VP of Administrative Services Fall 2024 PAR Summary Report

Name of Program/Area and Contributors

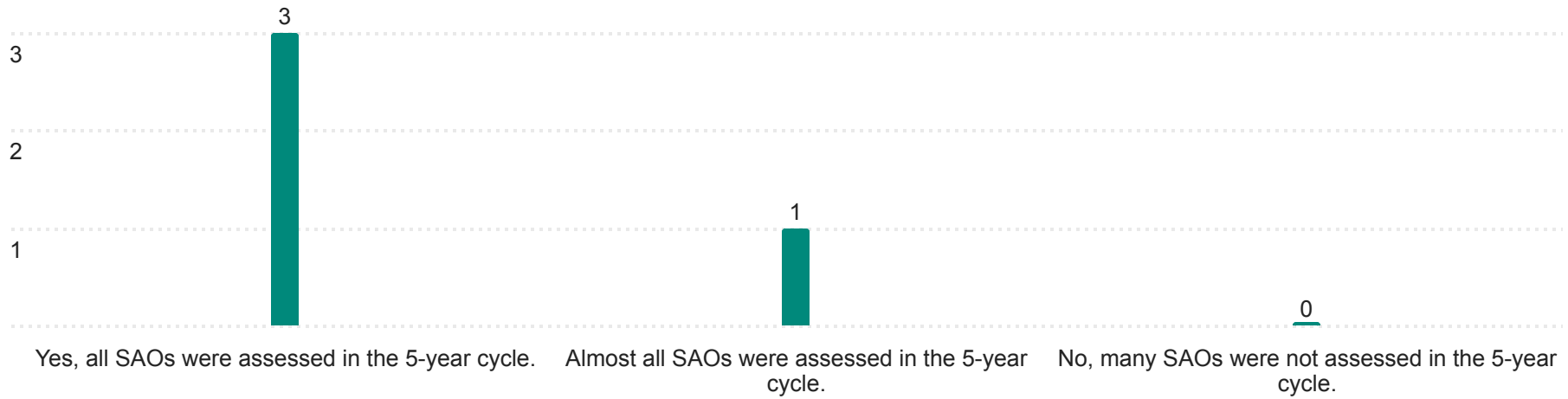
5 Responses

Program/Area Name	Name(s) of the person or people who contributed to this review:	Which PAR Template did you fill out?
Business Services	Lan Tran, Daniel Villafan and Nanette Aldana	Student Services/Administrative Services/Office of the President
California Early Childhood Mentor Program	Neva Bandelow	Student Services/Administrative Services/Office of the President
Campus Safety and Security	Ron Billy	Student Services/Administrative Services/Office of the President
Computer Support and Audio Visual	Bruce Griffin	Student Services/Administrative Services/Office of the President
Reprographics Center	Craig Shira, Sarah Flores, Tina Crawford	Student Services/Administrative Services/Office of the President

Service Area Outcomes

Were all your Service Area Outcomes (SAOs) assessed in the 5-year cycle?

4 Responses



If your program/area has not completed SAO assessments in the five-year assessment cycle, then please explain why.

5 Responses

Program/ Area Name	Explanation
Business Services	Not applicable.
California Early Childhood Mentor Program	This was not applicable during the last cycle as the Mentor Program had not previously participated.
Campus Safety and Security	N/A
Computer Support and Audio Visual	We are will need to and looking to find a better way to tool to assess the SAOs.
Reprographics Center	N/A

Institutional Supports and Barriers

Regarding Your Program or Area

What institutional-level **supports or practices** were particularly helpful to **your program or area** in reaching its PAR Goals, SLOs, PLOs, SAOs, and/or the college mission?

5 Responses

Program/Area Name	Responses
Business Services	Hiring and maintaining student workers and classified hourly staff has increased production and contributed to the business office's smooth and efficient operation. The Business Services office has provided invaluable institutional support, effectively addressing our budget, purchasing, and staffing needs, greatly enhancing our overall operations.
California Early Childhood Mentor Program	The Director at the Child Development Center did work to collaborate with the Mentor Program. Collaboration with ECD faculty and the Dean of Social Science has been helpful in working towards achieving our goals.
Campus Safety and Security	The security master plan was a significant component of assisting campus safety with reaching our PAR and SAOs goals. We were able to improve the lighting, upgrade the emergency call station and fire prevention system, and upgrade the security system, which includes cameras and card readers. These items have assisted campus safety in making the students feel safe. The continued practice of patrolling the campus community, along with tabling and conducting campus safety awareness presentations, has assisted in strengthening our relationship with students.
Computer Support and Audio Visual	Tools funded through state-wide cyber security grants have been instrumental in identifying threats and so that staff can remediate them proactively.
Reprographics Center	A strong institutional support has been the Business Services office, which has helped with budget, purchasing, and staffing concerns.

What institutional-level **barriers or challenges** prevented or hindered **your program or area** from reaching its PAR Goals, SLOs, PLOs, SAOs, and/or the college mission?

5 Responses

Program/Area Name	Responses
Business Services	Acquiring accounting-related software and technology has been a challenge in increasing the effectiveness of the business office. For example, the need to type checks with a typewriter instead of printing checks via a printer impairs the efficiency of the business office. In mailroom renovation requests are significant challenges that must be tackled effectively to ensure successful acquisitions
California Early Childhood Mentor Program	Participation in professional development offerings through the Mentor Program are optional. Early Childhood Specialist's job description already includes mentoring - therefore staff are not interested in becoming certified through our program as they are not eligible for stipends.
Campus Safety and Security	Security access control and camera systems are barriers to campus safety. We are still having issues with cameras malfunctioning, not working, lack of camera coverage, and license plate reader cameras not functioning as license plate readers. The access control system continues to have several doors and devices that are not responding to the security system. The cameras and access control failures have made providing a safe and secure learning environment challenging. The department is periodically staffed with officers who are out on leave or are limited by restrictions.
Computer Support and Audio Visual	We would benefit from greater coordination with academic departments on software changes in classrooms and labs from one term to the next. A better approach to integrated planning would allow for a more efficient rollout of new programs.
Reprographics Center	Technology requests have been challenging for acquiring the tools for remote work.

Regarding Students in Reaching their Educational Goals

From your vantage point, what does Chabot do that is particularly **helpful to students** in reaching their educational milestones and/or goals? (i.e., what does Chabot do for students that we should **keep doing**?)

5 Responses

Program/ Area Name	Responses
Business Services	Chabot stands out as a college committed to creating an inclusive and welcoming environment for students, staff, and community members of diverse backgrounds and providing open communication, compassion, and support. This is the fuel that motivates them to strive to assist the students.
California Early Childhood Mentor Program	Chabot provides many students supports (tutoring, counseling, mentor's food pantries, funding for gas etc. OER, and additionally committees that are specific to culture roles – and faculty office hours. Not only do these support student's academic progress, they provide a sense of belonging.
Campus Safety and Security	Chabot excels in connecting students to different resources and special programs to help them reach their educational goals.
Computer Support and Audio Visual	Chabot offers excellent services to students outside the classroom.
Reprographics Center	Chabot has student-focused staff that strive for student success through special programs, counseling, financial aid, student activities, and reviewing their records so they are awarded certificates and degrees they may not have known they already earned.

From your vantage point, what does Chabot do or NOT do that is a **hindrance to students** in reaching their educational milestones and/or goals? (i.e., what does Chabot do that we should **stop doing or change** to better support our students?)

5 Responses

Program/ Area Name	Responses
Business Services	It would be helpful to provide staff with more business-related resources regarding business forms and procedures in the banner system. This can be achieved by scheduling frequent training and providing access to informational guides for common business procedures.
California Early Childhood Mentor Program	Chabot College does not provide student housing. While this is a lofty goal, it would help draw in students in to the college and support their well-being.
Campus Safety and Security	N/A
Computer Support and Audio Visual	Chabot must continue to build out facilities with integrated technology. Building 600 was a good step the next wave of buildings can't get here soon enough. As an example, new buildings offer improved Audio Visual without the need to take a classroom offline for an upgrade.
Reprographics Center	By trying to help everybody in every way, Chabot can overextend its resources; as a result, we can have many weak, underfunded student resources instead of a few strong, well-funded resources. Additionally, we have heard student complaints about Student Services departments not answering the phone when students call for help about admissions or financial aid.

Responses on Equity in Access to Services

What barriers, if any, make it difficult for students (or Chabot community members) to access your service? Are there any barriers that could be disproportionately experienced by people from a particular demographic group (e.g., racial/ethnic, age, disability status, parents, etc.)

5 Responses

Program/Area Name	Responses
Business Services	A notable barrier to staff effectiveness in accessing our services is the lack of informational guides that provide essential details about business procedures. When regular employees are unavailable due to illness or vacation, there is a substantial reliance on on-call personnel. Furthermore, it is imperative to renovate the mailroom to enhance the safety of student assistants, particularly those with disabilities. The current design, which features only one entrance and exit, poses a significant risk of entrapment during emergencies, such as fires or natural disasters that may obstruct the doorway.
California Early Childhood Mentor Program	The CECMP specifically earned contract for three pilot programs. These pilots support ECD students in securing a certified CECMP Mentor earlier in the educational journey. We particularly include those who are least likely to have access to mentors. At Chabot, it has been difficult to launch this pilot due to many factors, including outreach to students and understaffing at the CECMP.
Campus Safety and Security	There are no barriers that will make it difficult for students to access our services.
Computer Support and Audio Visual	Students access our services indirectly through other departments. Barriers to our services would be seen in other areas' inability to serve students.

Reprographics Center	A challenge with Reprographics' web-to-print system (MDSF) is that new users need to register instead of being automatically added when they are given Chabot technology access. We've requested an add-on that will allow MDSF to use the Chabot user database to populate its user database, but it hasn't been approved. Another challenge is that some faculty have challenges using web services; while we prominently offer frequently asked questions with answers, how-to videos, and how-to sessions every Flex Day, most people don't take advantage of these resources to help them. Despite the barrier of users needing to register before using the system, the web-to-print system is well received. Reprographics has offered an ongoing, optional satisfaction survey with 73 responses. 90% of respondents said using the system was either "easy to use" or "very easy to use" and 96% of respondents said that they are "satisfied" and "very satisfied" with Reprographics.

Can students access your services: 1) during the day or 2) in the late afternoon/evening/ weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios?

5 Responses

Program/Area Name	Responses
Business Services	The business office is accessible to both staff and students throughout the day and into the evening. At present, there is no online platform through which we can deliver our services. Institutional changes are required to extend services to weekends and establish an online presence. During after-hours, individuals are unable to access their mailboxes if the combination is malfunctioning. Consequently, they cannot retrieve their mail unless they locate a member of Campus Safety to assist them.
California Early Childhood Mentor Program	Students can access our services in person by arranging times with their Mentor. We do not offer online mentoring at this time and do not have plans to do so.
Campus Safety and Security	Campus Safety is a 24/7 operation. The office is open M-F from 6 a.m. to 10 p.m. If we increase our staffing by hiring a PT dispatcher to work on Saturdays, the campus safety office will be open on Saturdays.
Computer Support and Audio Visual	Services are not available on the weekends unless overtime is paid. Additional staffing and supervision would be needed to provide services on the weekends.

Reprographics Center	Students are not allowed access to our services without faculty, classified professional, or administrator approval. Those that are allowed access can place online requests at any time and can visit in person during posted open hours. Usually, the challenges to student use is the club advisor not checking their emails to approve student print requests.

Are there any services your area provides to students or the college for which there is a particularly long wait time? If yes, which services? What creative low-cost ideas do you have for how to decrease wait time for access to your services?

5 Responses

Program/ Area Name	Responses
Business Services	At the business office, we aim to communicate when a business form has been processed and is ready to be sent to the district. This step is important because it keeps the administrative assistants in the loop regarding the status of a form. Currently, this is a manual task, and each assistant is emailed individually. In hopes of improving this process, there are plans to incorporate a strategy that shares the status of each form in the approval process without having to manually contact each administrative assistant. The mailroom provides services for college staff and faculty and accommodates mail for homeless students. When a student in this circumstance receives mail, we diligently record their name and the details of the item expected. This information is maintained to ensure that when their mail arrives, it is properly set aside for their pick up.
California Early Childhood Mentor Program	No, there are no long wait times for our services.
Campus Safety and Security	There is a slight wait for students to purchase a parking permit at the beginning of the semester. We can better serve our students by increasing our staffing by hiring a PT dispatcher.

Computer Support and Audio Visual	General break/fix tickets can build up during peak times and indirectly impact students. We are looking for software solutions for more efficiency (e.g. automating OS updates). We can also do a better job coordinating lab/classroom software changes with academic departments.
Reprographics Center	There is a long wait time to process envelopes. This is because we don't have space to store envelopes and we have to order envelopes whenever a we receive an envelope request. When we get more storage space, we can have pre-printed envelopes ready to fulfill envelope requests.

Responses on Staffing Analysis

Trends in staffing:

5 Responses

Program/Area Name	Full-time Faculty	Part-time Faculty	Full-time Classified Professionals	Part-time Permanent or Hourly Classified Professionals	Student Employees	Independent Contractors/Professional Experts
Business Services	N/A	N/A	5	2	1	N/A
California Early Childhood Mentor Program	N/A	N/A	2	N/A	N/A	3
Campus Safety and Security	N/A	N/A	7	9	3	1
Computer Support and Audio Visual	N/A	N/A	5	N/A	N/A	N/A
Reprographics Center	0	0	3	0	2	0

Compare changes over the past three years in the FTES/enrollment in your area with changes in staffing in this same time period. What do you notice?

5 Responses

Program/Area Name	Responses
Business Services	N/A
California Early Childhood Mentor Program	N/A
Campus Safety and Security	N/A
Computer Support and Audio Visual	N/A
Reprographics Center	N/A

If you have data on the total number of students served in your area or total number of services provided, then compare changes over the past three years in students served/services provided with changes in staffing in this same time period. What do you notice?

5 Responses

Program/ Area Name	Responses
Business Services	Due to a recent staff reduction, we have observed a decline in our capacity to deliver accurate and timely services. The current staffing levels hinder our ability to effectively manage the workload, resulting in diminished accuracy. Each team member now faces an increased workload, which restricts the time available for comprehensive reviews of daily tasks. Although we do not provide direct services to students, we offer indirect support by addressing their inquiries regarding class schedules, locations, and related matters.

California Early Childhood Mentor Program	Not applicable.
Campus Safety and Security	N/A
Computer Support and Audio Visual	Not applicable
Reprographics Center	While we do not directly serve students, we have indirectly served students by printing over 5,000 print jobs (over 1.32 million copies) over the past year, including class materials, event media, special projects, custom-made course aids, forms, posters, manuals, readers, lab manuals, and other items students interact with on a daily basis. Over the past three years, demand for print has increased as we've come out of the pandemic period. The largest increase has been for graphic design services, due to the shift to digital media distribution, Chabot hiring a marketing professional, and the need for media distributed by Chabot College to meet ADA accessibility requirements. Reprographics trained staff working on marketing improves Chabot's reputation among the community. Surveys have shown community colleges, including Chabot, are looked down on as being less-than other institutions, which are viewed as being more prestigious. By utilizing Reprographics to use brand guidelines and meet ADA standards, the media Chabot presents to the community is professional, much like wearing a suit to a job interview looks more professional than wearing a t-shirt. Additionally, by meeting ADA standards, media created by Reprographics serves students by allowing everyone to access the content, whether someone has a visual disability, is neurodivergent, or needs access to the text for digital translation to their native language.

Compare the representation of traditionally underrepresented populations in your program's/area's staffing (faculty, classified professionals, and administrators) to the representation of those groups in the students you serve. What do you notice? If there is a gap in representation between students and the Chabot professionals who serve them, how has your program/area addressed that gap?

5 Responses

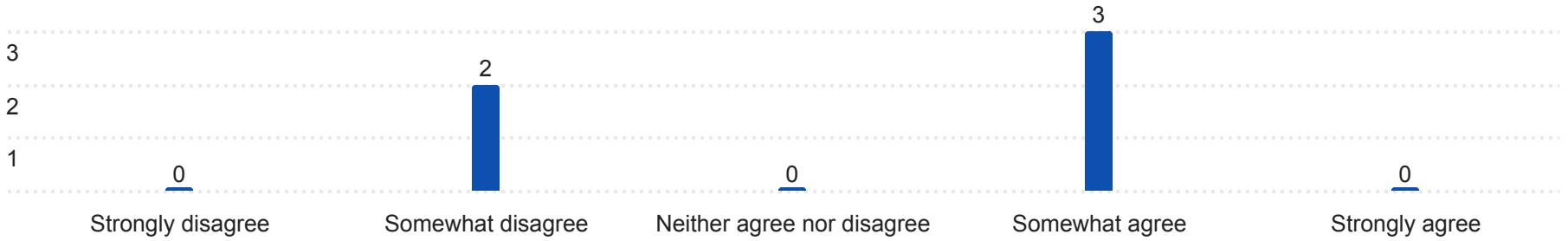
Program/Area Name	Comparison
Business Services	As a small department, we acknowledge that we cannot represent every population; however, we are committed to maintaining a diverse team that reflects a variety of backgrounds. Chabot serves a multifaceted campus, and the staff within the business office come from a range of diverse experiences.
California Early Childhood Mentor Program	When fully staffed we are diverse with not every underserved population outwardly identifiable.
Campus Safety and Security	Native American students (80%) and African American students (81%) are the two groups with the lowest satisfaction with campus safety services. We will address these groups by speaking at clubs and programs to build trust with them.
Computer Support and Audio Visual	The department closely matches the representation of groups across campus and is very diverse.
Reprographics Center	Being a small department, we aren't able to represent all populations, but we have a mixture of representation.

Department/Program/Area Needs

Technology

The **technology** in our program/area is sufficient to support student learning and/or carry out our program/area outcomes and goals.

5 Responses



If you strongly disagree or somewhat disagree, please explain.

5 Responses

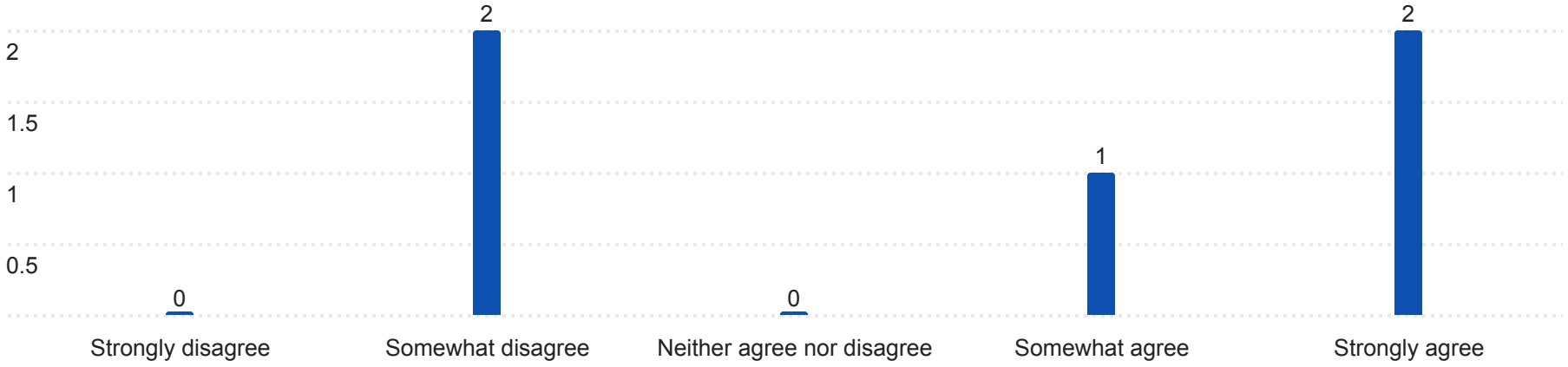
Program/Area Name	Explanation
Business Services	N/A
California Early Childhood Mentor Program	N/A
Campus Safety and Security	N/A

Computer Support and Audio Visual	There is an endless and inherent need for additional software to support technology. We have added tools for tracking equipment, inventorying software deployments to our technical portfolio every year. Other tools are coming soon, including automated password resets, but there will always be a need due to increasing complexity and cyber security demands.
Reprographics Center	N/A

Facilities

The **facilities** in our program/area are sufficient to support student learning and/or carry out our program/area outcomes and goals.

5 Responses



If you strongly disagree or somewhat disagree, please explain.

5 Responses

Program/Area Name	Explaination
Business Services	We don’t have the necessary resources or funding to upgrade the mailbox and renovate the mailroom.
California Early Childhood Mentor Program	N/A
Campus Safety and Security	N/A
Computer Support and Audio Visual	N/A
Reprographics Center	Our space in building 200 is small and does not give us enough space to work efficiently or ergonomically. With more space, we can address production and service issues we have experienced. We plan to address these issues when we move to building 3800, according to the Facilities Master Plan. Our equipment is reaching the end of its lifespan and will need to be replaced in the next three to five years. At this time, Ricoh will no longer support repairs. In 2018, the cost to purchase the division copiers was $306,500 and the cost for Reprographics was $444,000. The total equipment cost was $750,500.00. We should budget for cost inflation when budgeting for the cost of replacement both in Reprographics and campus-wide.

Planning

A brief description of expected outputs or outcomes

5 Responses

Program/ Area Name	Goal 1	Goal 2	Goal 3	Goal 4	Goal 5
Business Services	Providing access to such information via training, guides, etc., could positively impact the business office's production levels because it will increase the number of compliant business forms, which will improve processing times. Business forms are at times delayed due to common.	With the business office functioning effectively, various departments across the college will benefit from strong vendor relationships, precise budgetary information, and timely reimbursements. These factors collectively contribute to improved morale and a more positive student experience.	The mailroom should be designed with larger mailboxes, facilitating easier access for retrieving mail. Additionally, the space must be compliant with the Americans with Disabilities Act (ADA). These modifications must be incorporated into the plans for the new mailroom.	Post signage outside and inside the building to alert visitors to the switchboard location	We are dedicated to providing exceptional service and support to all Chabot faculty, classified professionals, and administrators. Our goal is to ensure everyone has the resources they need to succeed in their roles. Whether it involves answering questions, assisting with tasks, or facilitating communication, we strive to create a positive and collaborative environment for all. The success of our students is our top priority!
California Early Childhood Mentor Program	Students who are completing ECD laboratory classes and practicum, who are not accommodated in the lab school due to capacity, will be placed with a certified CECMP Mentor in a community jobsite	The Chabot Children's Center staff will participate in professional development based on equity, inclusion, access, adult learning outcome, developmentally appropriate practices, reflective practices	ECD students will be placed with a California Early Childhood Mentor Program Certified Mentor, supporting their educational and workforce goals and outcomes.	N/A	N/A

Campus Safety and Security	To bring more awareness to the Campus Safety Department and our services we provide. To built trust and strengthened our relationships with the campus community, which should be reflected in the students' satisfaction survey.	Professional development training will improve the services Campus Safety provides to the campus community, which can contribute to the students feeling very satisfied with campus safety services.	Campus Safety will continue to provide a safe and secure learning environment to students, faculty, and staff which will make the students feel safer on campus. This will be reflected in the students satisfaction survey.	N/A	N/A
Computer Support and Audio Visual	Reduce turnaround time on issues with SARS to improve service to students through better tracking and appointments	Support work to identify inaccuracies in the phone system and maintain uptime to keep departments connected to students.	N/A	N/A	N/A
Reprographics Center	Outputs would be our accessible media packages for events, college services, and outreach. Outcomes would be increased accessibility to Chabot's messaging, addressing equity and access.	Outputs would be the media we design and the media we reproduce. Outcomes would be continuing our campus-wide support for classroom use, administrative use, and program use through design, reproduction, and maintaining division copier supplies.	N/A	N/A	N/A