ADDRESSING TEAM RECOMMENDATIONS AND ACTIONABLE IMPROVEMENT PLANS (aips)

***Standard III***

**Introduction**

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.

The following are the status updates of the Actionable Improvement Plans that were identified in the ISER and recommendations from the Accreditation Team during their evaluation of the College in March 2012 relevant to Standard III for reporting period Fall, 2013.

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**Team Recommendation**

1. **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.**

**Action Taken:** Guam Community College submitted a FY2014 budget request for MIS Department an amount of $510,440. This amount lists for a variety of contractual services ranging in scope. It includes funding for official service vehicle maintenance to funds for BANNER and related systems software. MIS receives other funding sources to carry out its mission. This information is still being gathered and data is still needs to be collected. Staffing for MIS remains at 10 people.

**Status:** Ongoing. Email has been sent to MIS Administrator for more information, especially on progress, challenges, of implementing the ITSP.

**Next Step:**  Budget for FY13 -14 MIS operations, updated technology plan.

**Actionable Improvement Plan (AIP): Human Resources**

1. **Review and revise the performance evaluation tool for staff to improve and enhance the performance evaluation process. (Standard 3.A1b)**

**Action Taken:** The goals and objectives of GCC’sHuman Resources Department is to provide effective support for our employees through periodic performance evaluation and promotion based on merit. One of its performance indicators stresses to review and update staff performance process and tool. Listed on FY2014 Budget request, HR proposed that 100% of administrators and staff will receive training of the staff performance evaluations process. Employees can access and download information on Administrative Directive 95-001, “Instructions for PER, Performance Evaluation – Descriptions of Performance Factors.” This official document can be found on mygcc, under the Employee Services Tab.

Performance Evaluation Training was conducted by representatives of the performance evaluation committee on August 23, 2013, it was given to full time Faculty.

**Status:** On going

**Next Step:** HR and Staff Senate (established in May 2012), need to address and force plan implementation and adhere to survey results and schedule for additional training for staff and evaluators.

**2. 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. (3A1d)**

**Action Taken:**  The Board of Trustees created its own Code of Trustees Ethics and Conduct Policy in 2008. The Code of Ethics Policy has yet to be reviewed.

Status: Ongoing.

Next Step: Discussion for all GCC constituents on professional ethics and conduct as well as follow up Board of Trustees scheduled review and update of Code of Ethics Policy.

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

**Action Taken:** HR has been diligently working on getting all “official” documentation for active fulltime 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.

HR hired a new Personnel Assistant who started on February 25, 2013. She will assume the main role of scanning HR documents and uploading information into BANNER. However, a dedicated scanner is necessary to complete this project and deemed not to be financially feasible at this time. It is recommended by HR Administrator and VP for Finance and Administration that a dedicated scanner be purchased and shared among those divisions that will have heavy use for the BANNER Document Management System (BDMS).

**Status:** Ongoing

**Next Step:** Purchaseof Scanner is still pending.

**4. HR advertise or consider advertising faculty positions within Micronesia to recruit faculty of Micronesia descent to contribute to the diversity profile of GCC Faculty. (3A4b)**

**Action Taken:** GCC recently hired a professional originally from FSM and a former University Of Guam Professor to teach in a newly adopted and implemented program, Family Services. Although this is an adjunct position only, this shows that recruitment and advertisement efforts at GCC HR are effective.

GCC’s faculty is diverse and somewhat reflects the composition of its student population. However, according to GCC Fact Book, the Micronesian student enrollment, vis-à-vis students from the Federated States of Micronesia, Palau, and Marshall Islands, make up 10% of our enrollment. Yet, GCC has not employed any faculty from this specific region.

HR has been very proactive in posting job announcements on GCC’s website. This effective tool is cost effective for the College but may not be efficient in reaching areas where internet access is limited.

**Status**: On-going

**Next Step:** GCC HR continue to make efforts to advertise and actively recruit in outlying Micronesian areas. GCC should utilize its professional network in and around Guam and the region to advertise faculty job vacancies.

**Actionable Improvement Plan (AIP): Standard III C – Technology Resources**

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

**Action Taken:** GCC posted its Professional Development institutional Priorities for AY2013 – 2014 on August 27, 2013. One of the organizational priorities is “Modernization of classrooms, instructional technology, and facilities.” One of its Academic priorities includes “Enrichment in one’s content area, or improving staff of faculty competencies as related to their work (i,e, licensing, credentialing and certification).”

GCC has entered into a Technical Professional contract with Tech Proven which replaced Ellucian (formerly Sungard Higher Education or SGHE). This agreement specifies that Tech Proven will provide the technical expertise for the BANNER integrated system that is not available internally at this time.

It is noted that developing standard training for MIS personnel is especially challenging. The emerging technologies often occur quicker than can be grasp by tech specialists, while concurrently maintaining, upgrading, and troubleshooting the numerous computers and technology equipment found in classrooms, labs, and offices.

Professional development funding has been available for training. However, MIS faces challenges in acquiring funds for training. This limited funding source is competitive and serves to accommodate all training priorities for GCC staff and administrators.

**Status:** On going

**Next Step:** MIS develop and update training standards in support of GCC’s technology infrastructure and other emerging technology.

**6. 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. (3C1B)**

**Action Taken:** Since the start of the school year, Academic Technologies has provided training on Course Studio, Multimedia Equipment Training for Faculty and Staff, Web Site Training.

Academic Technologies submitted a report that identifies the strengths, weaknesses, opportunities, and threats facing GCC and its technology users.

Results from grant application, *Feasibility Study Strategic Plan on Distance Education Rural Business Opportunity Grant – CFDA#10,* is pending. This grant was to funda cost and needs analyses to determine if integration of DE into the curriculum

**Status:** Ongoing

**Next Step:** Follow up on grant application, *Feasibility Study Strategic Plan on Distance Education Rural Business Opportunity Grant – CFDA # 10.773.*

**Actionable Improvement Plan (AIP): Standard III D – Financial Resources**

**7. 3D2f. Re-evaluate the College’s contract instrument to see if it can be strengthened or improved.**

**Action Taken**: MaterialsManagement’s performance indicator states that it will develop, implement, and continue to update standard contracts for small constructions or capital improvement projects for the college to manage risk. Its proposed outcome to be 100% of the small construction or capital improvement projects fill have a contractual agreement prepared and approved, tagging of fixed assets will be completed as equipment is received, MM will maintain insurance coverage for auto, crime.

GCC enters into many contracts and MM is managing them at all stages of the process. The list of current bids and contracts can be found on GCC’s website under GCC Bids.

**Status:** Ongoing.

**Next Step:** Follow up, per ISER, on any amendments and improvements to standard operating procedure (SOP) for writing and executing contractual agreements, the addition of definition page for all the technical verbiage or performance-related words, and lastly, legal counsel signature for certification.