

**Mesa Community College
OPERATIONAL PLAN FOR ADMINISTRATIVE SERVICES 2008-2009**

Administrative Services Goals	Administrative Services Objectives	Related MCC Strategic Goals & Objectives
<p>Expand information technology, media, and cashiering services, infrastructure, and services to facilitate teaching, learning and support processes for faculty, staff, students and the greater community.</p>	<ul style="list-style-type: none"> • Establish full service cashiering office at Downtown location to include petty cash for staff and acceptance of student payments. • For Red Mountain to expand electronic signage to public areas • Establish a group of digital video channels to support distance learning • Develop and implement process for using technology to conduct remote interviews and teaching demonstrations during the faculty and staff selection process. • Expand video production capability at Southern and Dobson to fulfill the growing demand for both promotional and educational video recordings from both the Faculty and the Administration. • Maintain classroom technology by acquiring needed test equipment. • Expand digital and media resources (servers, software to streamline processes, portable computer & display devices, etc.) to accommodate growing information technology needs. • Begin a classroom LCD replacement program for Southern and Dobson and Red Mountain campuses. Replacements are to be phased at 5% of the classroom inventory each year for twenty years. • Upgrade and replace information technology and media resources in various classrooms at all college locations. • Maintain compatibility with new and upgraded systems by replacing old and outdated equipment. • Improve Classroom Computing at Southern and Dobson by increasing the number of portable computers and display devices able to be delivered to the classroom • Develop and implement appropriate databases to 	<p>II. A, D V. A, D, E, F, H VIII. E, G</p>

Mesa Community College
OPERATIONAL PLAN FOR ADMINISTRATIVE SERVICES 2008-2009

	<p>better accommodate chemical inventories, safety compliance training records across all MCC campuses.</p> <ul style="list-style-type: none"> • Support Instructional and Student Services initiatives in the area of receiving and supplies, equipment, etc. In addition, this would give greater controls and improve record keeping of items received and delivered to departments. 	
<p>Ensure organizational effectiveness through resource management, communication mechanisms and on-going evaluation to meet the needs of the college community.</p>	<ul style="list-style-type: none"> • Expand the IP central monitoring and control of LCD projectors in selected building from the S&D media center. This will provide for faculty assistance, security and equipment maintenance of selected classroom projectors. • Expand Video Streaming of library materials to all Classrooms at S&D and RM as well as to support the distance-learning student in their homes. • Develop and implement checklist/tools for building inspections & audits addressing Life Safety Code (Fire safety); assist in building remodels assuring OSHA continuing compliance guidelines. • Integrate tools, hardware and software, that reduce the complexity of tracking, supporting, securing and maintaining technology and media assets. • Plan, develop and construct mechanism to provide centralized access to and control of various IT and media resources on campus. • Service campus wide equipment inventory to surplus (i.e. transferring, staging and sending equipment to surplus) as well as delivering items received at S&D Receiving Department for MCC's satellite sites. • Support Instructional and Student Services initiatives in the area of receiving and supplies, equipment, etc. In addition, this would give greater controls and improve record keeping of items received and delivered to departments. • Improve the surplus and delivery process by providing a better tracking system for all items 	<p>I. A II. D III. A, B V. C, E, F, H VIII. C, F, G, E, K</p>

**Mesa Community College
OPERATIONAL PLAN FOR ADMINISTRATIVE SERVICES 2008-2009**

	<p>received and delivered by S&D Receiving.</p> <ul style="list-style-type: none"> • Improve financial aid disbursement process by implementation of direct deposit. • Increase staff and other support resources (physical space, computers, other tools, etc.) to continuously provide timely and accurate support for IT, Media, and M&O resources at all campuses. • Develop a preventive maintenance program in the areas of plumbing, electrical, painting, carpentry and HVAC for the college. • Develop procedures for processing newly hired or terminated employees. Give accurate and timely access (or denial of access) to email, online information, parking and facilities. • Enhance Hazardous Waste Management Program to develop online RCRA and DOT certification for staff involved with Hazmat Waste Programs; Lab safety • Evaluate and upgrade College Safety policies and procedures to ensure consistency from campus to campus and reduce District liability, particular in use-of-force situations. • Respond to unplanned health and ergonomic issues. 	
<p>Review and update existing support programs and services to meet the expectations of the expanding college community.</p>	<ul style="list-style-type: none"> • Research, develop and implement emerging technologies and media resources. • Stay current with facility changes (i.e. remodeling, renovations, new buildings) for inventory, maintenance, College Safety and OSHA compliance. • Provide fiscal support and services to the new Downtown Mesa campus. • Expand OHS department to better address support to Life Safety, Emergency Management, Signage, Assessments, Inspections Record Keeping, Training and Consulting. • RED MOUNTAIN--Expansion of central plant storage space. Due to recent HVAC expansions to accommodate future growth all existing indoor work shop and storage space was eliminated. 	<p>V. A, E VIII. A, E, F, G</p>

Mesa Community College
OPERATIONAL PLAN FOR ADMINISTRATIVE SERVICES 2008-2009

	<ul style="list-style-type: none"> Enhance and prepare for future requirements, electrical services, maintenance retro fitting, and new construction of campus electrical needs at Red Mountains 	
<p>Involve the Administrative Services groups in the planning and construction / renovation of physical facilities.</p>	<ul style="list-style-type: none"> Review facilities planning to meet growing IT and media support needs and thus department size / tools/resources. Upgrade and replace information technology and media resources in various multi-purpose rooms at all college locations. At Red Mtn., involve Maintenance and Operations in the development and engineering of new buildings (i.e. parking lot & roadway resurfacing, curbing and redirection of storm water). Create additional space at Red Mtn. central plant to accommodate future growth. Provide adequate conference room space to facilitate the screening/interviewing processes (for job search committees to conduct development of job postings, screening of applications, and interviewing of candidates) at Southern & Dobson. 	<p>II. C V. F VIII. A, G</p>
<p>Evaluate, enhance and expand procedures to provide a safe and secure environment at all college locations, both physical and virtual.</p>	<ul style="list-style-type: none"> Plan and implement information technology and media security processes and programs into current, renovated and new facilities and other physical resources. Evaluate and upgrade the college's ability to respond to violent incidents and disasters. Expand the storage area in the S&D Receiving Department to secure items in storage before delivery. In addition, purchase a storage unit at Red Mtn. to better secure new equipment purchases and store surplus inventory. (RED MOUNTAIN) enhancement of the campus landscape and hardscape in order to create safer paths for pedestrian movement on and around our campus. 	<p>II. D III. A, B VII. C VIII. A, C, F, G</p>

**Mesa Community College
OPERATIONAL PLAN FOR ADMINISTRATIVE SERVICES 2008-2009**

	<ul style="list-style-type: none"> • Development of emergency management tools; i.e., evacuation maps Update compliance programs for AED's, Bloodborne, Hazcom; enhance tools for record keeping and tracking • Move toward full implementation of the Public Safety reorganization plan by providing for full-time personnel allotment to adequately provide for responsible 24-hour security needs and physical environment in the form of office space needs of the department to meet anticipated responsibilities and challenges. 	
Explore other funding sources to enhance initiatives.	<ul style="list-style-type: none"> • Apply for grants through various public or private organizations. 	VIII. C
Improve the communication within and across the college and the community.	<ul style="list-style-type: none"> • Develop, update and enhance departmental web pages to better communicate progress of projects, polices and procedures. • Expand and improve communications with campus media customers and promote services available to customers and classrooms by creating a processes and procedures manual. • Develop and implement process for using technology to conduct out-of-state interviews and teaching demonstrations during the faculty and staff selection process. • Solicit input from our campus customers on ideas for improvement in service delivery. • Improve communication and feedback between the Public Safety department and other departments on campus in an effort to continuously enhance functional performance. 	V. E, F VIII. D, E, G, H, K, J
Promote employee professional development and/or training to improve and enhance skills.	<ul style="list-style-type: none"> • Provide access and support for continued consulting, training and other support services for IT and media professionals. • Provide resources that will enable M&O managers to gain a better understanding of sustainability products by becoming LEED accredited. 	III. B VII. A, D VIII. C, G

Mesa Community College
OPERATIONAL PLAN FOR ADMINISTRATIVE SERVICES 2008-2009

	<ul style="list-style-type: none"> • Develop a comprehensive training program for all custodial staff. • Arrange for active professional development of HR managers and staff, including a departmental retreat with a team-building or process expert. • Evaluate initial and ongoing training and public contact skills for all Public Safety personnel while improving personal interaction between the department and college community. • Work in collaboration with District to provide workshops / training (i.e. capital requisitioning, travel procedures, budget management). • Promote and initiate safety preparedness within each department by providing a crisis management plan and emergency preparedness training. • Facilitate safety audits and assessments; identify opportunities to enhance department(s) safety. • Evaluate initial and ongoing training and public contact skills for all personnel while improving personal interaction between the departments and the college community. 	
<p>Explore ways to make the college more compliant with “green” initiative.</p>	<ul style="list-style-type: none"> • (RED MOUNTAIN) Continue in our efforts in developing green (LEED) certification points by implementing changes to current operational systems on campus. • Develop a comprehensive recycling program that will include faculty, staff and students. Incorporate “green standards” in new construction, remodels and purchase of supplies. • Develop a water conservation program through a partnership with the City of Mesa. 	<p>V. B VIII. C, F</p>