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**AUO 1.A. Department/Division Name:** College Operations

**AUO 1.B. Name(s) of the author(s) of this report::** Pam Grey

**AUO 1.C. What is the primary focus of your department/division?:** College Operations provides services that support instruction and college life. This includes auxiliary services such as Dining Services and the Bookstore. Other units under College Operations are Printing Services, Facilities Rentals, Postal Services, Custodial and Grounds Operations.

**AUO 1.D. How many customers are served annually and is number trending up, even, or down?:** The department serves the whole campus which is approx. 23285. 325 full-time faculty; 660 part-time faculty; 300 classified & managers and 20,000 students.

**AUO 1.E. Who are the typical customers served by this department/division? :** all faculty, staff, managers, and students

**AUO 2.A. What is the department/division Mission Statement?:** To facilitate the operations of the campus

**AUO 2.B. Ways and to what extent do your services support your Mission statement:** Help support the operations of the college, and to make sure the physical aspects of campus provides an academically rich, multicultural learning environment

**AUO 3.A. Number of classified employees:** 4

**AUO 3.B. Number of management employees:** 3

**AUO 3.C. Number of student employees:** 0

**AUO 3.D. Position(s) Needed:** 0

**AUO 3.E. Justification for Position(s)::** n/a

**AUO 3.F. If additional position/s were hired did it result in the expected improvement? How so? :** n/a

**AUO 4.A. Have there been any facility changes in the last five years?:** No

**AUO 4.B. Are there any significant facility changes that will be needed over the next five years?:** No

**AUO 4.C. Give justification for facility requests :** n/a

**AUO 4.D. If additional facility changes occurred, did it result in the expected improvement? How so?:** n/a

**AUO 5.A. Have there been any equipment purchases in the last five-years. If so what was purchased?:** The AVP received college standard ergonomic office furniture to replace the non-standard, non-ergonomic furniture that had been in the office for approx 15 years.



**AUO 5.B. Are there any equipment purchases that will be needed over the next five years?:** Replacement of standard office equipment such as computers, printers, scanners, wireless telephone headsets and any other office equipment that becomes necessary as a result of technology advances/upgrades.

**AUO 5.C. Justification for equipment(s)::** End of life cycle of present items and/or items that will be needed in the future but are not known about at this time. i.e. scanners have become a critical device but were not needed/ available 5-years ago.

**AUO 5.D. If additional equipment was purchased, did it result in the expected improvement? How so?:** Yes, the new office furniture is height adjustable reducing the risk of injury

**AUO 6.A. Amount of Department/Division discretionary (B) budget or explain.:**  
\$160,000

**AUO 6.B. Does the department/division need additional discretionary funding? If so, why?:** No

**AUO 6.C. Additional discretionary budget requests:** None

**AUO 6.D. Justification for additional discretionary budget:** n/a

**AUO 6.E. If additional discretionary budget was allocated, did it result in the expected improvement:** n/a

**AUO 7.A. Have there been any significant organizational alignment changes over the last five years?:** No

**AUO 7.B. List any significant organizational alignment changes needed over the next five years.:** None anticipated at this time.

**AUO 7.C. Justification for significant organizational alignment changes:** n/a

**AUO 7.D. If organizational alignment changes were made did it result in the expected improvement?:** n/a

**AUO 8.A Have there been any significant changes in regulations/laws/policies over last five years?:** Yes. There have been a large number of State and Board policy changes over the years. Details of these items can be found on BoardDocs.

<http://www.boarddocs.com/ca/fhda/Board.nsf> .

Such changes include SB: 854 Public Works Payment Of Prevailing Wages. California Uniform Public Construction Cost Accounting Act - UPCCAA or CUPCCAA for Public Works Repairs and Maintenance.

**AUO 8.B. List changes in regulations/laws/policies affecting department/division over next five yrs.:** The State and Board are continuously reviewing and updating policies and laws so it is highly likely that there will be many changes over the next 5-years.

**AUO 8.C. List any additional resources needed to meet the new regulations/laws /policies.:** Trainings/workshops/conferences/software/hardware needs should be anticipated

**AUO 8.D. Justification for additional resources:** To be able to fulfill the mission of our division we need to keep up to date

**AUO 8.E. If additional resources were made provided did it result in the expected improvement?:** n/a

**AUO 9.A. List any significant professional development activities over the last five years.:** Business services/contracts training. Purchasing training - SB: 854 Public Works Payment Of Prevailing Wages. California Uniform Public Construction Cost Accounting Act - UPCCAA or CUPCCAA for Public Works Repairs and Maintenance. INB and BDMS training. Taleo training

**AUO 9.B. List any significant professional development needs over the next five years.:** Continue Business services/contracts training. Purchasing training. Taleo; INB; training etc. The launch of a new version of "My Portal" will require some significant staff training. Training on updated laws related to construction and facilities.

**AUO 9.C. Justification for significant professional development .:** Constant changes in rules/regulations/software etc. require ongoing staff development trainings

**AUO 9.D. If additional professional development was provided did it result in expected improvement?:** Yes. The staff in this division are considered experts in all the various functions of the campus

**AUO 10. List other Needed Resources & Justification:** None at this time

**AUO 11.A. What are the current/active department/division outcome statements?:**  
AUO\_1 - The Office of College Services supports a campus wide effort of environmentally friendly and sustainable building management and renovations

**AUO 11.B. How many AUO statements have been assessed since the last program review?:** 1

**AUO 11.C. Summarize the outcomes assessment findings and resulting department/division enhancements.:** Target : Target Met. 82% of respondents who expressed an opinion agreed or strongly agreed (Questions 21) (02/27/2018).  
Enhancement: Continue to verbally support the college's strong commitment to environmentally and sustainable building management and renovations during collaborative planning conversations and discussions. (04/13/2017)

**AUO 11.D. What are the department/division outcome assessment plans for the next five years?:** The division is currently discussing various suggestions.

