their tasks.	Nov 8, 2012 11:49 AM
15	Grounds and Maintenance are always friendly and ready to assist in any form or fashion.	Nov 8, 2012 11:26 AM
16	It is easy to spot POM staff because of their uniforms. Their appearance is professional.	Nov 8, 2012 11:18 AM
17	overall an attractive group of people	Nov 8, 2012 11:13 AM
18	Security staff are neat, official looking and well groomed at all times of the day.	Nov 8, 2012 11:09 AM



**Page 4, Q3. Please rate the overall quality of work of each POM area:**

1	All areas of POM rated as Excellent have been Excellent in providing service above and beyond what has been requested. Their attention to detail and helpful attitudes has made working at HawCC enjoyable.	Nov 13, 2012 6:34 PM
2	Quality of work needs improvement, especially in the classrooms. Instructional computers and other equipment, such as TV/VCRs and projectors are never dusted or cleaned, so they are constantly covered with chalk dust.	Nov 13, 2012 4:46 PM
3	Grounds employees are always busy, areas are neat and well "groomed"	Nov 12, 2012 2:58 PM
4	The work I have requested has been prompt and of good quality	Nov 11, 2012 5:34 PM
5	Janitorial-Employees are friendly and keep our areas nice and clean. Grounds-The Grounds are kept nice and looking good.	Nov 9, 2012 3:08 PM
6	Grounds- I think they butcher most of the landscaping	Nov 9, 2012 10:59 AM
7	Feel the bathrooms are not always clean. Floors look really dirty.	Nov 9, 2012 9:26 AM
8	Grounds, Maintenance, and Admin Office have always been responsive and efficient when responding to requests.	Nov 9, 2012 9:24 AM
9	I rated it excellent because I think the campus is very nice and seems to be very well maintained, clean, beautiful, and said excellent security because I never see any uniformed security guards and so the security issue does not detract from the beauty of the campus.	Nov 8, 2012 6:29 PM
10	Neal always responds promptly. I really appreciate that. I see security around all the time, which is nice. The janitorial workers on upper campus are polite and consistently do quality work, particularly Reed. The grounds generally look great and well-maintained. I have little interaction with the admin office.	Nov 8, 2012 6:18 PM
11	Grounds are immaculate Maintenance is timely. Work by Greg Barber is excellent Security personnel are friendly and responsive Admin is responsive Janitorial could improve. Especially the early shift	Nov 8, 2012 4:27 PM
12	grounds and janitorial work by second crew is excellent. complete work.	Nov 8, 2012 3:29 PM
13	look at the restrooms	Nov 8, 2012 2:50 PM
14	Grounds and Maintenance crew do great work	Nov 8, 2012 2:04 PM
15	My contact regarding the services are limited to visits as I am assigned to West Hawaii	Nov 8, 2012 1:34 PM
16	friendly and keeps the classroom, bathroom and grounds in good condition	Nov 8, 2012 1:23 PM
17	Grounds crew all ways working hard keeping our campus beautiful. Maintenance very responsive, friendly and positive. Admin Office helps solving problems and getting paperwork done.	Nov 8, 2012 1:04 PM
18	The over all quality is Excellent for each of the departments listed.	Nov 8, 2012 12:52 PM
19	PB-16 is in constant need of repair. While there has been some work done on	Nov 8, 2012 12:32 PM

**Page 4, Q3. Please rate the overall quality of work of each POM area:**

	the floors, they continue to rot or be eaten by termites. The grounds always look really good and professional.	
20	Some Janitors excellent but some not so much. Attitude is a problem with some.	Nov 8, 2012 12:29 PM
21	Althea and Reed are professional and personable.	Nov 8, 2012 12:28 PM
22	bathrooms run out of paper products. offices not swept or mopped. see janitors sitting around a lot.	Nov 8, 2012 12:26 PM
23	Janitorial -some individuals perform kapulu job of cleaning and are inconsistent in emptying trash. Bathroom can be filthy even after a "cleaning." Other individuals do a better job. Grounds - our campus grounds are beautiful and well kept.	Nov 8, 2012 11:37 AM
24	Security- Continued theft in the rear parking lot. Grounds and Maintenance are always friendly and ready to assist in any form or fashion.	Nov 8, 2012 11:26 AM
25	They take pride in the work they do....(like it is there own home). Great job!	Nov 8, 2012 11:25 AM
26	I have had nothing but positive encounters with the POM personnel.	Nov 8, 2012 11:18 AM
27	As noted above, the jobs each are responsible for appear to be completed with attention to details, pride in the outcome of their contribution to campus life, and interactions with persons from these departments currently are courtious and professional.	Nov 8, 2012 11:09 AM
28	See some of hte janitors just talking stories while others are very conscientious.	Nov 8, 2012 11:08 AM
29	Poor communication skills and lacking knowledge of Job expectations.	Nov 8, 2012 11:01 AM
30	Many times when requesting a room for a meeting, do not get a response back on status and have to call a few days later to see if the room is confirmed. The office should call at least or email back a scanned copy of the approved form.	Nov 8, 2012 6:28 AM

**Page 4, Q4. Please rate the responsiveness of each POM area:**

1	All areas of POM rated as Excellent have been Excellent in providing service above and beyond what has been requested. Their attention to detail and helpful attitudes has made working at HawCC enjoyable.	Nov 13, 2012 6:34 PM
2	Responsiveness to rectify problems is often confusing, especially if the problem occurs on the Main Campus. The problem is thrown back and forth between the two campuses to solve, between UHH and HawCC. There needs to be clearly defined job descriptions/roles for the maintenance and/or repair of problems that occur in the classrooms located on the Main Campus.	Nov 13, 2012 4:46 PM
3	Lack of communication	Nov 13, 2012 11:52 AM
4	Sometimes when the restrooms are plugged and flooding, completing a workorder is not conducive to maintaining public safety. . . .sometimes it is a "gray" area in understanding who is responsible for this type of situation.	Nov 13, 2012 9:24 AM
5	The staff always go above and beyond the call of duty very willingly.	Nov 13, 2012 9:15 AM
6	Admin Office is pleasant. One area that could use improvement is room reservations - process is cumbersome and responsible staff do not return calls, are not available and take too long to confirm room availability.	Nov 12, 2012 2:58 PM
7	I have had positive experiences working with staff from these areas	Nov 11, 2012 5:34 PM
8	Janitorial-Employees are available and constantly working. They make sure the garbage is taken out and bathrooms are clean and well stocked. Grounds-Employees are always around outside and keep the areas looking nice. They are readily available. Admin Office-Employees are friendly and helpful. They respond right away when called on or sent an e-mail.	Nov 9, 2012 3:08 PM
9	Grounds, Maintenance, and Admin Office have always been responsive and efficient when responding to requests.	Nov 9, 2012 9:24 AM
10	I have never had to wait to receive help from any of these offices - someone always responds quickly, even if, for example, maintenance needs to wait for a part to come in before fixing the problem. I enjoy working with these people, and feel they are doing their jobs very well.	Nov 8, 2012 6:18 PM
11	Always gets the job or request done on time.	Nov 8, 2012 5:56 PM
12	Grounds are immaculate. Moves are done very quickly Maintenance is timely. Work by Greg Barber is excellent Security personnel are friendly and responsive Admin is responsive Janitorial could improve. Especially the early shift	Nov 8, 2012 4:27 PM
13	Maintenance and the POM office are on it when a request is made.	Nov 8, 2012 2:40 PM
14	Very responsive	Nov 8, 2012 2:04 PM
15	I generally have limited contact regarding most POM services as I work at West Hawaii.	Nov 8, 2012 1:34 PM
16	Security is very responsive. Maintenance also very responsive in fixing problems Admin Office gets you to the right help.	Nov 8, 2012 1:04 PM

**Page 4, Q4. Please rate the responsiveness of each POM area:**

17	Each department has assisted in a timely matter when requests were submitted.	Nov 8, 2012 12:52 PM
18	When there is a problem identified it is fixed eventually.	Nov 8, 2012 12:32 PM
19	Requesting rooms takes too long.	Nov 8, 2012 12:29 PM
20	Whenever I have had an issue it has been addressed quickly.	Nov 8, 2012 11:49 AM
21	See comments for other sections.	Nov 8, 2012 11:37 AM
22	Security- Continued theft in the rear parking lot. Grounds and Maintenance are always friendly and ready to assist in any form or fashion.	Nov 8, 2012 11:26 AM
23	I usually deal more with POM regarding room reservations, and the staff have been excellent in their quick responses.	Nov 8, 2012 11:18 AM
24	no complaints, very quick to resolve problems.	Nov 8, 2012 11:13 AM
25	Security guards make frequent rounds, and investigate when they see the need to identify parked cars on the weekends, or other unusual sights. They were particularly helpful when my car keys were locked in the car one morning.	Nov 8, 2012 11:09 AM
26	Never around	Nov 8, 2012 11:01 AM
27	Must state for Admin Office again only in regard to facilities use requests, the responsiveness should be more proactive so we don't have to call to ask about the room or the status.	Nov 8, 2012 6:28 AM

**Page 4, Q5. Please rate your overall opinion of friendliness and approachability of employees in each POM area:**

1	great office response	Nov 14, 2012 7:17 AM
2	All areas of POM rated as Excellent have been Excellent in providing service above and beyond what has been requested. Their attention to detail and helpful attitudes has made working at HawCC enjoyable.	Nov 13, 2012 6:34 PM
3	Friendliness and/or approachability is poor. When faculty were asked to move temporarily to portable buildings a few semesters ago, the attitude was poor. The problems with mildew that were ever-present in the boxes that were placed in "storage" was a poor choice. The mildew caused some faculty to experience breathing problems in K Bldg. when these boxes were placed back into their offices. A decision was made to store boxes in deep storage for over six months, which was a great environment for the growth of mildew and mold	Nov 13, 2012 4:46 PM
4	The staff are very friendly and helpful	Nov 11, 2012 5:34 PM
5	The employees are great, very friendly and approachable. Since the security guards are contract, we dont get to know them very well. Dont really know the people who work in the office.	Nov 9, 2012 3:43 PM
6	Janitorial-Very friendly and approachable. Enjoy seeing them daily. Grounds- Always see them smiling, carrying on conversations while they work and are very approachable. Admin Office- Very friendly and approachable and always offering to help when I'm looking for someone or some place. Mahalo:)	Nov 9, 2012 3:08 PM
7	All POM staff are very approachable.	Nov 9, 2012 9:24 AM
8	As someone not from here, I have been very impressed by the courteous and helpfulness of all POM employees. I have yet to meet anyone that does not bring a positive attitude to each encounter we have. I have worked at 4 other institutions and can say that this is a rarity and I appreciate it.	Nov 8, 2012 6:18 PM
9	Very approachable, easy to talk to, friendly	Nov 8, 2012 5:56 PM
10	Everyone works with Aloha and courtesy.	Nov 8, 2012 5:42 PM
11	While there are personality differences, in general everyone is friendly and helpful.	Nov 8, 2012 5:02 PM
12	Everyone seems very polite and courteous.	Nov 8, 2012 5:00 PM
13	Grounds personnel are always approachable and responsive Maintenance personnel are very approachable and freindly. Especially Greg Barber. Security personnel are friendly, approachable and responsive Admin is responsive Janitorial early shift could improve on friendliness and approachability. Late shift is very good.	Nov 8, 2012 4:27 PM
14	99% of the entire POM staff are friendly and approachable.	Nov 8, 2012 2:40 PM
15	My dealings have only been with Admin since I am West Hawaii	Nov 8, 2012 1:34 PM
16	Everyone easy to talk to and very approachable.	Nov 8, 2012 1:04 PM
17	POM has very friendly and approachable staff.	Nov 8, 2012 12:52 PM

**Page 4, Q5. Please rate your overall opinion of friendliness and approachability of employees in each POM area:**

18	the staff of pom goes out of their way to assist in any way they can, we really appreciate that.	Nov 8, 2012 12:18 PM
19	No complaints, all exhibit the aloha spirit	Nov 8, 2012 11:49 AM
20	See comments for other sections.	Nov 8, 2012 11:37 AM
21	Grounds and Maintenance are always friendly and ready to assist in any form or fashion.	Nov 8, 2012 11:26 AM
22	Very friendly and easy to converse with.	Nov 8, 2012 11:25 AM
23	These folks are easily approachable and friendly. Keep it up!	Nov 8, 2012 11:18 AM
24	Everyone is friendly	Nov 8, 2012 11:13 AM
25	see notes above	Nov 8, 2012 11:09 AM
26	One janitor is moody and is not customer service oriented.	Nov 8, 2012 11:08 AM
27	Security never around ...Admin depends on the power internal struggles of the day as to approachability..	Nov 8, 2012 11:01 AM
28	Security staff are very approachable and friendly. There are many janitors who are very friendly and happy to do what is asked if I have a special request, though a couple I've run into don't seem very happy to help. The maintenance staff always are friendly and approachable.	Nov 8, 2012 6:28 AM

**Page 5, Q1. Please rate the responsiveness of each POM unit regarding work order requests:**

1	One example is when one maintenance worker must check on the other maintenance worker to make sure he did the A/C schedule properly.	Nov 15, 2012 7:35 AM
2	Three requests for the same issue were submitted, which I consider poor.	Nov 13, 2012 4:53 PM
3	poor workmanship. don't feel that they are qualified for the job.	Nov 9, 2012 10:13 AM
4	Maybe a little slow at times but I believe Bill has his hands full and is really busy.	Nov 8, 2012 5:06 PM
5	greg and art are very responsive	Nov 8, 2012 3:49 PM
6	Generally do not so work orders for Hilo	Nov 8, 2012 1:35 PM
7	There needs to be more feedback to requests as to the status of the request and when one might expect resolution. I've emailed Bill and left messages and never received a response or answers to my questions. We don't know whether or not a request will be addressed until it the work is done. Sometimes the work is done in a very timely manner, other times it takes several days or weeks before someone shows up. Not knowing the status of a request can be very frustrating.	Nov 8, 2012 11:47 AM
8	usually very quick to respond	Nov 8, 2012 11:17 AM
9	Depends on who get s the requests .Greg is very professional and responsive. Never get a person always a machine even office number.	Nov 8, 2012 11:11 AM

**Page 5, Q2. Please rate your opinion regarding "call backs" to each POM unit for the same issues:  
(Note: Maintenance: HawCC staff come out twice or more to fix same issue. POM Admin: Vendor comes out twice or more to fix same issue.)**

1	I continue to hear comments about jobs not being done right the first time.	Nov 15, 2012 7:35 AM
2	Air conditioning was not functioning on three occasions and call backs were submitted three times.	Nov 13, 2012 4:53 PM
3	slow to respond back.	Nov 9, 2012 10:13 AM
4	Have not dealt with	Nov 8, 2012 1:35 PM
5	Maintenance depends who is responsible. Greg is always responsive the rest depends. Administration depends on mood of the day of what you get.	Nov 8, 2012 11:11 AM
6	Bill does not return emails in a timely manner.	Nov 8, 2012 11:10 AM

**Page 5, Q3. State any building(s)/room(s) you feel is/are not being addressed properly by POM personnel and why.**

1	Biology lab 386 needs to be swept and mopped (perhaps with bleach once in a while) new rest rooms floors need to be disinfected periodically (mop with bleach) to keep lab contamination down. thank you	Nov 14, 2012 7:20 AM
2	N/A	Nov 13, 2012 9:17 AM
3	All good	Nov 9, 2012 6:25 PM
4	No Opinion	Nov 9, 2012 3:25 PM
5	Bathrooms, are not clean, toilet bowls are filled with a slime build up and the floors are filthy. Spraying the bowls with a disinfectant is not a cleaning. Faucets have been dripping for years now and nothing has been done about it. Put in a work order is always the answer, why can't the workers be responsible to report these issues and get it repaired. What a waste of a prime commodity water!	Nov 9, 2012 10:13 AM
6	none	Nov 9, 2012 9:53 AM
7	387 Tech, but in their defense I believe this is due to a part being ordered, not because they are not addressing the issue.	Nov 8, 2012 6:20 PM
8	N/A	Nov 8, 2012 5:57 PM
9	Building 380 and 381 restrooms/toilets need much attention	Nov 8, 2012 4:32 PM
10	bathrooms need more cleaning and supply refill	Nov 8, 2012 3:49 PM
11	381 380 restrooms	Nov 8, 2012 2:53 PM
12	Rest rooms MUST improve	Nov 8, 2012 1:23 PM
13	PB-16 room 1s floors are still rotting, just further into the center.	Nov 8, 2012 12:33 PM
14	Bathroom outside Bldg 389 is upkept but the floor doesn't seem to be clean. Termite droppings all over the place.	Nov 8, 2012 11:58 AM
15	Admin Office: outside the front door is dirty. This is the the college's front door and it should be kept clean of bird feces.	Nov 8, 2012 11:23 AM
16	I would like to see the bathrooms cleaned more thoroughly. The women's bathrooms around 380 and 381, 379 are not that clean. The floors are not cleaned. I know because I stare at them everyday and see the same stuff on the floors, for weeks at a time. Surfaces are not wiped down, so get dusty. The sinks are dingy. Need a good bleachy scrub. I know they are old, so the floors really need to be cleaned well, the grout is disgusting.	Nov 8, 2012 11:17 AM
17	Bathrooms are not monitored to replace toilet paper, soap and handtowels even though they clean them daily.	Nov 8, 2012 11:10 AM
18	Stated above for bathrooms to be cleaned better, especially some floors that don't appear to have been mopped, like women's bathroom in 388: look around base of supports for stalls, floor is filthy.	Nov 8, 2012 6:34 AM



**Page 5, Q4. State any exterior area (grass, shrubbery/trees, other type of landscape, parking lots, building exterior surfaces, etc.) you feel is/are not being addressed properly by POM personnel and why.**

1	ok	Nov 14, 2012 7:20 AM
2	N/A	Nov 13, 2012 9:17 AM
3	The landscape is in great shape	Nov 9, 2012 6:25 PM
4	The exterior parking area facing Kawili Street (Mehana Brewery) is pretty drab. Is it possible to plant some small trees or plants in this area to make it look nicer?	Nov 9, 2012 3:49 PM
5	No Opinion	Nov 9, 2012 3:25 PM
6	need more tables around the campus for students to hang around in between classes and have their lunch.	Nov 9, 2012 10:13 AM
7	none	Nov 9, 2012 9:53 AM
8	N/A	Nov 8, 2012 5:57 PM
9	I feel that all exterior grounds are excellent	Nov 8, 2012 4:32 PM
10	it getting there	Nov 8, 2012 2:53 PM
11	All of the above need improvement	Nov 8, 2012 1:23 PM
12	Some areas around buildings that are not planted should be addressed. Gravel doesn't look good.	Nov 8, 2012 6:34 AM

**Page 5, Q5. How “secure” do you feel when you are on the HawCC Manono campus?**

1	Lighting is pretty dark along the walkways in the evenings, especially now that it is getting dark earlier. Often times there are students taking night classes sitting in the dark trying to read or study. It seems the lights are being dimmed for cost-cutting reasons, but risking not only security but the ability for students to continue working and studying in the evenings. Can the lights be adjusted along the Bldg 381 hallway?	Nov 9, 2012 3:49 PM
2	Dealing with students/ people that may have issues or complaints with either their Financial Aide or their classes, or some other frustrating problems. Trying to communicate with people or students as to specifically helping them with whatever it is they need help with. De-escalating situations of an angry nature.	Nov 9, 2012 3:25 PM
3	Concern the emergency call boxes are not at height for students in wheelchairs.	Nov 9, 2012 12:45 PM
4	Lighting is very poor, does not provide a safe environment at night. If there are lights in the area 95% of the time it's not working. Security needs to be more visible and more camera's should be installed on the campus.	Nov 9, 2012 10:13 AM
5	Security in the parking areas can be improved. Something to discourage cars from being scratched with keys or catalytic converters being stolen. Can security cameras be added to parking areas? Or signs stating that	Nov 9, 2012 9:53 AM
6	I like it that they wear the HawCC shirts so that they can be identified as staff.	Nov 8, 2012 5:02 PM
7	theft of vehicle parts in back of campus	Nov 8, 2012 3:57 PM
8	Security personnel must conduct roving patrol arround campus to show security personnel are in the same place every ten minutes	Nov 8, 2012 1:23 PM
9	Not on that campus	Nov 8, 2012 12:19 PM
10	Because of past theft, to leave office doors unlock when we run errands on the campus is a concern. To leave boxes delivered in a room and door is unlocked is a concern	Nov 8, 2012 11:58 AM
11	While frequent 'rounds' by the security staff are clearly being implemented, it is still a large campus and many areas are secluded if not dark and secluded after sunset. I have never felt in danger as I walked to my car following a meeting or class, but realize that it could be dangerous if such threats were present. I appreciate the emergency phones being easily noted by the blue lights and spread out over campus in numerous sites.	Nov 8, 2012 11:13 AM
12	Never around especially at night.	Nov 8, 2012 11:11 AM
13	Some places are dark and not sure if the security cameras can see those pockets where there's no light.	Nov 8, 2012 11:10 AM
14	Have seen long bed trucks park in stalls that should be labeled "compact" (one example is on the south side (back side) of 379A). The truck beds stick out into the lane and could pose a problem for those backing out of stalls next to the long truck and for oncoming traffic.	Nov 8, 2012 6:34 AM

**Page 5, Q6. Please tell us how POM can be of better service to you.**

1	1. Dust and clean the equipment in the classrooms thoroughly; 2. Do not assume that a change in classroom meets with the approval of the instructors who teach there; 3. Pay attention to all problems with the air conditioning immediately.	Nov 13, 2012 4:53 PM
2	By communicating through email and/or telephone within 24 hours of work request/order.	Nov 13, 2012 11:54 AM
3	Much harder to reserve a room now. Run into red tape and levels of approval that are probably unnessasary.	Nov 12, 2012 8:43 AM
4	You are doing a great job	Nov 11, 2012 5:35 PM
5	you're already doing a great job.	Nov 9, 2012 6:25 PM
6	Lots of improvements have been made since Bill Affonso came on board. The work of all the POM employees is greatly appreciated.	Nov 9, 2012 3:49 PM
7	Continuing to keep open communication. Doing a wonderful job. Mahalo:)	Nov 9, 2012 3:25 PM
8	sweep our floors daily & mop the floors at least once a week. Janitorial service in the afternoon works best for our office.	Nov 9, 2012 10:13 AM
9	1. The work order request system is a little cumbersome. I know that probably cannot be changed. 2. POM does an excellent job as a unit. Thank you!	Nov 9, 2012 9:53 AM
10	n/a very happy.	Nov 8, 2012 6:20 PM
11	Good Job!	Nov 8, 2012 5:57 PM
12	Appreciate the ability to park near the admin office stalls when there is no parking available and we need to teach a class and only have 15 minutes to get from the upper campus to the lower campus.	Nov 8, 2012 5:02 PM
13	maint personel not well qualified for repair work. noticed that subs aree being used when repairs should be done internally	Nov 8, 2012 4:36 PM
14	The room reservation process is antiquated. It could be done electronically like the work order system.	Nov 8, 2012 4:32 PM
15	All campus rooms could be cleaner	Nov 8, 2012 2:53 PM
16	Manager and supervisor should conduct daily (frequent) inspections in their personnel work areas specially in rest rooms and ongoing projects	Nov 8, 2012 1:23 PM
17	seems like we have a lot of janitors, but somehow the bathrooms aren't always clean or have paper products. you see janitors sitting around a lot compared to the grounds that are working to make our campus look clean and nice.	Nov 8, 2012 12:28 PM
18	In order to maintain they're friendliness with the community, maybe the management should ease up it's ways	Nov 8, 2012 12:22 PM
19	They do good work. Occassionally, bathroom areas are not clean. We should get toilet seat covers.	Nov 8, 2012 11:58 AM

**Page 5, Q6. Please tell us how POM can be of better service to you.**

20	Be professional, treat everyone with respect and they should expect the same from staff and students.	Nov 8, 2012 11:50 AM
21	Better communication of status of work requests.	Nov 8, 2012 11:47 AM
22	You are doing a great job.	Nov 8, 2012 11:17 AM
23	Keep up the good work!! Mahalo to all of you.	Nov 8, 2012 11:13 AM
24	Be open... not defensive on issues we are discussing. Be aware that other areas of our campus community have various different requirements that need to meet their benchmarks. Don't assume they know what or why I do things in my classroom. Ask why things are needed for my classes if you don't understand before refusing. REMEMBER we are in this together to meet the needs of our students and their educational goals. It always seems like a ISSUE instead of a discussion especially when they don't understand the needs of your program.	Nov 8, 2012 11:11 AM
25	Better customer service	Nov 8, 2012 11:10 AM
26	Be more proactive in letting me know the status of a room reservation. If you can't get back to me within 24 hours with a confirmation, at least let me know what is going on and approximately how long I might have to wait. That would give me the option of looking for another room or making some other plan.	Nov 8, 2012 6:34 AM