



san josé·evergreen  
COMMUNITY COLLEGE DISTRICT

# DELINEATION OF FUNCTIONS MAP

2016-2017

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## **Introduction**

The San José/Evergreen Community College District has built a map that delineates the functions of both the district and the colleges. The mapping of these functions is to meet the Policy and Procedures for the Evaluation of Institutions in Multi-College/ Multi-Unit Districts or Systems according to the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges.

Our institution has the responsibility to articulate in a clear manner the framework that delineates functions and the distribution of responsibilities between the college and district office.

## **Background**

In 2010-11, the delineation map of functions was built through a collaborative effort. Participation included representatives from both the district and colleges from the major areas of

- Academic Affairs
- Student Services
- Administrative Services
- Human Resources
- Information Technology
- Workforce Institute
- Chancellor's Office

as well as departmental contributions from areas such as Admissions & Records, Financial Aid, Police and Purchasing.

## **Update**

In 2015-16, the delineation map was reviewed by each area and was updated to reflect the changes that occur overtime in institutions.

Once the update was completed, the revised document was sent to each employee to serve as a reference and posted on each sites website for easy reference by employees and community.

For 2016-17, the focus will be the promotion of the map by emphasizing communications, providing clarification as well as performing on-going review and adjustments to the map. The priority is to have a document that communicates accurately the functional organization of the district and colleges and that the responsibilities of these functions are well understood by the San José/Evergreen Community College District

## INSTRUCTIONAL PROGRAMS

**Program/Course Development***Board of Trustees:*

Approve all new program/course curricula.

*Office of Institutional Effectiveness and Student Success (IESS):*

Provide supporting research necessary to develop new programs, such as labor market analysis and demographics of the community.

Provide analysis of program/course productivity and monitor, in partnership with the colleges, resources available for new programs.

Program/course development is primarily the responsibility of the College and faculty therein. All new programs/courses must follow the College curriculum approval process via the College Curriculum Committee that reports to the Academic Senate. (New vocational programs also go through a regional approval process.)

Ensure that all existing course outlines are periodically updated in accord with applicable standards and regulations, and meet the educational needs of their students.

Assess all new programs under consideration or in development for suitability to student learning needs, community workforce needs, and available resources, and for alignment with the unique mission of each college.

**Course Scheduling**

Negotiate the instructional calendar with the faculty union.

Identify FTES targets and determine funding allocations.

Develop a schedule of classes that reflects the needs of most students.

Each college, its vice presidents, and its deans develop a schedule of classes that meets the FTES goals of the College/District in a productive and efficient manner.

**College Catalog**

Prepare and obtain certification for the apportionment attendance reports (CCFS-320) and the apprenticeship attendance reports (CCFS-323).

Ensure that the College Catalogs are produced yearly and that the information in them is accurate.

**Enrollment Management**

Develop analyses of historical performance trends and projections compared to the annual targets.

Working in collaboration with campus personnel, prepare documents and reports as required or requested by State agencies or District personnel.

Review District projections, and set College goals for FTES and efficiency.

Design course schedules in accordance with student educational needs, College Goals, College FTES goals, and efficiency goals.

Provide guidance on compliance regarding new and revised sections of applicable laws and regulations, and ensure adequacy of records retention.

The President of each college consults with his or her administrative team, analyzes resources and community needs, and proposes the scope and directions of an enrollment management strategy. The overarching goal is to provide the widest spectrum of course offering to serve the diverse learning needs of our students and community, against the backdrop of diminishing State appropriations.

Function	District	College
<b>Student Learning Outcomes/Assessment</b>		Establish and assess Student Learning Outcomes at the course level, program level in all areas, and institutional/degree level.
<b>Program Review</b>	IESS: Provide access to data and analysis necessary for program review.	<p>The colleges develop and implement their own program review and resource allocation models through their shared governance processes and in cooperation with their Academic Senates. Each process is overseen by a shared-governance committee, and after several review and approval steps, results in recommendations to the College President.</p> <p>College Presidents submit reports on the status of program review to the Board of Trustees.</p>

## STUDENT SERVICES

### Enrollment Services

#### • Admissions & Records

#### *Admissions and Records Offices:*

Ensure compliance with relevant sections of the Education Code and Title 5.

Ensure that application and student enrollment data is complete and correct, determine residency, and ensure MIS Data Element accuracy.

Facilitate year-round application and registration processes.

Provide course roster services for all academic programs.

Manage maintenance, imaging, organization, storage, backup, and security of all student records, including evaluations, grades, petitions and waivers, and archival educational records.

Oversee and/or process grade changes, probation and dismissals.

Process all student transcript requests.

Produce temporary, permanent census, grade, and enrollment verification rosters for all course offerings.

Manage maintenance, imaging, organization, storage, backup, and security of faculty records, rosters, and attendance and grade reporting.

Maintain auditable admissions, attendance, and transcript files, and documentation of active enrollment.

Evaluate academic records for degree and certificate completion; issue diplomas and certificates of completion.

Evaluate and certify students' eligibility for Veteran Affairs benefits.

Maintain online census reporting for faculty to provide accurate student attendance reporting.

Maintain Add Codes, the electronic registration tool for just-in-time registration.

Provide appropriate coordination for international students, ranging from pre-admission to visa applications, and transition into the college mainstream.

Function	District	College
Assessment		<p><i>Assessment Offices:</i></p> <p>Coordinate placement testing for students to place into English and math classes as well as other classes that have English and/or math prerequisites.</p> <p>Ensure the security of the assessment process.</p> <p>Schedule and coordinate assessment testing dates, times, locations and staff.</p> <p>Arrange for special testing procedures for students with special needs such as disabled, ESL, or international students.</p> <p>Provide for the computerized scoring of such tests and the distribution of test results to counselors and students.</p> <p>Develop and order forms for the testing process.</p> <p>Initiate purchase requisitions after identifying tests, supplies, books and equipment needed.</p> <p>Monitor appropriate expenditure accounts for the assessment process.</p>
<ul style="list-style-type: none"> <li>Financial Aid</li> </ul>	<p><i>Information Technology Service and Support (ITSS):</i></p> <p>ITSS runs numerous financial aid reports (including FISAP and State MIS), supports disbursements, provides technical support in creating new required reports, and interfaces with Colleague.</p> <p>Upload FAFSA information for campuses to maintain, verify and award.</p> <p>Maintain Colleague and assist with annual setup for upcoming award year, including writing rules and subroutines and uploading updates and software patches.</p> <p><i>Accounting:</i></p> <p>Run transmittal.</p> <p>Post transmittal data to Student Accounts when validated by campuses.</p> <p>Run voucher process and draw down funds.</p> <p>Request wire transfer to third- party disbursement administrator.</p> <p>Provide information for the FISAP reports.</p> <p>Manage program's ledger accounts, and perform monthly/annual reconciliation in coordination with campuses.</p>	<p><i>Financial Aid Offices:</i></p> <p>Counsel and educate both students and parents in the application process and the completion of required documents.</p> <p>Develop and update website and printed financial aid materials.</p> <p>Conduct Free Application for Federal Student Aid (FAFSA) workshops to assist students with submitting the FAFSA online.</p> <p>Create and update all financial aid forms and documents.</p> <p>Create and process student files.</p> <p>Process Financial Aid applications and corrections, performing need analysis to determine student eligibility.</p> <p>Perform file verifications which includes the review and analysis of student and parent tax return transcripts.</p> <p>Clear discrepancies; credit checks, citizenship, residency, selective service, social security, high school diploma, enrollment history, ability to benefit, data matches and National Student Loan Data System (NSLDS).</p>

Function	District	College
<ul style="list-style-type: none"> <li>• <b>Financial Aid</b> <i>(continued)</i></li> </ul>	<p>Maintain accounts according to Federal cash management regulations.</p> <p>Invoice and recover overpayments and over-awards to students. Invoice the Foundation or Associated Student Body (ASB) if they are the custodian of scholarship funds.</p> <p>Assist with fraud and forgery issues.</p> <p>Generate checks for AB540 students.</p> <p>Reconcile return of funds from the third party disbursement administrator.</p>	<p>Monitor and evaluate Satisfactory Academic Progress and conduct Appeal Committee meetings.</p> <p>Implement Federal and State aid programs including Federal Pell Grants, Federal Supplemental Educational Opportunity Grants (FSEOG), Federal Work Study (FWS), Subsidized and Unsubsidized Direct Loans, Cal Grant (B and C), Chafee Grants, Full Time Student Success Grant (FTSSG), EOPS Grants, CARE Grants, Scholarships, Board of Governors Fee Waivers (BOGFW), Ameri-corps Awards, and Emergency Book Loans.</p> <p>Complete and submit the FISAP report to the Department of Education.</p> <p>Process all BOGFWs.</p> <p>Conduct loan orientations and exit counseling for student loans. Process Direct Loans through the US Department of Education; prepare loan disbursements and reconcile at appropriate intervals.</p> <p>Calculate and process Title IV refunds (Return to Title IV [R2T4]) and over-award repayments.</p> <p>Assist in collection of R2T4 and overpayment funds.</p> <p>Perform monthly reconciliation of all Federal programs.</p> <p>Reconcile Federal Work Study earnings for year-end reporting.</p> <p>Oversee and approve the expenditures of the Board Financial Assistance Program (BFAP) Administrative Allowance (e.g., for equipment, marketing items, advertisement and organizing financial aid events) and complete the BFAP year-end report.</p> <p>Retrieve FAFSA applicant information from the Central Processor, notify students with required documents and transmit corrections to electronic Institutional Student Information Records (ISIR).</p> <p>Manage the Web Grant system for Cal Grants B and C and Chafee Grants.</p> <p>Use Colleague to authorize student aid disbursements.</p> <p>Create the Disbursement Schedules, Award Policies, and Student Budget and Satisfactory Academic Progress Policy, in coordination with both colleges' Financial Aid Offices, ITSS, Accounting, and other departments as appropriate.</p>

Function	District	College
<ul style="list-style-type: none"> <li>• <b>Financial Aid</b> (<i>continued</i>)</li> </ul>		<p>Manage program funds associated with the awarding of financial aid.</p> <p>Complete Federal Department of Education Common Origination and Disbursement (COD) and State MIS reports and reconcile all funds.</p> <p>Gainful employment reporting.</p> <p>Enrollment reporting through third party national student clearing house.</p> <p>Complete and submit the program participation agreement for recertification with the U.S. Department of Education.</p> <p>Complete and submit the institutional participation agreement for recertification with California Student Aid Commission.</p>
<ul style="list-style-type: none"> <li>• <b>International Students</b></li> </ul>		<p><i>International Students Offices:</i></p> <p>Review and evaluate F1 international student application materials.</p> <p>Issue initial I-20 and transfer I-20 documents for entrance into the United States.</p> <p>Maintain and monitor compliance with Student and Exchange Visitor Information System (SEVIS) requirements.</p> <p>Report F1 international student enrollment information to SEVIS.</p> <p>Calculate and collect F1 international student fees.</p> <p>Coordinate counseling services for F1 international students.</p> <p>Ensure academic progress for F1 international students.</p> <p>Act as Primary Designated School Official (PDSO) and Designated School Official (DSO).</p> <p>Work with approved international agents for student placement to EVC (and SJCC).</p>
<ul style="list-style-type: none"> <li>• <b>Outreach &amp; Recruitment</b></li> </ul>		<p><i>Outreach and Recruitment Offices:</i></p> <p>Coordinate recruitment, testing, admissions, and counseling to ensure effective intake process for prospective students.</p> <p>Coordinate with academic staff, student organizations and alumni to involve them in the College recruitment function.</p>



Function	District	College
<ul style="list-style-type: none"> <li>• <b>Outreach &amp; Recruitment</b> <i>(continued)</i></li> </ul>		<p>Participate in the development, planning and implementation of recruitment strategies to increase the awareness of the College among potential students.</p> <p>Design promotional recruitment materials to be utilized departmentally and collegewide.</p> <p>Represent the College at community and outside organization functions including career days, special events and conferences.</p> <p>Advise current and prospective students regarding college preparation and entrance requirements.</p> <p>Maintain ongoing relationships with all feeder high schools and religious minority groups.</p> <p>Act as College liaison to high schools and other educational institutions, as well as corporate, community and governmental organizations.</p>
<ul style="list-style-type: none"> <li>• <b>Veterans</b></li> </ul>		<p><i>Veterans Offices:</i></p> <p>Verify and report student enrollment on a weekly basis and certify benefit eligibility.</p> <p>Report academic progress on a semester basis.</p> <p>Calculate tuition and supplies costs for veteran students.</p> <p>Maintain student file documents for auditing purposes (3 year requirement).</p> <p>Maintain applicable degree and certificate reporting requirements.</p>
<b>Graduation</b>		<p><i>Graduation Departments:</i></p> <p>VP of Student Services oversee commencement planning process.</p> <p>Collaborate with Admissions and Records to identify potential graduates.</p> <p>Coordinate graduate and faculty participation in ceremony.</p> <p>Keep track of graduation data.</p> <p>VP Administrative Services ensures that the execution of commencement is properly executed. CTSS, Grounds, and Custodial will provide the services outlined by the Commencement Committee.</p>

Function	District	College
<b>Categorical Programs</b> <ul style="list-style-type: none"> <li>• <i>CalWORKs/WIN/Keys to Success</i></li> </ul>		<p>California Work Opportunity and Responsibility to Kids (CalWORKS) Offices:</p> <p>Manage contracts with the County of Santa Clara and the State Chancellor's Office to ensure compliance with grants.</p> <p>Ensure that students are correctly approved and enrolled in CalWORKs services through verification in County Verification System (CalWIN).</p> <p>Develop Welfare to Work Plans for County Referred Clients.</p> <p>Place students into appropriate Work Study placements on and off campus.</p> <p>Work with Bookstore Student Financial Aid system to process all County paid books and supplies.</p> <p>Compile and submit appropriate reports.</p> <p>Send monthly billing and reconciliation to the County of Santa Clara for all services rendered.</p> <p>Maintain Academic Progress Reports for all students, and send participation alerts regarding all students who are not making satisfactory progress.</p>
<ul style="list-style-type: none"> <li>• <i>Disabled Student Program (DSP)</i></li> </ul>		<p><i>DSP Offices:</i></p> <p>Provide academic and vocational counseling.</p> <p>Oversee test proctoring as part of academic accommodations.</p> <p>Provide tutorial assistance.</p> <p>Maintain High Tech Center for students who are unable to access the screen and/or keyboard, or perform word processing in the traditional manner.</p> <p>Provide necessary referrals and recommendations for services outside of each college.</p> <p><i>EVC DSP Offers:</i></p> <p>Provide academic, vocational and disability-related counseling.</p> <p>Authorize and implement disability related accommodations through an interactive process between the student and a DSP Specialist.</p> <p>Oversee test proctoring as part of academic accommodations.</p> <p>Provide tutorial assistance.</p>

Function	District	College
<ul style="list-style-type: none"> <li><b>Disabled Student Program (DSP)</b> (continued)</li> </ul>		<p>Maintain High Tech Center for students who are unable to access the screen and/or keyboard, or perform word processing in the traditional manner.</p> <p>Convert text into alternate media format.</p> <p>Provide captioning and American Sign Language interpreting services for deaf and hard of hearing students.</p> <p>Provide necessary referrals and recommendations for services outside of each college.</p> <p><i>SJCC DSP Offers:</i> Provide academic, vocational and disability-related counseling.</p> <p>Authorize and implement disability related accommodations through an interactive process between the student and a DSP Specialist.</p> <p>Oversee test proctoring as part of academic accommodations.</p> <p>Provide tutorial assistance.</p> <p>Maintain High Tech Center for students who are unable to access the screen and/or keyboard, or perform word processing in the traditional manner.</p> <p>Convert text into alternate media format.</p> <p>Provide specialized guidance and tutoring for students with hearing loss as well as coordinating interpreters and captioners to provide academic accommodations.</p> <p>Offers specialized courses for students with disabilities.</p>
<ul style="list-style-type: none"> <li><b>EOP&amp;S/CARE</b></li> </ul>		<p><i>EOPS/CARE Offices:</i></p> <p>Provide services that extend “above and beyond” each college’s traditional commitment.</p> <p>Offer multiple individual academic and personal counseling sessions each semester and develop educational plans.</p> <p>Provide financial support including book vouchers and grants to support student needs.</p> <p>Utilize case management to provide individualized academic follow-up with students.</p>

Function	District	College
<b>Counseling</b>		<p><i>Counseling Offices:</i> Coordinate and facilitate new student and parent orientation/program planning sessions.</p> <p>Counsel new students on transfer and degree requirements, assessment/ placement, academic expectations, college facilities and resources, student rights and responsibilities, and academic success tips.</p> <p>Oversee intervention program for students on probation and dismissal (notification of status, workshop coordination, hold determination, dismissal intervention and readmission).</p> <p>Develop graduation petitions for students seeking AA/AS degrees and certificates.</p> <p>Review and conduct initial evaluation of student transcripts and requests for course substitutions.</p> <p>Review and assist with preparation of Transfer Admission Agreements and Transfer Admission Guarantees.</p> <p>Evaluate requests for prerequisite verifications.</p> <p>Evaluate assessment results and other documentation regarding student placement.</p> <p>Coordinate campus wide Early Alert notification.</p>
<b>Student Health Services</b>	<p>Review and maintain policies and procedures to ensure safe college communities.</p> <p>Assists Student Health Services to respond to medical incidences.</p> <p>Provide and coordinate services for removal, storage, and handling of Haz-Mat materials, medication, and controls.</p> <p>Liaise with Insurance and Risk Management companies and organizations to outline new guidelines and compliance requirements</p>	<p><i>Student Health Services Departments:</i></p> <p>Provide registered students access to health services and referrals to community clinics and resources. including, but not limited to, nursing, medical and psychological services</p> <p>Perform testing and provide care based on Medical Director's standing orders.</p> <p>Offer psychological counseling with Licensed Marriage &amp; Family Therapist and Interns.</p> <p>Provide nursing services, assessment and planning, including, but not limited to, first aid, health promotion/counseling, and family planning education.</p> <p>Provide medical evaluation by family practice physicians and/or Nurse Practitioners, including physical exams, STI's screening/ treatment, monitoring chronic conditions, etc.</p> <p>Triage on-campus injuries in the clinic of students and staff.</p>

Function	District	College
<b>Student Health Services</b> <i>(continued)</i>		<p>Provide adult immunizations, including tuberculin screening tests (TST) and influenza vaccinations, provide documentation and continue to input and access students' immunization record(s) into/from the California State immunization registry (CAIR).</p> <p>Monitor, consult, and provide notification of exposure of communicable diseases, per the Centers for Disease Control and Prevention (CDC), and Santa Clara County Public Health including methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) and measles.</p> <p>Provide collegewide health promotion/awareness events including smoking cessation and HIV/AIDS.</p> <p>Promotion of Kognito Mental Health online training and Student Health 101 digital health magazine.</p> <p>Coordinate Medi-CAL Administrative Activities (MAA) program across each college campus.</p> <p>Begin development of a Behavior Intervention Team to deal with reports about "students of concern."</p>
<b>Student Life and Leadership</b>	<p>Evaluate liability exposures for activities, and issue certificates of insurance as required.</p> <p>Oversee administration of District's Student Insurance Program.</p>	<p><i>Student Life Offices:</i></p> <p>Coordinate, assist, and develop programs and events for diverse student population.</p> <p>Facilitate an environment where students can participate in the life of the campus.</p> <p>Make recommendations to improve student experience and success.</p> <p>Advise members of the student governing council and clubs.</p> <p>Assist and advise with Associated Student Government's (ASG) yearly elections of officers within the governing council.</p> <p>Promote districtwide efforts to encourage voter registration.</p> <p>Develop student leadership opportunities through workshops, training and conference attendance.</p>

## HUMAN RESOURCES

**Recruitment &  
Selection of Employees***Human Resources Office:*

Advertise/recruit positions.

Maintain applicant tracking system.

Review minimum qualifications determinations.

Review search committee membership.

Conduct prescreening process to include testing, completeness of application, and diversity of the pool of applicants.

Orient screening committees.

Review committees' screening criteria and interview questions.

Communicate status of candidacy to applicants.

Confirm salary placement.

Process successful applicants for employment.  
Enter new employees into HR/payroll system.

Place new hires on board docket for Board approval.

Conduct new employee orientations.

Submit personnel requisitions to Human Resources to initiate hiring.

Request participants from constituency groups for selection committees in accordance with hiring procedures.

Establish selection criteria/interview questions.

Conduct application screenings. Conduct interviews. Recommend finalists. Conduct reference checks. Conduct final interviews. Select candidates.

Submit Personnel Action Forms (PAFs) and Board Elections (BOEs) to Human Resources to hire.

**Personnel  
Files***Human Resources Office:*

Function as the custodian of all official personnel files for regular contract employees, both permanent, probationary, short temporary, substitute and professional expert files.

Process retirement, benefits, COBRA, employment verifications, and letters of reasonable assurance.

Submit completed evaluations to District HR for inclusion in official personnel file.

Function as the custodian of all adjunct faculty personnel files.

**Personnel  
Transactions***Human Resources Office:*

Function as the custodian of the HR component of Colleague.

Execute the personnel transactions submitted by all District and College departments on the PAF (for example, account code changes for labor and benefits, working-out-of-class assignments, contract reductions, step increases, and transfers).

Submit applicable personnel transactions to Board of Trustees for approval.

Initiate re-classification process.

Submit PAFs that have been approved by department and senior College management to Human Resources for account code changes for labor and benefits, working-out-of-class assignments, contract reductions, reassignment, and transfers.

Function	District	College
<b>Personnel Transactions</b> <i>(continued)</i>	<p>Issue reminders for classified evaluations.</p> <p>Provide classified evaluation forms to supervisors and administrators.</p> <p>Function as the custodian of full-time faculty evaluations.</p> <p>Conduct and collect participant surveys used in administrator evaluations. Compile results of surveys and provide to supervising administrators.</p> <p>Provide oversight and support in all progressive discipline actions.</p>	
<b>Employee Group/ Union Contracts &amp; Meet-and-Confer Groups</b>	<p><i>Human Resources Office:</i></p> <p>Conduct Meet and Confer sessions with Management, Supervisors and Confidential groups.</p> <p>Organize all processes and procedures that pertain to the collective bargaining process regarding sunshining, negotiations, contract review, grievances and arbitrations.</p>	<p>Administer union contracts in accordance with the agreements.</p> <p>Meet and consult with collective bargaining groups, to build trust and collaboration, to find solutions to conflicts, and to improve the workplace climate.</p> <p>Oversee agreements confirmed through the Meet and Confer process with Management, Supervisors and Confidential groups.</p>
<b>Worker's Compensation</b>	<p>Administer workers compensation claims filed against the District.</p> <p>Function as liaison between employees and third-party administrator regarding all aspects of workers' compensation claims and settlements</p> <p>Monitor incident reports to ensure that District safety issues are addressed and corrected if needed.</p> <p>Oversee all Industrial accident and illness leaves of absences to ensure compliance.</p> <p>Provide assessment of any employee's work restrictions in relations to duties.</p>	<p>Report unsafe conditions.</p> <p>Promote safety in the workplace; ensure compliance with all applicable safety and industrial environmental codes; and reduce exposure to accidents, citations or litigation.</p> <p>Management ensures that employees have proper training and equipment to carry out work assignments.</p> <p>Managers assess any employee's work restrictions in relation to job duties.</p> <p>Management submits authorization for Board approval of any and all volunteers to ensure Workers' Compensation coverage.</p> <p>Report property damage and other potential liabilities to District Risk Manager.</p> <p>Maintain compliance with regulations related to student athletes, travel and releases.</p>

Function	District	College
<b>Benefits</b>	<p>Accept, process, and maintain all employee documentation pertaining to employee and retiree health and welfare benefits.</p> <p>Conduct new hire orientations.</p> <p>Provide educational programs pertaining to health, and wellness.</p> <p>Function as liaison among employees, broker, and insurance carrier regarding insurance-related problems.</p> <p>Coordinate Benefits Committee meetings.</p> <p>Provide oversight of all eligible leaves of absence.</p> <p>Coordinate Americans with Disabilities Act (ADA)/Fair Employment and Housing Act (FEHA) and Fitness for Duty process.</p>	<p>Submit claims on behalf of students to District's student insurance program.</p>
<b>Training</b>	<p>Coordinate all mandated trainings for personnel and monitor compliance.</p> <p>Provide staff development for position specific expertise.</p>	<p>Sponsor Professional Development Days.</p> <p>Staff the Staff Development Center.</p> <p>Provide department/ division specific training.</p>
<b>Equal Employment Opportunity</b>	<p><i>Human Resources Office:</i></p> <p>Oversee search and selection processes to ensure that they conform to rules and regulations regarding equal employment opportunity.</p> <p>Train search committees on appropriate rules and regulations.</p> <p>Advocate for diversity.</p> <p>Receive, investigate and respond to complaints of unlawful discrimination in the employment process and in the workplace.</p> <p>Receive and process all correspondence and complaints from Office of Civil Rights (OCR), Equal Employment Opportunity Commission (EEOC), and Department of Fair Employment and Housing (DFEH) when complaints involve employees.</p> <p>Respond to complaints received from the State Chancellor's Office.</p> <p>Provide demographic reports for applicant pools for all employee groups. Comply with State reporting requirements in terms of workforce demographics.</p>	



Function	District	College
<b>Complaints &amp; Investigations (Harassment, Discrimination, Title IX, Whistle Blower)</b>	<p>Provide leadership, coordination, and oversight for all Title IX, Harassment and Discrimination and whistleblower complaints.</p> <p>Coordinate with campuses to ensure Complainants and respondents receive needed support services and accommodations.</p> <p>Take the lead in monitoring, training and reporting on complaints and investigations.</p> <p>Communication and education regarding federal and state laws regarding Title IX, harassment and discrimination and whistle blower laws, rights and responsibilities of employees, relevant District policies, including the process for filing complaints for purposes of investigation and resolutions.</p> <p>Conduct or coordinate investigations of complaints and effective responses.</p> <p>Provide Title IX training to faculty and staff.</p> <p>Coordinate and monitor Title IX training requirements for all personnel and make student training available to the colleges.</p> <p>Ensure effective actions are taken to remedy complaints.</p> <p>Identify and address any systematic problems related to complaints in collaboration with other necessary offices.</p>	<p>Provide resources to students</p> <p>Campus Title IX Coordinators will take in and assess Title IX student complaints, investigate allegations and provide campus based remedies.</p> <p>Assess climate for students.</p> <p>Provide Title IX training for students using web based programs such as Get Inclusive.</p>
<b>Classification</b>	<p>Review and update the District classification system to maintain competitiveness and internal stability.</p> <p>Develop occupational data relating jobs, job qualifications and job characteristics to maintain the District classification system.</p> <p>Participate in salary surveys and make salary recommendations.</p> <p>Develop, research and update job descriptions and reclassifications.</p>	<p>Use existing classifications to assign work and duties.</p> <p>Propose new position through established procedure and process.</p>
<b>HR Information System</b>	<p>Monitor and maintain HR information systems, and generate annual or ad hoc reports as needed.</p> <p>Coordinate, enter, test and track data/changes in the HR system to ensure data consistency and system functionality.</p> <p>Research best practices and make recommendations on HR system based projects.</p> <p>Maintain permanent/short-term hourly employees' employment information in the system.</p>	<p>Maintain part-time adjunct employment information in the HR system.</p> <p>Update overload faculty assignments and related information in the system.</p>

## ADMINISTRATIVE SERVICES

**Auxiliary  
Services****a. Bookstores**

Implement campus stores Advisory Committee.

Negotiate contract and monitor compliance.

Liaison with bookstore contractor. Manage contract with bookstore contractor.

Provide access to website and utilities.

Provide security.

Coordinate membership of campus stores Advisory Committee.

Provide access to website and facilities. Provide facilities for the bookstore delivery system, designed to serve students in the areas of textbooks and supplies. Coordinate with faculty and other personnel the acquisition of textbooks, supplies and special related material required for instructional programs.

Provide leadership support to ensure the services are delivered to all students. Promote timely ordering of books.

**b. Food Services**

Manage food services, including beverage contract and food service/vending contract.

Negotiate contracts and monitor compliance.

Coordinate semi-annual meetings between campuses and vendor.

Provide leadership support to ensure the services are delivered with high standards to all students, staff, and faculty.

Provide related facilities and custodial services.

**Contracts**

Submit contracts to Vice Chancellor of Administrative Services for review and approval prior to services rendered subject to bid requirements and need for Board approval.

Review and revise contracts, leases, license agreements and other legal documents to ensure that they conform to District standards, protect the District, and accomplish the purposes of the District.

Coordinate with the Program Manager to ensure timely and comprehensive handling of contractual matters.

Provide technical assistance to all levels of management with regard to contract form, contract process, and the necessity for outside legal counsel.

Conduct training sessions for College and District employees with regard to contract policy and procedures.

Maintain the central repository of contracts for all District operations, colleges and offsite educational operations.

Determine the need for legal advice on contract issues. Serve as liaison between the District and outside legal counsel on contractual issues.

Initiate College contracts, which are required for annual services, maintenance agreements, professional services, copyright or licensing agreements, and facility or vehicle rentals.

VPAS (Vice President of Administrative Services) and Business Services Supervisor review all Independent Contractors agreements for content, budget and conformance to plan.

Provide any applicable specifications that the College requires in the contract.

Assess the product or service provided to determine whether it is in compliance with the requirements specified in the contract.

Assure that the account number and the funds are correct and available.

Provide due diligence to ensure that pricing from vendors is both reasonable and fair, and the terms are acceptable and favorable to the College.

Define priorities of services needed to support the College mission and plans.

Establish the necessary connections with industry, government, and other Institutions for the execution of MOU's, letters of intent, letters of interest to develop new programs, partnerships, and initiatives.

Function	District	College
<b>Risk Management</b>	<p>Oversee administration of District's Property &amp; Liability, and Student Insurance Programs.</p> <p>Administer property and liability claims filed against the District.</p> <p>Provide, review and analyze certificates of insurance for District functions and outside vendors.</p> <p>Accept, review and coordinate response to subpoenas and legal discovery requests.</p> <p>Coordinate Health &amp; Safety Inspections for campuses and district office, and work with related personnel to implement safety measures.</p> <p>Monitor incident reports to ensure that District safety issues are addressed and corrected if needed.</p> <p>Maintain high standards of safety to minimize risk. Provide HazMat and other risk management guidelines and protocols for handling at each Institution.</p>	<p>Report unsafe conditions.</p> <p>Promote safety in the workplace; ensure compliance with all applicable safety and industrial environmental codes; and reduce exposure to accidents, citations or litigation.</p> <p>Management ensures that employees have proper training and equipment to carry out work assignments.</p> <p>Managers assess any employee's work restrictions in relation to job duties.</p> <p>Obtain appropriate student field trip and volunteer waiver forms as appropriate.</p> <p>Report property damage and other potential liabilities to District Risk Manager.</p> <p>Maintain compliance with regulations related to student athletes, travel and releases.</p> <p>Maintain high standards of safety to minimize risk</p> <p>Management submits authorization for Board approval of any and all volunteers to ensure Workers Compensation coverage.</p>
<b>Facilities Master Planning</b>	<p>Assist the colleges with the implementation of facility master plans regardless of funding source.</p> <p>Oversee the outcome of the facilities master plan as implemented in on campus projects. Conform execution in line with the educational master plan as it informs the facility master plan.</p> <p>Ensure all forms of regulatory compliance including required reporting are adhered to for implementation of the facility master plan.</p> <p>Assist colleges with advancing the facility master plans for Board of Trustee review and action.</p> <p>Maintain records of 'as built' diagrams, construction materials, and floor plans necessary to update and maintain future plans and college's operation.</p> <p>Maintain detailed records of facility usage and update facilities database using district software e.g. FUSION and Colleague.</p>	<p>Develop College Facilities Master Plan based on the requirements specified in the Educational Master Plan and the Facilities Condition Index.</p> <p>Consider total costs of ownership factors when implementing the facilities master plan.</p> <p>Facilitate input, revisions, and updates of the College's Facilities Master Plan to ensure that the Plan is accurate and is consistent with institutional instructional and other needs, efficient space utilization, aesthetics, sound planning, conservation, and fiscal responsibility.</p> <p>Identify program needs and modifications and how students could be better served through planned renovations and construction aimed at improving the learning environment and efficient utilization of facilities.</p> <p>Coordinate facilities planning through the colleges' facilities committees.</p> <p>Provide updates to each college on how its Educational Master Plan and its Mission Statement impact the Facilities Master Plan and associated budget.</p> <p>Provide technical expertise to faculty, staff, and administration in the planning of facilities to meet the educational needs of the community.</p>

Function	District	College
<b>Facilities Master Planning</b> <i>(continued)</i>		<p>Review the facilities inventory and submit changes to the District staff.</p> <p>Recommend the hiring of project architects and assist architectural teams in the planning and development of specific project plans.</p> <p>Advance the Facility Master Plan to the District Board of Trustees for review and action.</p> <p>Provide influence with leadership, direction, prioritization, and vision for the design, development, and use of the facilities.</p> <p>Maintain detailed records of facility usage and update facilities database using district software e.g. FUSION and Colleague.</p>
<b>Facilities Maintenance</b>	<p><i>District Facilities Staff:</i></p> <p>Coordinate applications for funding of maintenance projects from all available sources.</p> <p>Maintain campus maps, building plan graphics and emergency evacuation plans.</p> <p>Develop departmental policies and procedures to insure a safe, efficient and cost effective operation.</p> <p>Prepare and administer department budgets for area of responsibility; prepare recommendations and justifications regarding budget requests; authorize expenditures according to District's policies and applicable regulations; actively seek State and other funding sources to support new or on-going facilities maintenance projects.</p> <p><i>Maintenance Office:</i></p> <p>Coordinate facility maintenance for the District Office and colleges.</p> <p>Provide all maintenance and operations (M &amp; O) services and technical expertise within the budget available, relative to the campus sites.</p> <p>Operate and maintain a work order requisition system, and prioritize work requests submitted by all users.</p> <p>Issue all building, furniture, and equipment keys and maintain an inventory of all keys distributed.</p> <p>Maintains inventory of spare parts and equipment and facilitates the requisition of additional materials as necessary.</p> <p>Develop and monitor ongoing Preventative and Deferred Maintenance programs for all major mechanical systems of the college as well as for grounds, the swimming pool, buildings, and others as required.</p>	<p>Work closely with District staff to coordinate maintenance and operation of college facilities. Coordinate with DO facilities on facilities scheduled maintenance and assist with related documents and reports. Assist in selecting and evaluating classroom and office furniture, fixture, and equipment vendors. As needed, input work requisitions into the active system for maintenance or repair work required at the College in order to maintain a safe and effective institution.</p>

Function	District	College
<b>Facilities Maintenance</b> <i>(continued)</i>	<p>Operation and maintenance of all utility systems and equipment in the facility.</p> <p>Work closely with key administrators regarding issues related to safety, space inventory, capacity ratios, facility modifications, and future construction.</p> <p>Create and implement environmentally sustainable policies and procedures for all Facilities staff.</p> <p>Assure compliance with established safety regulations and precautions by all facilities and staff; provide for effective orientation and continuing training to minimize accidents and injuries in compliance with the District's Injury and Illness Prevention Program.</p> <p>Perform proactive supervision and preventive maintenance to equipment and systems to minimize any service interruptions to the College.</p>	
<b>Grounds</b>		<p>Oversee campus grounds and deploy the limited grounds crew in the most efficient manner, with the goal of maintaining a clean environment for students, faculty and staff in order to foster an environment conducive to the pursuit of learning.</p> <p>Maintain and repair College landscaping in addition to athletic fields. This includes all plants, trees, irrigation systems, parking lots, walkways and roadways within the College.</p> <p>Assist in hazardous waste pick up.</p> <p>Maintain campus wide disposal contracts.</p> <p>Maintain a capital outlay plan for campus vehicle and equipment replacement.</p> <p>Maintain recycled water inspection records for institutional, irrigation and dual plumbed recycled water at EVC</p> <p>Maintain pesticide usage/ training records for the maintenance of the lake and the grounds at EVC.</p> <p>Remove trash on campus from all external spaces and from trash cans in parking lots.</p>

Function	District	College
<b>Custodial Services</b>		<p>Clean and maintain all internal spaces within buildings, floors, floor coverings, restrooms, windows, white boards/chalk boards, counters, ledges, tops of desks, chairs, and tables.</p> <p>Report to Maintenance department all light lamp outages, broken doors and locks, plumbing problems, electrical problems, and problems with alarms.</p> <p>Work with College Facilities on set-ups for internal and external events. Responsible for all unlocks of classrooms during the Fall, Intersession, Spring and Summer courses. Ensure that all recycled paper and confidential documents are properly shredded and disposed.</p> <p>Manage services for the collection and disposal of recycling, city garbage collection, and management of HazMat materials.</p>
<b>Bond Management</b>	<p>Provide management, leadership, direction and oversight for the design, construction, and delivery for all capital outlay projects and the major implementation of the general obligation bond funded programs.</p> <p>Prepare and submit annual continuing disclosure documents for bond issuances.</p> <p>Prepare bond expenditures and reports.</p> <p>Prepare and coordinate information for the Citizen's Bond Oversight Committee and provide support to the CBOC for publication of the annual report and communication to the public.</p> <p>Ensure forms of regulatory compliance including required reporting are adhered to for implementation of the bond program.</p> <p>Oversee, manage and coordinate the program cash flow, bond series sales and refunding opportunities.</p> <p>Promote fiscal responsibility and sound stewardship of the taxpayers' money, to generate public confidence and trust, ensure transparency in the expenditure of bond funds and provide accounting and accountability to the general public.</p> <p>Maintain the master bond program project list to meet compliance standards and obtain current approval with the Board of Trustees.</p> <p>Monitor program implementation activities including planning, construction and budget oversight.</p> <p>Support the Colleges with the implementation of bond program activities.</p> <p>Procure all necessary contract services for the implementation of the bond projects in conformance with risk management standards. others as required.</p>	<p>The Vice President of Administrative Services provides direction and influence for the implementation of the campus bond programs.</p> <p>Implement a bond program that aligns with the college Educational Master Plan and Facilities Master Plan, Security Master Plan, Information Technology Master Plan, Strategic Plan and is in compliance with District and campus standards.</p> <p>Provide leadership in the selection of architects and construction companies for bond projects.</p> <p>Coordinate with the Program Construction Manager, architects and other contractors to assure that projects are completed as planned and within budget.</p> <p>Monitor the bond projects and communicate status of each project to the campus community.</p> <p>Promote fiscal responsibility and sound stewardship for the taxpayers' money, to generate public confidence and trust, ensure transparency in the expenditure of bond funds,</p> <p>and provide accounting and accountability to the general public.</p> <p>Provides influence with leadership, direction, prioritization, and vision for the design, development, and use of the facilities.</p>

**Budget/  
Accounting**

Devise the budget assumptions for review and discussion with the District Budget Committee (DBC).

Identify the revenue budgets and fixed cost expenditure budgets. Provide campuses with their discretionary allocations.

Coordinate budget preparation and augmentations with the campuses.

Prepare the Tentative and Adopted Budget Documents and present them to the DBC for review and to the Board of Trustees for approval.

Prepare monthly Budget Transfer Resolution for the Board of Trustees' approval.

Prepare annual calendar for review by the DBC.

Provide resources to colleges based on District Resource allocation model.

Maintain streamlined processes and procedures to ensure agile execution of annual budgets in support of the mission of each College.

Procure, maintain, and train users in best of class systems, processes, and procedures.

Produce Quarterly Budget Reports for presentation to the DBC and Board of Trustees.

Prepare forecasts and cost estimations for collective bargaining purposes.

Assure that position control is maintained and that all staff positions are adequately funded.

Comply with external reporting requirements and ensure that fiscal reports are accurate and filed timely.

Coordinate budget preparation and funds availability with the Facilities Department for the bonds and capital outlay budgets.

Monitor arbitrage calculations for bond proceeds.

Act as a resource to campus and District personnel for any fiscal issues and training.

Monitor cash balances to assure liquidity and diversify funds for better market yield when appropriate.

Prepare monthly cash flow statements.

Provide for bi-annual actuarial studies on workers' compensation, property and liability, and retiree benefits obligations.

The Presidents at both colleges provide directions and support for the production of a true and accurate budget for each institution, taking into account all anticipated appropriations and allocations from both discretionary and non-discretionary sources.

Allocate College discretionary funds to departments, disciplines and programs following budget allocation processes.

Produce periodic financial reports comparing actual expenditures to budget.

Consolidate and submit annual College budget request to the District.

Initiate any requirements for new accounts or changes in allocations to accounts that do not

Maintain streamlined processes and procedures to ensure agile execution of annual budgets in support of the mission of each College

Procure, maintain, and train users in best of class systems, processes, and procedures.

Review staffing needs in relation to services offered and available resource allocations.

Provide documentation to ensure that all faculty and staff positions are properly represented in Position Control and adequately funded.

Review Adjunct faculty costs and review staffing needs for scheduling efficiency and productivity.

Assure that the campus has funds adequate to meet needs for FTEs targets.

Administrative services personnel serve exofficio on campus budget committees, as well as District Budget Committee.

Work with District staff to develop Tentative and Adopted Budgets as well as produce accurate Quarterly Budget Projection and Use Reports.

Prepare and submit budget transfers and journal vouchers of College.

Inform the District purchasing department and Accounts Payable when a service or product has been received from a vendor and that it meets requirements. (This contributes to the timeliness of payment to the vendor.)



Function	District	College
<b>Budget/ Accounting</b> <i>(continued)</i>	<p>Ensure that all District accounts and funds undergo an annual independent audit. Follow up on and resolve any related audit issues.</p> <p>Coordinate and submit State Mandated Cost Claims.</p> <p>Monitor Federal, State, and local law changes and revise practices and procedures as necessary to comply with the applicable provisions. Update manuals accordingly.</p> <p>Administer Procurement Card and Gas Card Program.</p> <p>Prepare quarterly and annual financial reports and enrollment reports for submission to the State Chancellor's Office.</p> <p>Administer 1098T process. Perform cash reconciliations for District activities with Santa Clara County and all District bank accounts.</p> <p>Maintain Chart of Accounts, general ledger, and subsidiary ledgers.</p> <p>Invoice, receive, monitor, and deposit District revenues from local, State and Federal sources.</p> <p>Process budget transfer and journal vouchers; verify and monitor expenditures to ensure compliance with all regulations.</p> <p>Certify categorical program financial reports and grant FSRS.</p> <p>Prepare and submit the Miscellaneous Income Tax forms (1099).</p> <p>Provide capital asset summary and support schedules based on established capitalization and depreciation policies in conformity with generally accepted accounting principles.</p> <p>Administer COTOP process and act as liaison with external collection agencies. Receive and record collections from students and employees.</p> <p>Maintain District website for budget and accounting.</p> <p>Process for payment the general obligations of the District in accordance with current Federal and State laws (including the California Education Code), District policies and procedures, and audit practices.</p> <p>Ensure the accuracy, completeness and appropriateness of payments made to outside vendors for goods and services and to staff for expense reimbursements.</p>	<p>Ensure that expenditures are timely so that products and services are received and booked in the same fiscal year.</p> <p>Work with Auditors as needed.</p> <p>Review all campus categorical quarterly reports before submission to the State.</p> <p>Receive and allocate local revenues for facility rentals.</p> <p>Student Accounts staff within Administrative Services maintains separate and discrete ASB accounts for ASB and clubs.</p> <p>Assure that all expenditures are accurate. Notify District that the product or service has been received satisfactorily and that the payment for that product or service can be made.</p> <p>Verify all purchases made on the District credit cards are accurate and appropriate, and are charged to the correct account numbers.</p> <p>Consolidate &amp; approve monthly credit card reports and submit to the D.O. for payment.</p> <p>Administer Petty Cash for small purchases.</p> <p>Close out Categoricals and submit to the DO for approval to report to the granting agency.</p>



**Budget/  
Accounting** *(continued)*

Process payments and refunds to students.  
Maintain effective relationships with vendors through timely and accurate payment, and respond to inquiries.

Monitor timing of payments in order to take discounts, maintain satisfactory credit ratings and avoid or minimize interest expense and penalties due to late payments.

Prepare and provide necessary schedules, documentation and files to internal/external auditors.

Coordinate accounts payable activities with the Purchasing Department & the campuses.

**Payroll**

Serve as a resource to all District employees regarding payroll issues.

Collect, prepare, and process timely and accurate payroll, payroll taxes, and retirement information for all District employees, including retroactive payments, contract changes, and corrections.

Execute legal source documents to ensure proper payments, taxation and withholding for employees, including garnishments.

Maintain records of employee voluntary deductions and remittances.

Balance and process accruals and usage of all leave types (sick, vacation, etc.), verifying compliance with Education Code requirements and union agreements.

Assure payroll compliance with Federal and State regulations and District policies and procedures.

Audit, reconcile and file annual, quarterly, and monthly reports to Federal and State agencies, including W-2 forms, W-2C forms, 941 forms, DE44 forms, etc.

Participate in new hire orientation workshops.

Partner and oversee third-party administration for 403B and 457 plans.

Keep abreast of policy changes; prepare and update the Payroll Procedures Manual.

Prepare and provide to internal/external auditors necessary schedules, documentation and files.

Campus managers prepare accurate time sheets for all hourly staff utilized by the College, including student assistants, and submit them in a timely fashion to District Payroll for processing.

Campus Office of Administrative Support prepares and processes contracts for all adjunct and overload instructional assignments and all non- instructional faculty assignments, and submits monthly payroll accordingly.

Track all sick leave reports for faculty; assure that substitutes are paid appropriately.

Serves as a resource to adjuncts and overload regarding payroll issues.

Function	District	College
<b>Internal Audit</b>	<p>Provide review, assessment, and constructive feedback regarding operations throughout the District.</p> <p>Evaluate the adequacy of the internal control structures of the District.</p> <p>Assess compliance with written policies and procedures.</p> <p>Investigate reported occurrences of waste and fraud, and recommend controls to prevent or detect them.</p> <p>Conduct audits, reviews and examinations of activities and transactions throughout the District.</p> <p>Assist in internal investigations by documenting, compiling, analyzing and maintaining custody of evidence.</p> <p>Review the reliability and integrity of financial and operating information and the means used to identify, measure, classify, and report such information.</p> <p>Review the means of safeguarding assets and, as appropriate, verify the existence of such assets.</p> <p>Review and appraise the economy and efficiency with which resources are employed.</p>	<p>Ensure the accuracy, completeness and appropriateness of payments made to outside vendors for goods and services and to staff for expense reimbursements.</p> <p>Initiators with support from business services are responsible for checking their orders/ services to make sure they have been completed.</p> <p>Initiators are responsible for following up with business services who then follow up with fiscal services if orders have not been paid after 30 days.</p> <p>Prior to the end of the fiscal year, initiator should check outstanding orders/services and make sure all transactions are complete and forward documents to DO –Accounting to be processed by June 30th. Unresolved/ open issues should be reconciled within business services.</p> <p>Check orders/services to make sure they have been satisfactorily completed.</p>
<b>ITSS – Applications Group</b>	<p><i>ITSS:</i></p> <p>Provide licensed business application software maintained by the Applications Group.</p> <p>Provide technical research, demonstrations, development and solutions.</p> <p>Provide reliable and cost-effective support to end-users throughout the district.</p> <p>Support and provide training for the District's Enterprise Resource Planning System (ERP) (Colleague)</p> <p>Support third-party vendor functionality and integration into ERP.</p> <p>Maintain State MIS Reporting and support District Research data warehouse.</p> <p>Maintain backend technical support of web services/intranet/portal.</p> <p>Coordinate and integrate the technology plans of both colleges with the District Technology Plan; maintain existing technology infrastructure, service equipment and provide support to staff and faculty.</p>	<p><i>CTSS:</i></p> <p>Install &amp; support business applications software maintained by the Applications Group.</p> <p>Provide technical support and resolution to for business applications software to the end-users.</p> <p>Install the ERP client software to users' desktops, ensuring connectivity to the network infrastructure.</p> <p>Install, troubleshoot and assist end-users with third-party applications, ensuring connectivity to the network infrastructure.</p> <p>Provide maintenance, upgrades and support to software and hardware.</p> <p>Ensure the college tech plans are up to date and adhered to on campus and aligned with the Strategic Plan and District Technology Plan.</p> <p>Provide technical training on classroom Instructional Technology. (Hardware and Software)</p>

Function	District	College
<b>ITSS – Applications Group</b> <i>(continued)</i>	<p><i>ITSS:</i></p> <p>Support the online library system.</p> <p>Provide online interfaces and authentication to Internet based applications such as Parking Permits, CCCApply, Learning Management System, etc.</p> <p>Provide training and support for the rollout of new technologies.</p>	<p><i>CTSS:</i></p> <p>Provide technical training on standardized systems supported by the colleges such as MS Office Suite, Konica Minolta printing systems, Colleague WebUI, MyWeb access, Wireless access, etc.</p> <p>Provide training and support for the rollout of new technologies.</p>
<b>ITSS – Help Desk</b>	<p><i>Help Desk:</i></p> <p>Provide first level technical support to EVC and SJCC students and District employees for MyWeb, Moodle, Canvas and Office 365. In addition, provide first level technical support for District employees for Colleague, WebUI, Outlook, Microsoft Office Suite, SharePoint, Phone System, Networking and Printing. Escalate problems to the appropriate IT technicians at any district location as needed.</p> <p>Maintain the Help Desk, the central place to request help for all computer/phone-related work requests. Assign the work requests to District- or Campus-based IT staff as appropriate.</p> <p>Develop and provide written instructions for the common “How To” requests and post them online.</p> <p>Coordinate and facilitate technology support for faculty, staff and students at each college for ERP resources.</p> <p>Monitor service calls to determine areas of improvement and provide help desk reports to ITSS and CTSS. Produce training materials and quick reference guides for all solutions available to end-users and post them online.</p>	<p><i>CTSS:</i></p> <p>Work with the ITSS Help Desk staff when a work request is escalated to level 2 (CTSS technicians).</p> <p>All Campus Network Technicians are pre-designated to their areas of responsibilities to ensure work requests are appropriately assigned and resolved.</p> <p>Develop standard “How to Use” documents for Instructional Technology in the classrooms and post them online.</p> <p>Provide direct technology support for faculty, staff, students, administrators and others at the college.</p> <p>College technology staff provide initial assessment and advice to faculty prior to procurement of new software programs to prevent system conflict or errors.</p>
<b>ITSS - Network and Systems Administration</b>	<p><i>ITSS:</i></p> <p>Procure and maintain local and remote servers and storage for various district office and district wide functions.</p> <p>Responsible for the maintenance, upgrade, security and physical safety of server and data storage units.</p> <p>Design, implement and maintain the network infrastructure district wide.</p> <p>Manage Office 365 account services for students &amp; employees.</p> <p>Monitor network utilization to manage network growth and Internet bandwidth usage.</p> <p>Implement systems for a safe and reliable network (e.g., firewalls, antivirus, etc.).</p> <p>Back up &amp; restore enterprise &amp; departmental systems.</p> <p>Maintain the telecommunications systems for phones, faxes and Wide Area Networks.</p> <p>Monitor for data breaches and data compliance requirements.</p> <p>Assign IP addresses for District operations.</p>	<p><i>CTSS:</i></p> <p>Procure and maintain local servers and storage for various college functions.</p> <p>Responsible for the maintenance, upgrade, security and physical safety of server and data storage units on the college.</p> <p>College technology staff coordinate with District staff to ensure that the ERP system is available for the campus departments to carry out their operations, and to provide technical support to campus users</p> <p>Collaborate with district ITSS on support of the infrastructure at the college.</p> <p>Install, connect and support networked: computers and printers, etc., - ensuring compliance with district standards. Backup and restore local files used by departments at the college.</p>

Function	District	College
<b>Purchasing</b>	<p>Assure compliance with Federal, State, and District rules and regulations regarding procurement.</p> <p>Encumber all merchandise and services required by the District, in accordance with the appropriate government regulations and policies.</p> <p>Ensure available appropriations before the conversion of requisitions into encumbrances.</p> <p>Prepare, evaluate, analyze, and recommend awards of formal bids for service contracts, equipment and supplies.</p> <p>Maintain vendor database and control for service contracts, and independent contractors/consultants.</p> <p>Provide training and maintain training manuals for the online requisitioning system. Maintain the Record Retention &amp; Destruction Board Policy and Purchasing/Warehouse Procedures Manual.</p> <p>Maintain the Purchasing and Business Opportunities sections of the District's website and public folders.</p> <p>Establish and maintain vendor records and archiving of files in accordance with county, local, and State requirements, and IRS regulations.</p> <p>For the upcoming FY, ensure purchase orders that are critical to operations are in place by July 1st.</p> <p>For FYE, develop and transmit FYE calendar by March.</p> <p>For FYE, ensure all materials and services are received by June 30th so that invoices are expensed in the current FY.</p>	<p>College has the authority to make decisions regarding purchases that are below the statutory bid limits for public works and non-public works goods and/or services.</p> <p>College has the authority to make procurement decisions regarding textbooks, library books, and educational films, audiovisual materials, workbooks, instructional computer software packages or periodicals.</p> <p>Ensure available appropriation before the approval of requisitions.</p> <p>For the upcoming FY, ensure requisitions that are critical to operations are in place by July 1st.</p> <p>For FYE, complete requisitions, including supporting documentation and approval, by last working date of May.</p> <p>For FYE, ensure all materials and services are received by June 30th so that invoices are expensed in the current FY.</p>
<b>Warehouse &amp; Inventory Control</b>	<p>Ensure that shipments of received supplies and equipment are correct and undamaged, delivered to departments and/or sites.</p> <p>Make arrangements for the return of items to vendors and follow up on non-delivery or late delivery of orders.</p> <p>Deliver requested surplus property from surplus storage site to requestor.</p> <p>Maintain moveable equipment inventory (fixed assets), including upgrades, deletions and transfers of equipment.</p> <p>Prepare inventory reports and reconcile inventory.</p> <p>Coordinate public auction of surplus property and make arrangements for disposal of remaining items.</p>	<p>Conduct biannual physical inventory process.</p> <p>Maintain a nominal supply of furniture and equipment that is intended for re-use at the College.</p> <p>Identify other surplus furniture and equipment to be sent to the District Warehouse.</p> <p>When a need for furniture or equipment surfaces, contact the District Warehouse to determine availability.</p> <p>Notify the District when an asset is relocated, deemed inoperable, or disposed of.</p>

Function	District	College
<b>Warehouse &amp; Inventory Control</b> <i>(continued)</i>	<p>Warehousing of District records. Coordinate the delivery and return of records to storage facility.</p> <p>Coordinate biannual physical inventory process.</p>	
<b>Police, Public Safety &amp; Security</b>	<p><i>Police Department:</i></p> <p>Provide enforcement of laws and codes, and oversight of appropriate Board policies.</p> <p>Monitor scheduling of District Police personnel to ensure that adequate and appropriate public safety coverage exists at all sites and for special events.</p> <p>Pursue the constant development of innovative campus security infrastructure technology.</p> <p>Coordinate response to critical and serious incidents and emergencies.</p> <p>Adapt to changes in the environment at and around our facilities by recommending policy changes relating to public safety and security.</p> <p>Conduct regular public safety training activities for District and College communities.</p> <p>Conduct public safety &amp; security surveys/analyses.</p> <p>Review and update department policies and procedures in compliance with (Peace Officers Standards and Training (POST) requirements.</p> <p>Provide training District Police personnel in compliance with POST and current industry standards.</p> <p>Maintain accurate crime statistics; analyze crime trends and ensure reporting in compliance with Title IX and Clery Act standards.</p> <p>Advise District and site administrators on public safety and security concerns, and provide updated information regarding significant incidents.</p> <p>Support and advise College Safety and Facilities Committees.</p> <p>Keep Executive personnel informed of incidents, via a daily incident log.</p> <p>In consultation with key campus personnel, the Police Department determines and analyzes the scope and level of services to meet public safety needs for each campus.</p> <p>Police Department personnel will serve as first responders to emergency situations on each campus and the District Office.</p> <p>During critical situations and extreme emergencies, the Police Department will establish a direct line of communication with the Chancellor's Office and President's Office/Emergency Operations Center (EOC) Director, in accordance with the Incident Command System (ICS) concept, to enhance emergency response and service delivery.</p>	<p>Chancellor and Executive personnel stay informed of public safety and security incidents via the daily incident log compiled by the District Police Department.</p> <p>The College administration communicates campus safety needs to the Police Department.</p> <p>In concert with the Police Department, trained personnel, which may include faculty, staff, and students, may serve support personnel to emergency situations on each campus.</p> <p>During critical situations and extreme emergencies, the Chancellor, executive personnel, and the President's Office/Emergency Operations Center (EOC) Director will establish a direct line of communication with the Police Department, in accordance with the Incident Command System (ICS) concept, to enhance emergency response and service delivery.</p>

Function	District	College
<b>Facilities Usage</b>	<p>Handle all requests from internal and external groups who request usage of District Office facilities.</p> <p>Facilities Office serves as liaison to District Police, Maintenance Staff, IT technicians, Custodians and community with respect to logistics and staff coordination.</p> <p>Assure that outside agents of internal groups are invoiced as appropriate for costs of staff as well as facilities costs.</p> <p>Assure that internal and external groups obtain appropriate licensing and insurances' as required and necessary.</p>	<p>Handle all requests from internal and external groups who request usage of College facilities.</p> <p>Serve as liaison with internal and external users in schedules and pricing for use of college facilities for rental of classrooms, theater, lecture halls, athletic facilities, the student center, gymnasium, and other areas of campus for special events.</p> <p>Maintain and oversee the campus class-room-booking and campus event schedule.</p> <p>Business Services serves as liaison to District Police, Custodians, Grounds staff, IT technicians and campus community with respect to logistics and staff coordination.</p> <p>Coordinate facility usage in collaboration with various departments including District Police, Custodial, Grounds, CTSS, Maintenance, and Academic departments.</p> <p>Assure that outside agents or internal groups are invoiced as appropriate for costs of staff as well as lease costs.</p> <p>Prepare billing notices/invoices for all users of facilities and insure payment of rental and/or direct service cost such as custodial, police services, grounds workers, maintenance workers, theater technicians, locker room attendants, etc.</p> <p>Assure that internal and external groups obtain appropriate licensing and insurances as required and necessary.</p> <p>Collect and file indemnifications and insurance forms from external facility users.</p>

## EDUCATIONAL SERVICES

<b>Policies</b>	<p>Oversee and coordinate revision and development of new Board Policies and administrative regulations with appropriate staff.</p> <p>Provide liaison with Community College League of California (CCLC) policy subscription service, using that service for consultation and updated legal news.</p> <p>Finalize, maintain, and communicate Board Policies.</p> <p>Prepare board docket items related to new or revised Board Policies.</p>	<p>Provide input regarding new and revised Board Policies.</p> <p>Develop and implement College procedures in alignment with Board Policies.</p> <p>Ensure faculty and staff awareness of Board Policies and College procedures.</p> <p>Ensure compliance with Board Policies and College procedures.</p>
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Function	District	College
<b>Planning</b>	<p>Facilitate annual review and revision of Board vision and goals.</p> <p>Facilitate implementation of SJECCD “Plan to Plan.”</p> <p>Provide external and internal environmental scanning information for planning.</p> <p>Implement special plans, as requested.</p> <p>Provide planning expertise to colleges, as requested.</p>	<p>Review the Board’s and Chancellor’s annual goals.</p> <p>Set annual College Strategic Goals.</p> <p>Review college wide Strategic Goals through the shared governance process.</p> <p>Provide feedback to the Chancellor and Board regarding progress towards College goals.</p> <p>Review and update the College Educational/Facilities Master Plan, the Technology Master Plan and the Student Success Plan on a regular schedule.</p> <p>Evaluate planning processes regularly.</p> <p>Evaluate progress on College performance indicators.</p>
<b>Economic &amp; Workforce Development</b>	<p>Via the District’s Workforce Institute, serve the immediate and long term workforce development needs of the local community.</p> <p>Provide customized not-for-credit training, testing and assessment services to serve local workforce needs.</p> <p>Develop and implement non-credit bridge programs that transition learners from adult schools into college.</p> <p>Create partnerships among the Workforce Investment Board, the College, and the business community.</p> <p>Provide professional development and career enhancement opportunities through community education courses.</p> <p>Identify emerging industry sectors and develop programs that enhance employability</p> <p>Assist College career and technical education programs to integrate new workforce skill requirements.</p> <p>Conduct environmental scans to keep abreast of workforce trends.</p> <p>Lead ongoing resource development efforts.</p> <p>Serve as a resource for the District and the statewide community college system for training needs.</p> <p>Conduct job market studies for potential, new and ongoing vocational programs.</p> <p>Develop labor market surveys for occupational programs.</p>	<p>Coordinate career education and workforce development programs and services.</p> <p>Plan and develop new certificate and degree programs.</p> <p>Create working partnerships with the corporate community, to promote job placement for students, defray operational expenditures in high-cost programs, and solicit industry input for the instructional process in order to maintain currency and meet industry employment standards.</p> <p>Manage District and College Vocational and Technical Education Act (VTEA) contracts.</p> <p>Coordinate career education and workforce development programs and services.</p> <p>Represent the College on District, local, regional and State workforce committees. (This includes the California Community College Association of Occupational Education [CCCCOE] and the Bay Area Community College Consortium).</p> <p>Develop and implement strategies for achieving College goals and objectives related to the development and implementation of Career and Technical Education (CTE) programs.</p> <p>Provide leadership for marketing and outreach of CTE programs in high schools, and among special populations within the local community.</p> <p>Collaborate with College departments to plan, develop and implement CTE programs, as well as establish and strengthen partnerships with local businesses and related industries.</p> <p>Plan, develop and maintain the College’s compliance with appropriate State and Federal regulations and policies related to workforce development programs.</p>

Function	District	College
<b>Economic &amp; Workforce Development</b> <i>(continued)</i>	<p>Implement strategic planning and system building for workforce development.</p> <p>Develop instructional contracts with business and industry.</p>	<p>Research and prepare a variety of regular and special reports related to career education and workforce development programs.</p> <p>Provide leadership and supervision for the articulation programs with K-12/Regional Occupational Programs.</p> <p>Work with CTE Advisory Committees on an ongoing basis to review and revise existing CTE programs to meet industry needs.</p> <p>Seek out new training program and expansion opportunities for economic development to meet industry needs.</p> <p>Market and promote opportunities for job training to community, high schools and special populations.</p>
<b>Research</b>	<p><i>Institutional Effectiveness and Student Success (IESS):</i></p> <p>Participate/contribute to strategic planning and provide support to initiatives addressing institutional effectiveness.</p> <p>Conduct and coordinate institutional research function for colleges and District.</p> <p>Mine data for colleges and District for commonly asked elements such as success rates using the Reporting Portal, CalPASS, IPEDS, and the Chancellor's Data Mart.</p> <p>Use District-wide databases such as CROA to mine data for reporting purposes.</p> <p>Provide access and training on data tools such as the CROA, CalPASS, Data Mart, and other related tools such as the Factbook and the Student Success Scorecard.</p> <p>Analyze data obtained from various data sources and create research reports on the effectiveness of Student Success Initiatives.</p> <p>Develop, administer, and analyze surveys for students, staff and Board of Trustees.</p> <p>Provide guidance to faculty and staff on survey development.</p> <p>Train and provide guidance to individuals and committees on how to interpret data (e.g., Program Reviews, SLOs, special projects).</p> <p>Conduct environmental scanning and literature reviews to drive conversations about student success and to help establish benchmarks for intervention strategies.</p> <p>Validate assessment tests and course placement instruments used at the colleges.</p> <p>Respond to research needs in support of grant proposals.</p>	<p>Collaborate with District IESS on campus specific research projects.</p> <p>Identify data needs and collaborate with District IESS to compile data.</p> <p>Engage in campus-specific research using tools available to faculty and staff: CROA, CalPASS, and Data Mart.</p> <p>Applicable campus user groups oversee the collection and analysis of College data.</p> <p>The Vice President of Academic Affairs is responsible for collecting and reporting data for external accrediting and regulatory bodies and for collecting, analyzing and disseminating enrollment data.</p> <p>In collaboration with District IESS, the campus Student Learning Outcomes Committees collect, analyze and disseminate data related to student learning outcomes.</p>



## GOVERNANCE

**District  
Policy  
Governance***Board of Trustees:*

Establish structure and create policies related to governance.

Establish consistent timetable for updating Board Policies.

Review existing governance structures and existing policies related to governance.

**Faculty  
Participation  
in Shared  
Governance***Academic Senates:*

Provide input to the Board and its designees (Chancellor and College Presidents) on academic and professional matters.

*Academic Senates:*

Serve as representatives to EVC College Council, SJCC College Advisory Council, the District Council and the District Budget Committee.

In consultation with the Presidents, appoint faculty representatives to all College and District governance committees

Recommend to EVC College Council and SJCC College Advisory Council the annual approval of the College curriculum to include new, revised and/or deleted programs and courses.

Participate in collegial consultation in areas designated by AB1725.

Support curriculum efforts under AB 1440, which requires community colleges to align degree programs with area Cal State universities, and which guarantees transfer to the Cal State system.

Develop and maintain Program Review processes.

In collaboration with the College President and Accreditation Liaison Officer, provide leadership to accreditation activities.

Provide recommendations to College Presidents and the Chancellor (Board designees) in areas in which the Board "relies primarily upon" the Senates or in areas where there must be "mutual agreement" between the Board and the Senates.

**College  
Governance**

College Advisory Council (SJCC) and College Council (EVC):

Serve as the collegewide shared governance council.

Make recommendations to the President for policies and procedures associated with instruction, student services and administrative services.

Oversee College subcommittees.

**Student  
Participation  
in Shared  
Governance***Associated Student Government (ASG):*

Provide input to the Chancellor and College Presidents (Board designees) on student matters as they pertain to governance, through Student Trustees and Board meeting participation of ASG Officers.

*Associated Student Government:*

Provide input to the President on College decisions related to participatory governance

Serve as members of SJCC College Advisory Council, EVC College Council, District Council and District Budget Committee.

## GRAPHIC COMMUNICATIONS, PUBLICATIONS, PUBLIC RELATIONS AND MARKETING

**Community Relations**

Enhance, monitor and manage community relationships, with both internal and external constituents.

Share responsibility for community relations with the colleges and the Workforce Institute.

Create and maintain efforts that promote goodwill for the organization and improve the image within the service area of the District, as well as beyond the boundaries of the District, through various forms of communication and marketing.

Produce and distribute an annual report.

Participate in capacity-building initiatives that increase the community's ability to benefit from College and District programs, services and facilities.

The Chancellor and College Presidents, as part of their commitment to serve the communities in the areas represented by their respective colleges, have ongoing efforts to engage the community at large, including local government, social agencies, business and industry, non-profit community based organizations, and civic leaders representing various ethnicities and cultures.

**Employee Communications**

In concert with the Colleges and District staff (including the Chancellor, webmaster, public information officer, graphic designer and other key persons) helps facilitate communication and marketing for and among all target audiences about District mission, values, vision, success, issues and trends.

Manage "Follow Us" section of the District's website, using social media components such as YouTube Channel, News/Blog Feed, Facebook, and Twitter.

Ensure that the "Be Informed" communication spots for key issues are consistently and systematically updated with current issues, including as the status of accreditation, budget and financials, Bond measure updates, and Master Plan implementation.

Host the "Chancellor's Corner" regular update (monthly or quarterly).

Produce or facilitate the production of the monthly or weekly online communication, which helps faculty and staff be informed, and contributes to better morale and understanding districtwide.

Frame internal and external communications efforts about potentially negative or controversial issues/events to ensure that key stakeholders are well informed and that the perception of the District and colleges remain positive.

The Presidents at both colleges hold regular meetings with their respective administrators, managers, and staff members to ensure timely communication and a good working relationship. Depending on the level and need, these meetings are held weekly, biweekly, monthly, or bimonthly. Additionally, the Presidents provide an overall update to their campuses during their Professional Development Day (PDD) addresses in the Fall and Spring.

Function	District	College
<b>Employee Communications</b> <i>(continued)</i>	<p>Provide opportunities and tools that facilitate communication amongst target audiences (including current and future employees, the Board of Trustees, current and potential students, taxpayers and voters, current and potential donors, intersegmental education groups, business and industry, media, vendors, and funders/regulators).</p> <p>Ensure that key messages address desired outcomes for each target audience.</p> <p>Use proactive communication media effectively to disseminate consistent messaging centered on the District's value proposition/branding.</p> <p>Make certain that the value proposition/branding manifests itself in the programs and services delivered.</p> <p>Use success metrics that ensure communications/messaging produce desired outcomes.</p>	
<b>Governmental Relations</b>	<p>With counsel from the Board of Trustees, the Chancellor and Cabinet, develop State and Federal public policy agendas.</p> <p>The Executive Director of Government &amp; External Affairs advises the Chancellor, the Board of Trustees, and campus leaders about public policy agendas and legislative issues.</p> <p>Monitor and advocate for legislation at State and Federal levels to optimize services to students and the community, and to safeguard and/or advance the interests of the District.</p> <p>Research the legislative impact of specific bills on students, programs and services.</p> <p>Serve as the District's chief liaison to elected officials and their staff, meeting with them annually and sustaining lines of communication to ensure our collective voice is considered and heard in decision-making at local, State, and Federal levels.</p> <p>Initiate strategic activities, supervise and direct contracted political consultants, and participate in legislative committees of Santa Clara County.</p>	<p>When necessary and advised by the Chancellor or Executive Team, the College Presidents serve as links and first-line contacts to the specific constituencies served by each college, and disseminate pertinent information and/or collect feedback for the Chancellor and District team.</p>
<b>Foundation</b>	<p>The Vice Chancellor, Workforce and Economic Development works with district leaders to identify and develop fund-raising activities and to advance the mission of the SJECCD Foundation.</p> <p>Provides strategic leadership and administrative oversight to Foundation.</p> <p>Provide guidance and support to the SJECCD Foundation Board of Directors.</p>	<p>The Chief Advancement Officer works with college leaders to identify and develop fundraising activities and to advance the mission of the SJECCD Foundation.</p>

Function	District	College
<b>Publications and Reprographics</b>	<p><i>Reprographics Department:</i></p> <p>Provide print bindery and photocopy materials to support instructional, marketing, public relations and other organizational communication goals.</p> <p>Provide graphic design services.</p> <p>Provide US Mail and inter-campus mail services.</p>	
<b>Web Site</b>	<p><i>ITSS:</i></p> <p>Train and assist content publishers in maintaining web pages for their respective departments.</p> <p>Provide support to the EVC and SJCC campus site owners for updating the content on their campus web sites.</p> <p>Maintain and configure all Districtwide web sites such as MyWeb, WebUI, Moodle, CROA, etc.</p> <p>Provide Learning Management System (LMS) support to faculty and students.</p> <p>Provide an online presence for the community, faculty, staff, students, prospective students and media to access general, registration and event information related to SJECCD.</p>	<p><i>CTSS:</i></p> <p>Provide technical support for students, faculty, staff and management to access web sites at the college.</p> <p>Ensure that the Internet Browsers and plug-ins are up to date to meet the requirements of district websites (e.g., MyWeb, WebUI, CROA, etc.).</p>
<b>Campus Computing and Audio/Visual</b>	<p>Provide the proper infrastructure.</p>	<p><i>Campus Technology Service and Support (CTSS):</i></p> <p>Provide all computer, audio/visual, and related support to EVC and SJCC.</p> <p>Maintain all classroom/computer lab computer equipment.</p> <p>Install and maintain all computers/printers/projectors and any other computer-related equipment.</p> <p>Provide software troubleshooting support to EVC and SJCC employees.</p> <p>Configure and maintain local campus servers for EVC and SJCC.</p> <p>Develop instructional systems and maintain inventory of instructional hardware and software.</p> <p>Provide technical expertise on hardware/software specifications to the colleges that meet not only District standards but also instructional requirements.</p> <p>Develop effective systems for deploying, maintaining and monitoring classroom equipment and software.</p>

**2016-2017  
DELINEATION OF FUNCTIONS MAP**



**SAN JOSE EVERGREEN COMMUNITY COLLEGE DISTRICT**  
**40 South Market Street • San Jose, California 95113-2367**