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Master Plan Interview Themes: Administrative Services and Human Resources

In spring 2017 two interviews were held with representatives of the following Administrative Services units:

Campus Safety
Facilities Planning and Management
Fiscal Services
Information Technology
Risk Management, Safety, and Health
Technical Services

In summer 2017 one interview was held with Human Resources representatives.

An analysis of these interviews identified the following interview themes that focus on maintaining and increasing support for the College's instructional programs and student services as well as for a wide range of public events, recreational activities, and community activities.

- Theme #1: Maintain services while adapting to the rapid pace of changes in regulations, equipment, and emerging technologies
- Theme #2: Increase services to accommodate College-wide growth
- Theme #3: Expand the quality and quantity of services

The following section includes a description of each theme drawn from interviews with Administrative Services and Human Resources. These themes are not a comprehensive list of all challenges and opportunities discussed in the master plan interviews, nor are they a prioritized list of projects selected for implementation.

Theme #1: Maintain services while adapting to a rapid pace of changes in regulations, equipment, and emerging technologies

Rationale

In recent years Administrative Services units and Human Resources have been challenged on multiple occasions to demonstrate flexibility and shift their routines to accommodate changes in regulations and laws. A few examples are the changes in policies and practices required by the Affordable Care Act, Environmental Protection Act, Governmental Accounting Standards, the State Chancellor's Office Emergency Preparedness Guidelines, and required employee training.

The pace of change in equipment, technology, and emerging technologies also impacts the ability of the College's Administrative Services units and Human Resources to maintain

Theme #3: Expand the quality and quantity of services

Rationale

A theme that unifies the Administrative Services units and Human Resources is the motivation to continually improve the quality and quantity of services provided to the College's faculty, staff, students, and communities. The improvements discussed during the interviews focused on improving the types of services as well as improving the delivery of those services.

Examples

- Facilities Planning and Management: Develop and implement sustainability measures to improve the College's energy efficiency
- Campus Safety: Develop and implement strategies as needed to become a POST-participating police department
- Information Technology: Expand wireless network
- Risk Management, Safety, and Health: Develop a College-wide proactive health and safety culture
- Technical Services: Design and install a streaming media server system to store all College-owned media, allowing users to view and project instructional video material from any computer on campus using a web browser