


**Los Rios CCD**

**2015-2016 UNIT PLAN**

**SUPPORT SERVICES**

Unit: GENERAL SERVICES (including Purchasing and Risk Management)

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Approved for Submission:  5/26/15  
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Plan Approved:  5/26/15  
Chancellor/District ALO Date

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# I. Unit Plan

## **Definition of a Support Services Department/Unit**

For purposes of this planning document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

## **Unit Plan Purpose**

Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. This operational plan allows the department/unit to appropriately implement its specific responsibilities to support accreditation standards, the LRCCD Vision/Mission/Values Statement, the LRCCD Strategic Directions document, changes to federal and state laws that impact the colleges and District, annual LRCCD executive staff goals, and other major district plans. Plan implementation is supported by allocations provided in the annual District Budget. Together these documents make up a major portion of the ongoing institutional planning, implementation, and evaluation cycle necessary to ensure continuous program and service improvement. The Accrediting Commission's Standard 1.B.3-4 states:

*The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.*

*The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.*

## **The Role of Unit Plans in the Overall Institutional Evaluation, Planning, and Improvement Cycle**

LRCCD supports the concept of evaluating current services to determine opportunities for improvement. Unit plans are used by units to identify growth and improvement needs at the operational level, and then provide information to the appropriate administrative and governance levels about the resources and activities required to meet the identified needs.

The District recognizes that its current rate of change, increased enrollment demand, unstable state budget allocations, ongoing facility expansion, changing technology requirements and the rapid growth and demographic changes in its surrounding communities require both short-term and long-term planning efforts. Therefore, unit plans focus on a 1-year time frame directly linked to resource allocations, while also encouraging departments/units to reference or append long-term plans where appropriate.

## **Plan Due Date**

Unit plans are required to be updated annually by June 1 of each year and use this template. A copy of the review will be maintained in the unit and the Office of Education and Technology

## II. Mission Statement

Provide your unit's mission statement below. Your statement must align with the District's mission statement.

*Provide your unit's mission statement below.*

### **GENERAL SERVICES**

The General Services Department administers the District's Central Purchasing operations, and Risk Management insurance programs. Overall, the Department has responsibility for contract administration, duplicating, mail, property management, environmental compliance activities, record retention, and District Office Facility Maintenance. Our goal is to provide exceptional service in each of these areas and be fiscally responsible with our internal customers.

### **PURCHASING**

The LRCCD Purchasing Department strives to provide the highest level of professional, ethical customer service to internal and external customers while procuring quality goods and services for the best value within a reasonable time period and in compliance with federal, state and local laws and district policies and regulations.

### **RISK MANAGEMENT**

The three primary objectives of the LRCCD Risk Management Department are to help develop and promote: 1) a safe learning and working environment for all LRCCD students, employees, and the public participating in district and other activities while on District property 2) ways to protect the District against the financial consequences of accidental losses, and 3) means to preserve the District's assets and service capabilities from loss or destruction.

For reference, the following are LRCCD's Vision and Mission statements.

#### *Vision Statement*

We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

#### *Mission Statement*

Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and

- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

### III. Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any LRCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

*List your unit's primary responsibilities (ongoing):*

#### **PURCHASING**

- Process requisitions, change orders, purchase orders for internal customers Supplier management
- Customer service for internal and external clients Solicitation and evaluation of bids and proposals Contract award and administration
- Fixed assets identification and control
- Liaison for labor compliance and prevailing wage reporting Surplus and equipment disposal management
- Researching current trends

#### **RISK MANAGEMENT**

- Coordinating the District's workers' compensation program.
- Coordinating the District's property loss/preservation program.
- Working with the District's General Counsel to coordinate the District's liability loss/mitigation program.
- Providing guidance/recommendations on risk management matters to District and Campus management.
- Maintaining and reviewing contracts.
- Providing department safety assessments and feedback.
- Providing ergonomic evaluations and feedback.
- Maintaining the District's DMV Pull program.
- Providing safety training and monitoring for District-wide major program safety compliance requirements.
- Preparing self-insurance plan budget and actuarial reports.
- Updating/maintaining insurance certificates for major vendor contracts.
- Development and updating risk management related policies, regulations, and programs.
- Coordinating/updating hazardous material plans.

*List any new or expected changes in primary responsibilities this year (ongoing):*

- Transfer of Clery Act location reporting (required by Police Department) to Vice Presidents of Instruction at each of the individual colleges. This will improve and provide more comprehensive data.

List any new projects your unit expects to implement this year (one-time only):

- Replacement/training of new RM supervisor. To include evaluation of responsibilities.
- Chemical spill/storage training in Fall 2015.
- Fine Arts/theatre safety assessment/evaluation in Fall 2015.
- Welding safety assessment/evaluation in Spring 2016.

## IV. Unit Plans

Based on your unit's listed responsibilities and projects, most recent Program Review, and any additional information provided by the appropriate administrator and/or DIR, use the following question prompts and linked forms to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

- A. Identify appropriate **equipment, software, supplies** needed to support new projects, expanded responsibilities, and necessary upgrades.

Research and propose the purchase of available software/application to track commodity/category codes, manage insurance certificates and offers supplier self-registration. Continue to explore features of District software (OnBase) to accommodate scanning archives and retrieving documentation. Consider multi-function device options & compatibility to streamline process.

- B. Identify appropriate **staffing** needed to support new projects or expanded responsibilities.

In preparation for two upcoming retirements, General Services has started evaluating overall staffing needs to identify opportunities to improve customer service. Recommendations will be presented to management for review and consideration.

- C. Identify **new buildings or major renovations** needed to support the completion of unit responsibilities.

(None)

- D. Identify **minor remodels or alterations** needed to support the completion of unit responsibilities.

(None)

- E. Identify **professional development** activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

### PURCHASING:

Participation in purchasing workshops, webinars, and conferences hosted by basing affiliations to maintain current and relevant skill sets and practices.

- Annual CAPPO conference (January) – supervisor
- Annual CASBO conference (April) – 2 buyers
- Annual FCCC conference (April) – supervisor
- Annual NIOP conference (August) - supervisor

#### RISK MANAGEMENT:

- Relevant webinars and workshops as identified and available in Risk Management
- Individual Department Requests are addressed through ongoing communication via trainings, assessments, and daily contact with DO and campus staff (e.g., emails, phone calls, and in person).

F. Ensure required **safety and information security procedures** are followed to create and maintain a safe work environment. If individuals in your unit require training, please refer to the LRCCD Human Resources online safety and information security training opportunities.

- Staff has completed safety trainings including ACES, NIMS/SEMS.
- One of our primary objectives is to help promote and develop a safe environment for our department and departments district-wide.

G. Ensure unit members participate, and provide **leadership** to the district, in their areas of expertise.

#### Purchasing:

Offer purchasing presentations describing best practices to internal and external customers through vendor outreach, purchasing tours and collaborative community events. This is accomplished through ongoing communication via trainings, assessments, and daily contact with DO and campus staff (e.g., emails, phone calls, and in person).

#### Risk Management:

Offer risk management presentations, describing best practices in risk management. Coordinate and provide reviews of risk management assessments completed by outside companies who evaluate safety in key operational areas such as facilities management, custodial, etc.

H. Ensure that the results from **assessments on quality and satisfaction** are used to improve services.

Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

Buyers are tracking new vendor requests to establish profiles timely within new policy standards. Insurance certificates are required of all vendors providing onsite services. Preliminary audits of incoming requisitions are performed to ensure appropriate approvals and account assignments. Queries are developed and implemented to assure system information is entered as specified. Annual program reviews of procurement card assignment (Home Depot, Lowes, etc.).

Risk Management follows-up with departments that are assessed/inspected to ascertain progress in compliance with standards/implementing recommendations (where appropriate).



- I. Ensure unit members know where and how to **refer employees or members of the public** needing support assistance not provided by your unit. Briefly describe what is being done in this regard.

Staff is experienced and knows where to direct internal and external clients. Weekly staff meetings are held to provide updates on new information for staff to communicate as appropriate.

Current staff is very experienced (i.e., over 15 years of experience). Training for new staff will begin upon their arrival/hire.

- J. State how your department/unit encourages participation in **individual service activities** and volunteerism supporting students (e.g., access/success, e-recycling, presentations, leading workshops, district committees, etc.).

Purchasing staff periodically visits campuses and provides training to campus staff on the latest purchasing practices. Purchasing tips are electronically distributed and available on the web for staff district wide.

Purchasing also represents the District at vendor outreach events for small and diverse businesses in collaboration with SacPublic Agency Consortium (SacPAC), state agencies and local chambers of commerce.

Risk Management provides information on good risk management/safety practices to DO staff and to those campus departments that provide presentations, workshops, etc.

- K. State your unit's plans to develop and implement **any special or long term projects**, including those identified in your most recent Program Review (if applicable) and the LRCCD Strategic Plan (if applicable). If project plan(s) are contained in another document, list each plan below and attach a copy to your unit plan. For all other project plans, briefly describe projects and indicate implementation timelines below.

The on-line requisition purchase order process is a long-term plan due for implementation as it is aligned with the strategic goal of organization effectiveness by using existing technology to streamline the procurement of goods and services.

New projects for the upcoming year will be coordinated with the DO and campus management. Arrangements for the new trainings/assessments will be coordinated and funded with incentive awards received by the RM department for excellence in risk management practices.

- L. Please provide any **suggestions for improving** the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

(None)

## **V. Appendix**

List your unit's accomplishments based on completion of last year's unit plan.

- Developed internal purchasing webpage with resources to assist in purchasing transactions.
- Trained new and existing online requisition users.
- Implemented new process to comply with the recently adopted legislation for PW contractors.

List sources you used to support your unit plan statements.

Attach supporting documents (Supporting Data from the DIR, etc.) following this page, identifying those you have attached in the text box, below.