



LEARNING RESOURCE

# STANDARD

# 3



## INTRODUCTION

In the College's commitment to continuously improve its programs and services to its students and the community, work has begun in addressing the Actionable Improvement Plans that were recommended from the recent Institutional Self Evaluation Report (ISER) submitted to the Accrediting Commission for Colleges and Junior Colleges (ACCJC) for reaffirmation of accreditation. Included in addressing the Actionable Improvement Strategies (AIS) are the four (4) recommendations made from the Accreditation Team on their visit to the College to validate the accreditation.

Addressing the recommendations come in three phases. Phase 1 involves a report on the data collection process. Phase 2, involves a report on data analysis gathered for addressing the recommendations. Phase 3, is writing the report describing how the College has addressed the recommendations. Phases 1 and 2, mainly serve as the evidence gathering process of addressing the recommendations.

The following data collection report is for Fall 2012, the first report of Academic Year 2012-2013. The second report for the academic year will follow in May 2013.

## STANDARD III – RESOURCES

Standard III focuses on the human, physical, technology, and financial resources the College utilizes to achieve its broad educational purposes, included stated learning outcomes, and to improve institutional effectiveness.

### Actionable Items & Accreditation Visiting Team Recommendations and Status Updates

The following are the status updates of the Actionable Improvement Plans that were identified in the ISER and recommendation from the Accreditation Team during their evaluation of the College in March 2012 relevant to Standard III:

#### Standard III A.

##### **3A1b. Review and revise the performance evaluation tool for staff to improve and enhance the performance evaluation process.**

- Staff senate was established in May 2012. **Source: Staff Senate Constitution & By-laws dated May 25, 2012**
- HR is working closely with Staff Senate to ensure that all evaluators are properly trained to handle staff evaluations. **Source: Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12**

- Performance Evaluation Training will be incorporated into Staff and Administrator's Professional Development Day scheduled for February 22, 2013. A survey will be conducted to see how the staff evaluation tool can be improved upon. Information will be shared with the College and the Human Relations Coordinating Council (GovGuam) to help improve the evaluation process at the College and to be shared with other government agencies that fall under the classified positions of DOA and the Civil Service Commission. **Source: Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12**
- Performance Evaluations are subject to the GCC's Classified Personnel Rules and Regs of GovGuam and has been approved by Executive Order 99-02 (i.e. mirrors DOA's Rules and Regs). Changes to the process here at the College for the Classified Personnel Rules and Regs are subjected to the Governor's Executive Order authority and/or public laws (i.e. DOA's amendments). This process has been placed on hold due to lack of funding. **Source: Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12**
- Revisions to the current evaluation methods are difficult due to the issues regarding the Hay Study implementation and the antiquated compensation structure of GovGuam. **Source: Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12**

**3A1d. Evaluate and amend periodically the Code of Ethics Policy for all GCC constituents (including the Board) to align processes and procedures, as necessary and appropriate.**

- Effective January 2013, all GCC's BOTs' policies and procedures will be undergoing review as part of the governance process here at the College. **Source: Guam Community College Board of Trustees meeting minutes dated November 28, 2012**
- Exact date of when the Code of Ethics policy will be reviewed is unknown at this time. **Source: Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12**

**3A3b. Consider backing up all employee records electronically and stored off-campus for additional security.**

- This is an ongoing process. HR has been diligently working on getting all "official" documentation for ACTIVE FTE employees, scanned, back-up and updated. HR's goal was 80% but due to logistical challenges, they are currently at 5% completion of scanning pertinent material into Banner. Ultimately, HR's goal is to have all employees', past and present information filed electronically and back-up for future reference. **Source: Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12**
- HR has gotten approval to hire one FTE position. The job announcement is scheduled to be published December 3<sup>rd</sup>. Completion of the recruitment and hiring process is anticipated to be completed by EOM January 2013. **Source: Interview w/**

Joann Waki-Muna, HR Administrator on 11/30/12 and GCC Job Announcement #JA028-12

- A dedicated scanner is being requested by HR. Budget and Equipment purchase pending. **Source:** Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12

**3A4b. Does HR advertise or is considering advertising faculty positions within Micronesia to recruit faculty of Micronesia descent to contribute to the diversity profile of GCC Faculty?**

- HR has been very proactive in this process by posting job announcements on the College's website and utilizing their networks throughout Micronesia, the Region and Nationally for Faculty and other staff positions here at the College. **Source:** Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12
- Publication of job announcements via the internet is a more effective tool that provides greater reach at minimal costs to the College. **Source:** Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12
- More importantly, GCC's Faculty is already rich in diverseness and reflects the composition of its student population accordingly. **Source:** Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12

**Standard III C.**

**3C1. Develop training standards with MIS personnel for new emergent technologies as documented in the ITSP.**

- This is in progress but the development of the "target" standard training for MIS personnel is one of the biggest challenges the College is facing due to the speed and the magnitude of changes that occur in the field of technology. With new emergent technology coming up quicker than MIS personnel can get training for, the "standard" no longer remains the same and continues to evolve—which is a moving target **Source:** email from Francisco Camacho, MIS Administrator, dated 11/30/12
- Training for MIS personnel is limited to how much is available and the prioritization of the Staff/Administrator Development Funds, which is insufficient to accommodate all the types of standard trainings, or requests that has been developed and submitted for in the past. **Source:** email from Francisco Camacho, MIS Administrator, dated 11/30/12
- MIS will continue developing and updating training standards that are in support of what is currently within the College's technology infrastructure, what is most feasible financially and personnel-wise, and what will make the most positive impact to the College's SLO's and AUO's. **Source:** email from Francisco Camacho, MIS Administrator, dated 11/30/12

- The College has entered into contract with Tech Proven (formerly Sungard/Ellucian) to provide the technical expertise for the Banner integrated system that is currently not available internally. Management and MIS recognized that due to the ever changing technology and the vast knowledge required for the Banner system, the College will not be able to fully train MIS personnel, and would therefore require to utilize this technical assistance contractual services contract into the future. *Source: email from Carmen Santos, VP Finance, dated 11/30/12*

**3C1B. Increase the availability of technology training for all college constituents so that they become familiar in the latest instructional technologies that would gradually lead toward an expanded DE program.**

- Academic Technologies is the department that is responsible for instructional technology along with planning and training for the College. Academic Technologies is currently developing a needs analysis which will help the College develop a strategy on how to address DE. This will identify the type of training that will be needed to support the DE program. *Source: email from Wes Gima, Academic Technology Chair, dated 12/4/12*
- The College submitted a grant request on August 2012 to fund a Distance Education Strategic Plan. No response has been received year-to-date but the grant proceeds will be used to fund a needs analysis of distance education for the College. *Source: email from Wes Gima, Academic Technology Chair, dated 12/4/12 and Grant Application Feasibility Study Strategic Plan on Distance Education Rural Business Opportunity Grant – CFDA #: 10.773*
- HR's role in this process is to be able to allocate the resources necessary to ensure all of the College's Constituents get the proper training to ensure they are familiar with the latest instructional technologies for on-site and DE. Before HR can proceed, the College needs to determine if DE is going to be fully integrated into its curriculum. DE may prove to be more costly, especially given the current economics surrounding implementation of this program. Therefore, the ITSP remains integral in determining the feasibility of this method of delivery for the educational services here at the College. *Source: Interview w/ Joann Waki-Muna, HR Administrator on 11/30/12*
- MIS' involvement is critical in this process once Academic Technologies determines what technology would be utilized by the College. MIS would then provide the expertise towards facilitating and making sure the actual technology is operational so that training can be conducted effectively. *Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12*
- For the Fall 2012 semester, nine Tech Friday sessions covered areas that can be directly or indirectly used for DE classes. *Source: Banner Announcements*
- It is important to note that not all technology training leads to DE. *Source: Wes Gima, Academic Technology Chair, dated 12/4/12*

### Standard III D.

#### **3D2f. Re-evaluate the College's contract instrument to see if it can be strengthened or improved.**

- Materials Management is currently using standard contract documents that has been reviewed and evaluated for construction /capital improvement projects. **Source: email from Joleen M. Evangelista, Procurement and Inventory Administrator, dated 12/4/12 & Sample Contract Instrument**
- Materials Management evaluates the contract used to ensure that all requirements such as: sex offender registry, terms, insurance requirements, and other clauses that were part of the bid or request for quote are submitted in accordance with provisions of GovGuam and the College's Procurement policies . This is an AUO that is included in Materials Management assessment process. **Source: email from Joleen M. Evangelista, Procurement and Inventory Administrator, dated 12/4/12**

### **Accreditation Team Recommendation - Recommendation #3**

**The College review its resource allocation to the MIS area to ensure that there are sufficient funds to provide training, maintenance, equipment and software support and to implement its technology plan.**

- Below are the figures for total resource allocations to MIS for operations and upgrades covering periods FY11 to FY13.

<b>MIS TOTALS</b>	<b>FY10-11</b>	<b>FY11-12</b>	<b>FY12-13</b>
<b>Salaries - Full-Time</b>	441,970.56	420,543.87	438,644.00
<b>Benefits</b>	139,691.85	162,264.57	177,552.73
<b>Contractual Services</b>	310,690	194,332	1,054,713
<b>Supplies and Materials</b>	24,129	30,549	184,768
<b>Equipment - Non Capital</b>	22,850	3,580	5,000
<b>Equipment - IT Non Capital</b>	22,370	36,623	10,000
<b>Capital Outlay – Vehicle</b>	-	-	24,900
<b>Capital Outlay - Equipment – IT</b>	131,324	278,406	146,316
<b>Capital Outlay - Integrated System</b>	201,239	29	175,000
<b>Annual Budget Totals:</b>	<b>1,294,264.17</b>	<b>1,126,328.56</b>	<b>2,216,893.49</b>

Source: All figures above are extracted directly from BANNER budget system. Sources are from MIS' Fund 01, 05, and Fund 11, the Technology Fee Fund 12, and from the Title III Grant.

- Figures are both maintenance and upgrades as well as for the implementation of the Technology Plan when financially feasible considering the limited funding available from all sources. Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12
- The Technology Fee and the Title III Grant has paid for the implementation of components out of the Technology Plan (EA/ITSP) and continues to support as well as upgrade components as detailed in the Technology Plan. Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12
- The College is only able to implement components that are financially feasible with future grant funding expected to fund major parts of the plan that still need to be implemented. Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12
- The Technology Fee is used for most of the labs and to maintain the licenses for those systems. Departments, sections and/or divisions must use their own funding sources to procure their own licenses, or renewal licenses subscriptions. Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12
- The College has implemented and continues to maintain its Integrated Database Management System, or Banner and Luminis for Student, Finance, Financial Aid, Human Resources, Payroll, Advancement, and MyGCC Portal and e-Mail, Information Systems, etc., which comprises its Enterprise Resource Planning (ERP) system and consist of a Self-Service tool for both employees and students. Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12
- The College has also procured contracts for Professional and Technical Services in support of its ERP, and continues to address the needs of its labs, networks, Internet bandwidth, and facilities. Source: PO #P12011943 dtd 7/31/12
- The College uses its resources and integrates infrastructure and equipment needs out of the Technology Plan through other grant funding and CIP (Capital Improvement Projects) funds such as new and upgraded buildings fitted with new labs, networking conduits, fiber optic and copper cables, communication rooms, smart boards, multimedia projectors, audio/video systems, and power requirements such as line conditioning, generators, etc. Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12
- The College has procured a Mac server, Mac computers, and software for Mac Systems' imaging as well as similar system tools for PC management. Both PC and Mac standards are incorporated into bid PC specifications approved by the CTC. Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12
- The College creates, stores, and applies master images to the majority of labs, as well as office systems in support of students, using software procured out of the Technology Fee.

This is a continuous and ongoing process. **Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12**

- The College has procured upgrade licenses for MS Office 2010/2011 for both PCs and Macs in the majority of labs using Technology Fee. **Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12**
- The College uses its MIS Resource Allocations to procure generators, routers, switches, firewalls, UPS, and related licenses of software and systems tools, and virtualized its ERP servers on a blade platform to provide a unified, secure, efficient, and reliable IT infrastructure. **Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12**
- The College is working to implement a true Help Desk, a Redundant Network and Systems or a COOP (Continuity of Operations) site for Disaster Recovery, and has plans to construct a Data Center. **Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12**
- The College is working on many other upgrade projects for its ERP to improve system performance, reliability, and integrity. Implementation of a Campus Wireless Network for Internet access as well as upgrades of the Colleges Internet bandwidth total capacity of 100Mbps inclusive of a 3-prong redundant connection to the cloud provides the College's constituents with sufficient coverage for now. **Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12**
- The College is in the process of upgrading labs that are 3 years old or older and according to the inventory and replacement cycle data. Alternate funding sources may be needed aside from what is currently available. **Source: Banner Message #160244 dated 12/9/12**
- Through the use of other grants funding, CIP funds, and the Technology Fee, the College has achieved a small level of redundancy on our current network. Immediate plans are underway to improve on this and increase the redundancy level by putting in place multiple routing legs within the network for greater efficiency and reliability. **Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12**
- Title III grant funding for the support of the College's ERP system has been exhausted and is no longer available. **Source: email from Francisco Camacho, MIS Administrator, dated 11/30/12**



### **STANDARD 3 – EVIDENCE DIRECTORY**

1. Staff Senate Constitution & Bylaws
2. Guam Community College Board of Trustees meeting minutes dated November 28, 2012
3. GCC Job Announcement #JA028-12
4. Grant Application *Feasibility Study Strategic Plan on Distance Education Rural Business Opportunity Grant – CFDA #: 10.773*
5. Sample Contract Instrument
6. PO #P12011943 dtd 7/31/12 for MIS Contractual Services
7. Banner Message #160244 dated 12/9/12 – Upcoming Computer Labs and Network Upgrades
8. Misc Emails