## Administrative Services Goals

<table>
<thead>
<tr>
<th>Activity to Meet Goal?</th>
<th>Assessment/Measurement Tool (what method are we using?)</th>
<th>Timeline</th>
<th>Results</th>
<th>Analysis and Action Plan</th>
</tr>
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<tbody>
<tr>
<td>Admin Svcs Goal 1: Provide Administrative Support Services to the rest of the College’s programs, office’s and units so that they can best meet their Goals, Objectives, and Outcomes.</td>
<td>Administer an initial survey that gauges our service levels – survey will identify gaps in service, service shortfalls, and service strengths</td>
<td>April/May 2013; each year thereafter.</td>
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<td>Identify Strengths and Weaknesses for each unit (Business Office, O&amp;M, HR, Security)</td>
<td>Administer an initial survey that gauges our service levels – survey will identify gaps in service, service shortfalls, and service strengths</td>
<td>April/May 2013; each year thereafter.</td>
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| Ensure that facilities are properly maintained, used, and upgraded in the least disruptive manner to the campus | • Turnaround time for facility maintenance requests (AY11-12 baseline)  
• Facility revenues (FY12 baseline)  
• R&M backlog (FY12 baseline)  
• O&M OT reports  
• Annual receipt of appropriations |                                                             |                                                             |                          |
| Meet with division and unit heads on a regular basis to address and/or correct any systemic support issues. | • Administer an initial survey that gauges our service levels – survey will identify gaps in service, service shortfalls, and service strengths  
• Standard Admin Svcs data, using AY11-12 as baseline | April/May 2013; each year thereafter. |                                                             |                          |
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<td>Admin Svcs Goal 2: Ensure that campus leadership receives critical, decision-making information on a timely basis.</td>
<td>Provide campus leadership and key decision makers with timely account, vacancy, and facility reports (this would include, acct balances, program vacancies, and R&amp;M/construction and outstanding facility requests reports)</td>
<td>Quarterly and/or Monthly reports depending on nature of report</td>
<td>Upon acceptance of outcome</td>
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<td>Campus leadership and key decision makers will understand how to access “allowable” budget, human resources, and facility information via electronic methods.</td>
<td>Administer survey to decision making information system users to gauge understanding of information and ability to navigate software.</td>
<td>April/May 2013; each year thereafter.</td>
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<td>Admin Svcs Goal 3: Continually improve the business processes for each unit</td>
<td>Provide responsive service with accurate and timely information and services (see Goal 1 above)</td>
<td>Administer an initial survey that gauges our service levels – survey will identify gaps in service, service shortfalls, and service strengths</td>
<td>April/May 2013; each year thereafter.</td>
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| | Develop and implement unit operational plans to provide support to the College (all campuses). | • Review of business processes  
• Development of operational plans designed to support the College  
• Implementation of operational plans | • August 2013  
• June 2014  
• January 2015 |  |
<p>| Admin Svcs Goal 4: Ensure the safety of the HCC community and campus visitors. | Perform safety and security | Monthly and/or bi-monthly facility | Ongoing |  |</p>
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<td>inspections for all facilities on a regular basis.</td>
<td>inspections with Campus Safety Exec Committee (will begin including facilities and security supervisors)</td>
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<td>Decrease number of workplace safety incidents</td>
<td>Review accident and illness reports and compile data. All data will be used as a baseline.</td>
<td>April/May 2013; each year thereafter.</td>
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<td>Decrease number of security incidents</td>
<td>Review security and incident reports and compile data.</td>
<td>April/May 2013; each year thereafter.</td>
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<td>Decrease number of Clery reportable incidents</td>
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Business Office

Overview
The Business Office services all divisions and units of Honolulu Community College. All fiscal and certain critical operational matters are managed by the HCC Fiscal Officer and staff. In conjunction with the Vice Chancellor of Administrative Services, the Business Office ensures that the College maintains its finances, adheres to State and University procurement and purchasing policies and laws, and executes its budget in a fair and honest manner.

There are 6 primary areas of activity within the Business Office:

1. Purchasing and procurement
2. Payments
3. Student Services
4. Facilities
5. Payroll
6. Managing Grants

Mission
The Business Office will provide quality fiscal services to the HCC community and the general public. We will assist in the management of the College through the provision of accurate and timely fiscal information for HCC leadership and the University of Hawai‘i system offices. We will ensure that critical operations are managed judiciously and with integrity.

We recognize our role as service providers and asset keepers of the State of Hawai‘i, University of Hawai‘i, and Honolulu Community College and will manage fiscal resources responsibly, effectively, and efficiently.

Goals
- Provide the highest level of service in a courteous and professional manner
- Provide timely, responsive, and accurate
- Remain accessible for assistance
- Maintain a system of continual improvement for all processes
Business Office
Unit Outcomes

1. Provide consistent, accurate, and timely professional support services to students/campus units/state agencies/federal agencies/as well as other partners of the College.
   a. Develop standards in the Business Office
      i. Purchasing
      ii. Payments
      iii. Payroll
         1. TAPS
         2. SECE
      iv. Cashiering
      v. Auxiliary
         1. Mailroom
         2. Switchboard
         3. Inventory
         4. Facilities
         5. Keys
      vi. Extramural funds

2. Maintain a system of continual improvement for all processes
   a. Conduct monthly/quarterly/semi-annual/annual training sessions with various campus units.
      i. Obtain feedback during sessions
      ii. Use feedback as a means to continually update and improve business office standards.
### Business Office Outcomes Tracking Sheet

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Human Resources

Overview
The HCC Human Resources Office is responsible for the recruitment, hiring, and retention of a diverse and qualified workforce that supports the educational needs of its students. In conjunction with the Chancellor and Vice Chancellor of Administrative Services, the Human Resources Office ensure that the employees of the college are appropriately supported and that the College adheres to State and Federal laws, EEO/AA mandates, and University employment policies.

Primary services include:
1. Personnel recruitment
2. Labor relations and contract management
3. Federal and State compliance and EEO/AA compliance
4. HR policy administration and procedure development
5. Employee relations
6. Maintenance of employee records
7. Personnel transactions

Mission
The HCC Human Resources Office is committed to providing high quality service to all prospective, current and past employees and to treating these individuals with respect, excellent care, and attention. We are committed to maintaining a high level of mutual trust, integrity and respect. We recognize our role as service providers and asset keepers of the State of Hawai‘i, University of Hawai‘i, and Honolulu Community College and will manage human resources responsibly, effectively, and efficiently.

Goals
- Attract, recruit, hire and retain exceptional qualified employees to meet the educational needs of students and provide a successful learning experience.
- Enrich the learning experience for students in achieving their educational goals through the support of a fair and respectful physical and professional environment which recognizes and rewards the contributions and value of all employees and complies with employment policies and laws.
- Ensure effective communication and provision of information to all employees.
- Provide quality of services in a timely and professional manner, to meet the changing needs of the Campus.
- Maintain a system of continual improvement for all processes.
1. **Attract, recruit, hire and retain exceptional qualified employees to meet the educational needs of students and provide a successful learning experience.**
   a. Provide informational and training sessions for each recruitment, to committee members on an individual or group basis, to include review and evaluation of all components of the screening procedure, matters on integrity and confidentiality, question development, quantifiable scoring and the recommendation of finalists to the appropriate administrator.
   b. Conduct consistent, fair and objective compensation analyses for each new hire based on education, training, experience and other professional qualities.

2. **Support a fair and respectful physical and professional working and learning environment by educating and enforcing campus employment policies and laws.**
   a. Increase the number of completed performance evaluations to 85% of all employees which are conducted annually to ensure satisfactory performance, reward exceptional performance, clear understanding of expectations, and to provide constructive feedback.
   b. Conduct annual training on workplace non-violence and workplace safety to ensure a safe and healthy work environment.
   c. Ensure that 100% of administrators are trained in workplace investigations.
   d. Increase the number of employees by 10% participating in professional development opportunities relating to job duties and responsibilities, as a means to support performance success and enrich the professional and personal lives of employees.
   e. Ensure that all personnel information and documents are kept confidential.

3. **Provide consistent, accurate, and timely professional support services and ensure effective communication and provision of HR information to all employees.**
   a. HCC Human Resources website shall be updated quarterly to communicate all changes and updates to personnel-related information in a timely manner (i.e., benefits, collective bargaining agreements, policies, etc.).
   b. An HR staff member shall attend all statewide Personnel Officers and EEO/AA meetings and relative training sessions to be informed of updates to personnel policies and procedures, federal and state laws and regulations, and EEO/AA mandates.
   c. Ensure that all personnel related documents are processed by the required due dates as imposed by the regulated agencies.

4. **Maintain a system of continual improvement for all processes.**
   a. Administer survey to campus to determine campus community satisfaction with HR’s performance once a year.
   b. Maintain suggestion boxes in accessible locations throughout the campus (such as the Library). Post all relevant suggestions and HR responses online.
Human Resources
Outcomes Tracking Sheet

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Operations and Maintenance

Overview
The Operations and Maintenance unit serves as HCC’s primary building and grounds upkeep and repair, maintenance, cleaning, and short term facility and grounds planning office. In conjunction with the Vice Chancellor of Administrative Services and the Office of the Vice President for Community Colleges, O&M serves as the lead unit for mid to long-term planning.

Operations and Maintenance services all 5 campuses of the College.

There are 5 primary areas of activity within Operations and Maintenance:

1. Facility Planning and Administration
2. Janitorial Services
3. Operational Repair and Maintenance
4. Groundskeeping
5. Contractor Services

Mission
Provide and maintain a clean and safe learning environment that is conducive to student learning and employee satisfaction. We recognize our role as service providers and asset keepers of the State of Hawai‘i, University of Hawai‘i, and Honolulu Community College and will manage capital resources responsibly, effectively, and efficiently.

Goals
• Provide the highest level of service in a courteous and professional manner
• Provide timely, responsive, and accurate
• Remain accessible for assistance
• Maintain a system of continual improvement for all processes
Operations and Maintenance
Unit Outcomes

1. Provide consistent, accurate, and timely support services to other campus units, departments, divisions, and tenants of the College and remain accessible for assistance.
   a. Respond in person to calls within 15 minutes.
   b. Return calls to users and tenants within 10 minutes of receiving a message so that callers understand the situation and how we are planning to proceed.
   c. Successfully close all requisitions for service and facility maintenance requests that come through the AiMs system within 1 week provided that supplies are in stock.
   d. Improve campus communication by sending O&M updates to the HCC community and stakeholders bi-monthly or monthly.
   e. Receive no more than 5 facilities or work quality complaints

2. Maintain a system of continual improvement for all processes.
   a. Administer survey to campus and facilities users to determine O&M performance once a year.
   b. Maintain a suggestion box in accessible locations throughout the campus (such as the Library). Post all relevant suggestions and O&M responses online.
   c. Achieve an overall 85% “satisfied” rate and 60% “good” rate from campus and facilities users.
   d. Reduce the number of sick days and overtime hours for O&M personnel.
## Operations and Maintenance Outcomes Tracking Sheet

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Safety and Security

Overview
The Security Department provides security services for the HCC community. Security is available during all hours of campus operation and offers property protection services during off-duty hours. In addition to patrolling campus buildings, grounds and parking lots, they provide security for special events and other College or University activity needs.

The Security Office services all 5 campuses of the College.

There are 5 primary areas of activity within the Security Office’s functions:

1. Building and Facility control
2. Patrol services
3. Parking enforcement and control
4. Incident management
5. Enforcement of laws and policies

Mission
The Security Office’s mission is to ensure a safe and secure environment providing for continued excellence in learning, teaching and service to all members of the HCC community. We work in partnership with the community to build a relationship of trust and cooperation in order to provide a safe and welcoming environment that is consistent with the values and goals of Honolulu Community College.

Goals
- Provide the highest level of service in a courteous and professional manner
- Provide timely, responsive, and accurate information and reports
- Remain accessible for assistance
- Maintain a system of continual improvement for all processes
Safety and Security Office
Unit Outcomes

1. **Provide the highest level of service in a courteous and professional manner**
   a. Improve response times to all incidents and requests for service.
   b. Improve submittal times for all incident reports (electronic and hard copy)

2. **Seek involvement in and feedback from the HCC Community**
   a. Hold quarterly security town halls with HCC Employees
   b. Meet with student government twice a semester
   c. Improve lines of communication between Security Department and Campus Community.
   d. Attend CLT meetings each year and present on a specific topic.

3. **Remain accessible for assistance**

4. **Maintain a system of continual improvement for all processes**
   a. Administer survey to campus and facilities users to determine campus community satisfaction with Security Department’s performance once a year
   b. Maintain suggestion boxes in accessible locations throughout the campus (such as the Library). Post all relevant suggestions and Security responses online.
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