



Status of 2009/2010 Action Plans—Highlighting Achievements

The 2009/2010 Action Plans were developed and implemented based on the strategic plans of Grossmont College, Cuyamaca College, and District Services. Districtwide, there was great success in addressing strategic priorities. One of the biggest accomplishments has been the development of a culture of collaborative and continuous strategic planning among the three sites. This cooperative work has culminated in combined strategic plan processes, plans, and reports on achievements. I am proud to bring you this shared report of achievements.

The 2009/2010 budget continued conservative fiscal management that reflects the District's fiduciary responsibility. By holding positions, and cutting and reducing expenditures, the District not only balanced the budget, but enhanced and strengthened operations and relationships across the District. Doing more with less and absorbing additional workloads brought a heightened awareness of all employees' roles in our mission to serve students.

Our focus on students was intensified during Fall 2009 with the implementation of the student success agenda and participation in the *California Leadership Alliance for Student Success (CLASS)* Initiative. Students, faculty, staff, and District Governing Board members began participating in monthly meetings focused on student success data and trends. The meetings have provided invaluable insight and data as we continue to look for ways to improve student success and achievement.

During 2009/2010, the District continues its steadfast support of students and educational programs with appropriate existing, new, and newly renovated facilities. Despite unprecedented economic and fiscal challenges, the cost of overall construction material pricing stabilized and construction bids were very competitive. The number of bidders increased, providing substantial cost savings and allowing the District to do even more with *Proposition R* bond funds and leveraged State funds, allowing both campuses to meet future enrollment growth.

<p><u>2009 COMPLETIONS</u></p> <p>Grossmont College</p> <ul style="list-style-type: none"> ▪ Parking Structure and District Police & Parking Services <p>Cuyamaca College</p> <ul style="list-style-type: none"> ▪ Business & Technology Building 	<p><u>2010 PROJECTED COMPLETIONS</u></p> <p>Grossmont College</p> <ul style="list-style-type: none"> ▪ Health & Sciences Complex <p>Cuyamaca College</p> <ul style="list-style-type: none"> ▪ LRC Expansion and Renovation
<p align="center"><u>FUTURE PROJECTS IN PROGRESS</u></p> <p align="center">Grossmont College</p> <ul style="list-style-type: none"> ▪ Griffin Center/Student and Administrative Services Renovation and Expansion <ul style="list-style-type: none"> ▪ Performing Arts Building 	

Improved communication and transparency were priorities for 2009/2010. These were achieved through a variety of methods, including use of an employee Intranet, chancellor and budget forums, chancellor meetings with district and college leaders, dissemination of chancellor messages, and Governing Board participation in a joint meeting with the Districtwide Strategic Planning & Budget Council to develop strategic priorities. There was also a concerted collegial endeavor to develop the Equal Employment Opportunity (EEO) Plan and build a culture of awareness, value, and inclusiveness. All of these efforts and actions resulted in improved trust and collegiality across the District that was reflected during employee appreciation events and improved morale despite the severe budget crisis.

Action Plan achievements by site are highlighted below:

Grossmont College

Status of 2009/2010 Action Plan—Achievements

STRATEGIC PRIORITY #1: STUDENT DEVELOPMENT AND ACADEMIC EXCELLENCE: GROSSMONT COLLEGE WILL PROVIDE COMPREHENSIVE INSTRUCTION AND STUDENT SUPPORT SERVICES THAT ENCOURAGE AND ENABLE ALL STUDENTS TO SPECIFY AND REACH THEIR EDUCATIONAL OR CAREER GOALS IN A REASONABLE AMOUNT OF TIME.

Goal 1.1 Assess new and continuing student interests and needs; and design and implement programs and services to assist them in defining the best path to reaching their educational and career goals.

ACHIEVEMENTS

1. Advisory committee meetings, program review, and an annual report to the Governing Board on vocational programs have provided opportunities to monitor program needs through student interest and industry demand.
2. Assessment and improvement of student service and administrative service outcomes.
3. Inclusion of basic skills attainment in some vocational programs.
4. Embedded tutoring in selected courses to improve student success.
5. Increased the number of veterans served and decreased the time to certification for veterans to be eligible for benefits.
6. Grossmont's veteran population has grown from 700 to 1,200 in the past 18 months with 925 receiving benefits.

Goal 1.2 Faculty will define appropriate student learning outcomes and implement appropriate assessment measures.

ACHIEVEMENTS

1. Completed second annual assessment of student service and administrative service outcomes.
2. 100% of all courses and programs have identified student learning outcomes; 39.4% of all programs/courses are undergoing student learning assessment.

Goal 1.3 Strengthen all programs and services through program review, curriculum design, identification of regional economic and demographic information, advisory groups, the application of appropriate technologies, and research data.

ACHIEVEMENTS

1. Assessment and improvement of the college's program review process for instructional programs. New measures were introduced and a focus on student learning assessment is included.
2. The Curriculum committee continues to meet weekly and submitted 26 curriculum modifications this year.
3. Advisory committees for workforce programs meet annually to keep programs robust and vital.
4. Additionally a community advisory group – VTEA Local Planning Team -- oversees the entire CTE/WD offerings annually to be sure that the college is meeting community needs.

Goal 1.4 Maintain academic integrity, update academic standards, and improve quality of services.

ACHIEVEMENTS

1. The Academic Senate and Administration instituted an Academic Integrity Task Force that worked to identify issues of academic integrity and to provide guidelines for faculty in dealing with and reporting instances of classroom cheating.
2. Plus/Minus grading was introduced in Fall '09.
3. Student Learning Outcomes assessment within departments and programs resulted in continued improvements to existing programs.

Goal 1.5 Encourage a higher level of student participation and responsibility for own educational success.

ACHIEVEMENTS

1. Programs such as the Summer Institute Program, Personal Development Courses, Life Coach, Umoja, and Financial Aid Outreach programs enable students to identify and take advantage of all the resources available to them and assist in developing skills critical for success.

Goal 1.6 Enhance students' academic experience through the infusion of multicultural content as appropriate throughout the curriculum.

ACHIEVEMENTS

1. The World Arts and Culture Committee (WACC) helped sponsor and promote 10 cultural events on campus including Spanish Club's "Día de los Muertos"; Arabic Culture Day; Black History Month; Women's History Month; Spring Arts Festival; Traces of the Trade Guest Speaker Accommodations; Literary Arts Festival; Native American Club 22nd Annual Pow Wow; Arabic Wedding Ceremony; and Cinco de Mayo activities.
2. WACC aligned programs with institutional outcomes related to cultural competencies for Fall '10.
3. The college offers 42 different clubs that are managed by the InterClub Council expanding appreciation and exposure to diverse concepts, cultures, and backgrounds.
4. Discussions underway through the General Education Task Force and the Diversity Task Force (under the Curriculum Committee umbrella) to determine how the campus wants to progress with the incorporation of a diversity requirement into the General Education package.
5. Intercultural Communications seminar to EOPS faculty and staff.

Goal 1.7 Increase the number of articulation agreements with universities and increase the number of students who are prepared for transfer.

ACHIEVEMENTS

1. The efforts of the articulation officer in collaboration with department faculty and coordinators have resulted in expanding existing agreements, as well as 10 new articulation agreements to universities offering a broader range of transfer options to students.

Goal 1.8 Increase and track the number of students who successfully complete certificate programs, transfer coursework, or associate degrees and who achieve employment related to their preparation.

ACHIEVEMENTS

1. The total number of students earning degrees and certificates was 1,187 in 09/10.
2. Overall, the job placement rate remained constant with the exception of Computer Information Services General, which showed an increase of 23.9%.

Goal 1.9 Increase student preparation for and retention in courses.

ACHIEVEMENTS

1. Efforts to increase retention and student success have been enhanced through the efforts of the Student Success Steering Committee. These efforts include Community Service Learning, Project Success, Math Academy, Summer Institute Program, Umoja, and faculty inquiry groups for professional development.
2. Grossmont College was invited to participate in a 3-year FIPSE grant with Kingsborough Community College to improve student success.
3. Participation in the CLASS project has resulted in a monthly focus on student success efforts.

STRATEGIC PRIORITY #2: OUR COMMUNITY: GROSSMONT COLLEGE WILL PLAY A CENTRAL ROLE IN THE EDUCATIONAL, CULTURAL AND ECONOMIC LIFE OF EAST COUNTY AND THE SAN DIEGO REGION.

Goal 2.1 Strengthen and expand partnerships with area middle schools, high schools, colleges and universities.

ACHIEVEMENTS

1. 25 Outreach events have been held to enhance the engagement of high school students in career programs at Grossmont College.
2. Two classes to enhance STEM teacher preparation have been developed and offered through collaboration with UCSD's CalTeach Program.
3. Grossmont College was invited to participate in a 3 year FIPSE grant with Kingsborough Community College to improve student success.
4. The 10 year old partnership with a teacher training University in Atlaculmolco, Mexico was expanded to serve the highest number of students in 09/10 (31 students) and involved the greatest number of middle school partnerships.
5. The ARRA grant trained 30 individuals to become CNAs through a partnership with SD Workforce Partnership and Grossmont Union High School District.
6. CalPASS programs in English, Math and ESL with Grossmont Union High School District and Cajon Valley School District.

Goal 2.2 Seek to more effectively serve its diverse student body through implementation of the Student Equity Plan.

ACHIEVEMENTS

1. The Umoja program served 25 students in 09/10.
2. The Veteran Population at GC grew from 1,034 students in 08/09 to 1,792 students in 09/10 while the student veterans' organization also grew.
3. The Forensics team travelled across the United States and the world for competitions with a very diverse group of students. They also participated in a workshop on diversity during Spring flex week for faculty, staff and administrators.
4. Diversity and Equity luncheon activity and presentation as professional development during Spring 2010 Flex Week
5. Sent participants from Grossmont as part of a District team to Diversity Institute.

Goal 2.3 Serve as a leading creative center of East County cultural, artistic, and performance life.

ACHIEVEMENTS

1. The Theatre Arts Department produced four plays and a musical, plus a touring student show that visits East County high schools to perform.
2. The Art Department presented six Hyde Gallery exhibitions.
3. The Dance Department presented a faculty-choreographed and a student-choreographed show. In addition, the Dance Department presented master classes which brought experts in several different areas to campus for workshops with students.
4. The Communication Department hosted Forensics competition events and completed a tour of the People's Republic of China.
5. Grossmont College hosted 92 cultural and artistic performances and 10 WACC events on campus.
6. Grossmont College faculty, staff, and students participated in 93 events in the community including photography exhibits at Liberty Station.
7. Grossmont Symphony Orchestra partnered with SD Ballet to perform the Nutcracker Ballet in December 2009 at East County Performing Arts Center. Other musical performances included the Grossmont College Master Chorale, the Grossmont College Gospel Choir, the Classical Guitar Ensemble, the Grossmont College Jazz Ensemble, the Afro-Cuban Ensemble plus additional performances by individual music students.
8. Over 70 media stories covering GC arts and culture events.
9. Annual Literary Arts Festival exposed community to 8 different, published writers.

Goal 2.4 In partnership with representatives of business, industry and government, will serve as a leading institution in East County for preparing students for entry-level employment, retraining current workers for job advancement and transition to a new careers, and assisting students with job placement.

ACHIEVEMENTS

1. Completion of Health & Sciences Complex to provide an exceptional learning environment for healthcare, administration of justice, and forensics students preparing for the workforce.
2. Administration of Justice grant for \$300,000 to create a statewide public safety collaborative, using a website as a resource hub for prospective students, particularly special populations and non-traditional students.
3. Regional Allied Health & Science Initiative (RAHSI) awarded an "Innovation in Education" award from the San Diego Alliance for strengthening healthcare career ladders through science education in San Diego County.
4. The ARRA grant trained 30 individuals to become CNAs through a partnership with SD Workforce Partnership and Grossmont Union High School District.
5. Grossmont College Child Development Center was recognized by the state chancellor's office as one of the top three campus child care centers in the state and received accreditation from National Association of Educators of Young Children (NAEYC).

Goal 2.5 Bring a global perspective to its students and to East County.

ACHIEVEMENTS

1. The World Arts and Culture Committee (WACC) helped sponsor and promote 10 cultural events on campus including Spanish Club's "Dia de los Muertos"; Arabic Culture Day; Black History Month; Women's History Month; Spring Arts Festival; Traces of the Trade Guest Speaker Accommodations; Literary Arts Festival; Native American Club 22nd Annual Pow Wow; Arabic Wedding Ceremony; and Cinco de Mayo activities.
2. WACC aligned programs with institutional outcomes related to cultural competencies for Fall '10.
3. The Literary Arts festival featured 8 writers from different backgrounds, perspectives and cultures.
4. Arabic Club held 10 events including Arabic Culture Day; Movie: "Mother of the Bride"; Lecture: "Is Israel, the New South Africa?"; Film and Lecture: "Since you Left", a documentary film about the Palestinian-Israeli Conflict; Informational Session for Arabic speaking students; Games Tournament; Olive tree Donation; and a mock wedding.

Goal 2.6 Be leader at the regional level in advocating for community colleges.

ACHIEVEMENTS

1. Faculty, staff and students participated in GCCCD, regional and state advocacy efforts such as the Teach Out on campus March 4th, the March in March, and the CCLC Legislative Conference.
2. Local efforts included a joint editorial written by the Chancellor and 2 college presidents and a presentation to business leaders and elected officials as part of the First Friday Breakfast in April 2010.

Goal 2.7 Increase collaboration and partnerships with public and private community based organizations, including opportunities for Community Service Learning (CSL) in conjunction with community agencies.

ACHIEVEMENTS

1. Revitalization of the Community Service Learning program on campus to provide tutoring to introductory level students.
2. American Sign Language program hosted “It’s a Deaf World” event that featured collaboration from 3 agencies and community volunteers around the county and state on May 1, 2010.
3. Grossmont College Foundation received a total so far of \$252,000 in donations specifically for Osher Scholarships.
4. Collaborative effort with Helix Charter High School to combine their Living History Project with Grossmont College’s Creative Writing and Community Service Learning program.

STRATEGIC PRIORITY #3: FISCAL RESOURCES: GROSSMONT COLLEGE WILL ACT RESPONSIBLY, ETHICALLY, EFFECTIVELY, EFFICIENTLY, AND IN AN ACCOUNTABLE MANNER IN USING ITS FISCAL RESOURCES, AND WILL ACTIVELY SEEK OUTSIDE SOURCES OF FUNDING.

Goal 3.1 Aggressively and creatively seek additional fiscal resources beyond those provided by the State and the District.

ACHIEVEMENTS

1. Grossmont College was awarded \$5,856,086 in 09/10 from state, federal and private grants. Grossmont College also benefits from the \$8,730,710 in allocated grants Districtwide.
2. Grossmont College Foundation raised \$252K for Osher Scholarships.
3. Ticket sales for events on and off campus resulted in \$15,390 for sporting events and \$62,292 for performances.

Goal 3.2 Maximize the efficient use of its physical resources.

ACHIEVEMENTS

1. After a year of the Students First Campaign, the college opened a multi-story parking facility on campus.
2. Completed planning for the first building within GCCCD to seek LEED certification.
3. Effectively planned for secondary effects to ensure integrity of programs and services during student center/services construction.
4. Completion of Health & Sciences Complex.
5. Crucial repair and renovation projects were planned and funded despite the economic challenges.

Goal 3.3 Seek funding equity and a students-first approach to available resources within the District allocation formula and at the state level.

ACHIEVEMENTS

1. GCCCD approached the 09/10 budget cuts (10%) equitably and effectively using priority based criteria.
2. Grossmont College was able to serve 7.5% more students with 10% less resources, 8% less course offerings, and 7.5% less staff.

Goal 3.4 Plan and budget for adequate staffing levels for current and future needs of instructional and student services programs, including administrative and operational support.

ACHIEVEMENTS

1. Efforts during this challenging budget year were aimed at identifying and filling critical staffing holes created by an early retirement incentive and attrition. Stabilization and updating staffing processes were the goals rather than growth given the significant budget cuts.

Goal 3.5 Identify and select technology that assists staff in providing instruction and support services in efficient and student-centered ways.

ACHIEVEMENTS

1. Crucial computer lab rollovers and technology replacement have been a priority even given the budget challenges.
2. Rollover to Blackboard 9 was performed to enhance services to online students.
3. Grossmont College was selected as one of 15 Veterans' Resource Centers across the state to serve as a model for providing comprehensive support services to veterans.

Goal 3.6 Simplify and enhance all financial and business processes at the college to better meet the needs of students, staff, faculty and administrators.

ACHIEVEMENTS

1. GCCCD conducted IFAS upgrade and training to employees.
2. Grossmont College is part of a Districtwide effort to reduce paper usage and reduce utility costs.
3. Augmentation of college Intranet site to enhance access to information.
4. Integrated college planning processes to tie together program review, outcomes assessment and strategic planning.

STRATEGIC PRIORITY #4: HUMAN RESOURCES: GROSSMONT COLLEGE WILL RECRUIT, HIRE, DEVELOP, RETAIN AND SUPPORT AN OUTSTANDING AND DIVERSE FACULTY AND STAFF FOR ITS STUDENTS.

Goal 4.1 Design and implement broad, creative recruitment and retention strategies in seeking diverse faculty, classified staff, and administrators.

ACHIEVEMENTS

1. Due to budget cuts, 10 positions (faculty, staff, and administrators) were filled as critical replacements.
2. Participation in development of EEO Plan that contained sections on creating an environment inclusive of diversity.
3. SDICCCA Intern Program – bringing diverse faculty to Grossmont College.

Goal 4.2 Design and implement staff-development plans that provide for maintaining currency in assigned areas, developing new skills and linking collegewide efforts to better serve students needs.

ACHIEVEMENTS

1. Under the leadership of the faculty professional development committee and also the classified senate, two robust flex weeks were planned and also 15 professional development and job-training workshops opportunities for staff outside these weeks were offered.
2. As part of the college's integrated planning, an effort to enhance classified staff training opportunities was funded.
3. Initiation of Faculty Inquiry Groups (FIGS) and Summer Institute sponsored by Student Success Steering Committee.

Goal 4.3 Work with the District to streamline the hiring process and to remain competitive in seeking and retaining staff.

ACHIEVEMENTS

1. GCCCD implemented PeopleAdmin for online submission and screening of applications.
2. The timing and processes of screening and interviewing were streamlined.

Goal 4.4 Work with the District to provide staff with training in hiring processes and evaluation processes.

ACHIEVEMENTS

1. As part of the Equal Employment Opportunity Plan, training has been formalized and offered to all screening/interviewing committees as well as to campus constituencies.
2. Through a collaboration of the Academic Senate and administration, training for faculty evaluating online courses was provided during Fall flex week 2009.

STRATEGIC PRIORITY #5: PHYSICAL RESOURCES: GROSSMONT COLLEGE WILL DESIGN AND MAINTAIN A PHYSICAL INFRASTRUCTURE THAT MEETS THE CHANGING NEEDS OF STUDENTS, STAFF AND THE COLLEGE'S INSTRUCTIONAL AND STUDENT SUPPORT PROGRAMS WHILE VALUING AND ENHANCING THE AESTHETIC BEAUTY OF THE CAMPUS.

Goal 5.1 Improve pedestrian and vehicular access to, circulation within, and egress from the campus.

ACHIEVEMENTS

1. Replaced the access road to the sports facility area and provided accessible parking spaces at the football field.
2. Repaired deteriorated portions of perimeter road to remove safety issues.
3. Restriped crosswalks and added lane delineation lines in parking garage to mitigate traffic safety issues.
4. Repaired Griffin Drive to remove safety issues and prepare for relocation of Transit Center to the front of the college.
5. Replaced sidewalk behind Building 51 to remove safety hazards and updated accessibility requirements.

Goal 5.2 Review and update as necessary the college's Facilities Master Plan, and will identify the most effective uses of state, local proposition and outside funding.

ACHIEVEMENTS

1. Facilities Committee reviewed and recommended numerous renovation and repair projects, and reviewed Master Plan projects and funding allocations.
2. Reallocated savings from Parking Structure and other projects to provide full funding for the Griffin Center and Student and Administrative Services projects.
3. Recommended and prioritized roofing projects.

Goal 5.3 Ensure the broadest possible campus participation in the design and use of existing, new and remodeled facilities, including the aesthetic development of the campus environment.

ACHIEVEMENTS

1. College building task forces have been integral in the development of the Health & Sciences Complex, Griffin Center, and the Student and Administrative Services Building construction projects, including the design of their temporary facilities.
2. All project designs and budgets are reviewed by the Facilities Committee and Planning & Resource Council to ensure the campus community is aware and involved in campus facility remodel, repairs, and capital construction.
3. College has implemented a task force to assist in the design of campus landscape and water reduction projects including the Native Garden updates, and new landscape educational zones.

Goal 5.4 Plan and budget efficiently for the secondary effects of implementing the Facilities Master Plan.

ACHIEVEMENTS

1. Planned, budgeted and implemented the secondary effects plans for the Griffin Center, Student Services and Health & Sciences Complex capital construction projects.
2. Allocated additional college funds to assist in the planning and implementation of the secondary effects of Building 36.
3. Reinstated the Room Utilization Committee to provide a campuswide review of room utilization on campus and to provide recommendations on future room needs to the Facilities Committee and Planning and Resources Council.

Goal 5.5 Provide adequate parking and seek to improve public transportation to the campus.

ACHIEVEMENTS

1. Completion of the multi-story parking structure.
2. Implemented Facilities Committee recommendations for on campus parking including designated spaces for HOV and fuel efficient vehicles.
3. Provided additional accessible parking spaces as recommended by the Facilities Committee and approved by DSA.
4. Maintained MTS service to Grossmont College despite economic challenges.

Goal 5.6 Work with the District to maintain a safe and clean environment for work and study.

ACHIEVEMENTS

1. Worked with District to implement renovation and repair projects to ensure safety, health and cleanliness issues.
2. Worked with District to meet fire, health, storm water management, Department of Agriculture, and Padre Dam requirements.
3. Completed and updated HazMat Business and evacuation plans, and completed collegewide chemical inventory.
4. Maintained "A" rating in food service areas.
5. Continuing "green efforts" completed transition to green custodial chemicals.

STRATEGIC PRIORITY #6: CAMPUS LIFE: GROSSMONT COLLEGE WILL PROVIDE STUDENTS AND EMPLOYEES WITH AN ENGAGING AND REWARDING CAMPUS LIFE AND ENVIRONMENT.

Goal 6.1 Enhance employee and student understanding of and participation in campus governance activities.

ACHIEVEMENTS

1. Review and revision of the college's governance structure was completed (annual process).
2. Distribution of a "Did You Know" sheet to refer people to important information, updates, Intranet sites, etc.
3. Open meetings of Planning and Resource Council to broadly share budget and planning information.
4. Annual leadership retreat was held April 23, 2010, to guide the annual implementation process for 2011/12.

Goal 6.2 Promote a strong sense of identity and campus pride.

ACHIEVEMENTS

1. Culminating celebration of the Students First Campaign was the grand opening of the parking structure.
2. Kudos was delivered to 66 faculty, staff and administrators who performed "above and beyond" the call of duty.
3. Over 70 media coverage of campus activities.
4. Coverage of faculty, staff and student achievements in Newsburst, eGrossmont, and Campus Scene.

Goal 6.3 Enrich staff and students' academic and professional experience through on-campus colloquia, seminars, and on and off-campus activities.

ACHIEVEMENTS

1. Martin Luther King orator during Black History Month.
2. Black Story Tellers visited Grossmont College as a multimedia collaboration between the music department, television broadcast, and Umoja programs.
3. Retired pilot, Wally Funk talked about her 50 year journey as an Aviatix during Women's History month.
4. Award winning artist-illustrator, Kadir Nelson, was on campus for book signing and to display his exhibits.
5. The 14th Annual Literary Arts Festival was held in April with internationally acclaimed poet and fiction writer, Marilyn Chin and 7 other writers.
6. 10 WACC events held on campus to enrich the experiences.
7. Political Economy Week – twice a year.
8. Constitution Week Events – speakers, film, lecture presentation.

Goal 6.4 Grossmont College's Foundation will support enrichment initiatives that enhance staff and students' academic experience.

ACHIEVEMENTS

1. The Foundation provided support for the Fall and Spring convocations, scholarships breakfasts as well as the college recognition event.
2. Foundation mini-grants supported 9 mini-grants for students on campus.
3. The Foundation raised a total of \$252,000 for Osher Scholarships.
4. Hosted two major fund raising events to support college programs, students and scholarships.

Goal 6.5 Identify and implement activities that enhance employee and student morale and improve working relationships with Cuyamaca College and the District Office.

ACHIEVEMENTS

1. Both college academic senates hosted two joint meetings in Fall and Spring.
2. The classified senate participated in a joint training session for classified staff to orient them to CACC, GCCCD, and the colleges.
3. GCCCD Chancellor hosted a Halloween party with costume contest.
4. The college hosted a Chili cook off in December as well as provided energy breaks for employees during Spring finals week.
5. The Kudos recognition system provides recognition and celebration of employees that go "above and beyond."
6. The Chancellor/Classified Senate Award recognized two Grossmont College employees in 09/10 for exceptional performance and collaboration.
7. Annual College Recognition event celebrated career achievements, milestones, teaching excellence, and other many awards. There were 14 different awards and recognition.

Goal 6.6 Foster a working environment in which all college and District employees and students are treated with personal and professional respect.

ACHIEVEMENTS

1. An abbreviated accreditation survey completed by 46% of f/t employees indicated improved Governing Board, District, and college relations, communication and governance in support of students.
2. The annual college recognition event celebrated professional milestones and achievements of faculty, staff and administrators.
3. The Kudos awards recognized 66 faculty/staff/administrators who were nominated by colleagues for going above and beyond the call of duty.

Cuyamaca College

Status of 2009 and 2010 Action Plans—Achievements

(Cuyamaca College’s “Action Plans” come directly from its Strategic Plan. Academic Year 2009-2010 is unique because it spans two different Strategic Plans: 2004-2010 and 2010-2016. The Status Report below reflects both the completion of the 2004-2010 Plan, as well as the early progress of the 2010-2016 Plan)

Results of Annual Implementation Plan ending in Fall 2009

2009 STRATEGIC PLAN PRIORITY #1: ACADEMIC EXCELLENCE AND PROGRAM DEVELOPMENT

Goal 1.1 Promote universal assessments in basic skills (reading, writing, and math) for entering students.

ACTIVITY 1.1. A.

The BSI Committee will explore the feasibility of promoting universal assessment in Basic Skills within the District.

ACHIEVEMENTS

The BSI Committee has implemented the 08-09 Basic Skills Initiative which links websites, marketing materials, Counseling Department, PDC Department, basic skills counselor, and the coordinator of assessment.

ACTIVITY 1.1.B.

The BSI committee will develop an action plan as appropriate, to strengthen student assessment in Basic Skills.

ACHIEVEMENTS

The BSI Committee has implemented the action plan that was submitted to the State (October 8, 2008) that outlines specific activities designed to strengthen assessment in Basic Skills.

2009 STRATEGIC PLAN PRIORITY #2: STUDENT SUCCESS

Goal 2.1 Create an institutional transfer system including counseling, instruction curriculum development and faculty mentoring.

ACTIVITY 2.1.A.

The Transfer Center Director, in collaboration with the Student Services Advisory Committee, (SSAC), will review transfer trend data in order to establish appropriate institutional transfer goals.

ACHIEVEMENTS

The Transfer Center Director, in collaboration with the Student Services Advisory Board, is constantly receiving and reviewing transfer data and transfer policies to constantly make appropriate adjustments to yearly and by semester transfer goals.

ACTIVITY 2.1.B.

Based on research (2.A.1.), an appropriate action plan will be developed to strengthen transfer rates.

ACHIEVEMENTS

The Transfer Center successfully implemented the activities approved in the '08-'09 Student Services Master Plan specifically designed to improve transfer rates. An action plan for '09-'10 is outlined in the Student Services '09-'10 Master Plan and will be implemented by the Transfer Center accordingly. The Transfer Center is also continually monitoring the policies and external circumstances affecting transfer opportunities, primarily to UC, CSU and private institutions, to properly advise students and enhance student transfer services. Additionally, the Transfer Center is constantly taking advantage of emerging opportunities, such as partnering with GUHSD's *Got Plans?* to improve transfer rates.

2009 STRATEGIC PLAN PRIORITY #3: FACILITIES AND PHYSICAL ENVIRONMENT

Goal 3.1 Upgrade all classrooms to "smart classrooms."

ACTIVITY 3.1.A.

Identify classrooms yet to be upgraded.

ACHIEVEMENTS

At the beginning of Fall 2008, seven classrooms that are identified as appropriate for 'smart technology' did not have it. By June 2009, all seven of these classrooms now have smart technology. In addition, dozens of classrooms with older technology have received upgrades of new computers and new data projectors.

ACTIVITY 3.1.B.

Identify resources to upgrade remaining classrooms.

ACHIEVEMENTS

Resources have been identified through the State Block Grants, Physical Plant, to upgrade the remaining classrooms.

Goal 3.2 Incorporate the nature preserve into the campus environment.

ACTIVITY 3.2.A.

Integrate the preserve into the curriculum where appropriate.

ACHIEVEMENTS

Initial discussions have been held with the science department to integrate the preserve into the college curriculum, and to identify possible funding sources for such efforts. A full-time Biology instructor has been hired and will lead the development in this and other Botany-related projects. A part-time geography instructor has also expressed interest in working on this effort. Activity to complete the preserve project was delayed because of competing obligations.

ACTIVITY 3.2.B.

Develop the preserve as a community resource.

ACHIEVEMENT

Initial discussions have been held with the science department regarding developing the preserve as a community resource, and to identify possible funding sources for such efforts. A full-time Biology instructor has been hired and will lead the development in this and other Botany-related projects. A part-time geography instructor has also expressed interest in working on this effort. Activity to complete the preserve project was delayed because of competing obligations.

2009 STRATEGIC PLAN PRIORITY #4: COMMUNITY RELATIONS

Goal 4.1 Develop programs responsive to the changing demographics in our District.

ACTIVITY 4.1.A.

Develop and implement community survey with District Research Office.

ACHIEVEMENTS

The Executive Dean of Institutional Advancement and the Vice President of Student Development and Services are serving as liaisons with the District Research Office to develop a thorough and detailed community survey. Two drafts of the survey have been completed but the project was put on indefinite hold due to lack of funding to implement the survey,

ACTIVITY 4.1.B.

Assess results to identify potential program development areas.

ACHIEVEMENTS

Pending revision and implementation of community survey with the District Research Office. The Center of Excellence has provided some data on workforce trends that have been used to pursue and secure EWD grant funding.

ACTIVITY 4.1.C.

Develop instructional and/or student services programs as appropriate and feasible.

ACHIEVEMENTS

Pending assessment of community survey.

2009 STRATEGIC PLAN PRIORITY #5: RESOURCE DEVELOPMENT

Goal 5.1 Maximize the use of the Foundation in terms of raising funds for the college and the distribution of those funds.

ACTIVITY 5.1.A.

Conduct at Strategic Planning process to re-examine the mission of the Foundation and increase funding opportunities.

ACHIEVEMENTS

The Cuyamaca College Foundation, with facilitation from the District Research Office, has undergone and completed a thorough Strategic Planning process. A totally new committee structure has been developed with a committee dedicated to identifying new funding opportunities. The 2009 Foundation Celebration exceeded all previous fundraising records for the event. Foundation also provided seed funds to help specific departments generate their own funding, such as music and art.

Goal 5.2 Pursue and secure external grants and funds.

ACTIVITY 5.2,A,

Work with faculty and administrators to generate and pursue fundable projects to further the mission of the college.

ACHIEVEMENTS

The Office of Institutional Advancement actively and continually monitors and researches grant opportunities for the college as well as individual departments by both subscribing to grant listserves and actively searching grant databases. These grant opportunities include federal, state, and private (foundation) funding sources. For information received through listserves, grant opportunities are identified, the information is forwarded to administrators, faculty and staff who may be interested in the funding opportunity. Additionally, the Executive Dean meets individually with faculty interested in pursuing grant funding for specific projects. Grants secured through these efforts have resulted in the creation of the Center of Innovation (made up of all Economic and Workforce Development (EWD) grant funded programs).

Grants submitted in previous fiscal year:

- Calsense Irrigation: \$10,000
- Center of Excellence: \$1,025,000
- Workplace Learning: \$1,025,000
- IDRC VESL (OH, auto): \$587,689
- Career Tech Ed: \$224,526
- Growing Green Collar CTE: \$90,000
- IDRC Wastewater: \$486,728
- Solar thermal and PV: \$400,000
- Water Conservation: \$400,000
- Foster Youth: \$2,500

Progress of Annual Implementation Plan beginning in Spring 2010

2010 STRATEGIC PLAN PRIORITY #1: STUDENT ACCESS

Goal 1.1 Provide students with an email confirmation of successful application and registration and a reminder of when classes begin.

ACTIVITY 1.1.A.

Work with IS Task Force to provide an automatic notification to students upon the successful completion of their registration.

ACHIEVEMENTS

This has been completed for Continuing Education, and Student Services has successfully incorporated this into WebAdvisor so now all students receive an automatic notification of successful completion of registration.

ACTIVITY 1.1.B.

Work with IS Task Force to provide all registered students with an email reminder of when classes begin.

ACHIEVEMENTS

Completed. All registered credit students now receive an email reminder of when classes begin (although not for Continuing Education non-credit students).

STRATEGIC PLAN PRIORITY #2: LEARNING AND STUDENT SUCCESS

Goal 2.1 Develop methods to more effectively assess student preparedness levels including online assessment services in English and Math and place students in appropriate courses based on assessments.

ACTIVITY 2.1.A,

Work with Math Department at both colleges to align assessment instrument.

ACHIEVEMENTS

Initial meetings with both colleges have been conducted and work is ongoing, inclusive of the State Early Assessment Program (EAP).

ACTIVITY 2.1.B.

Work with English department at both colleges to align assessment instrument.

ACHIEVEMENT

Initial meetings with both colleges have been conducted and work is ongoing, inclusive of the EAP.

ACTIVITY 2.1.C.

Seek approval from the State Chancellor's Office for the newly aligned assessment instrument.

ACHIEVEMENT

State Chancellor's Office approval is pending finalization of assessment alignment.

ACTIVITY 2.1.D,

Assess the feasibility of purchasing and implementing online assessment instruments.

ACHIEVEMENT

Continuing Education has this ability and provides online assessment for the lower basic skills students. Student Services continues to explore the feasibility of purchasing and implementing online assessment instruments. Initial inquiries have proven cost-prohibitive.

Goal 2.2 Maintain basic skills as a major focus.

ACTIVITY 2.2.A.

Continue careful distribution of BSI funding to effectively support student success in English, Reading, ESL, Mathematics, and Study Skills.

ACHIEVEMENTS

The Basic Skills Committee has solicited and received applications for funding from the Academic Master Planning (AMP) and Student Services Master Planning (SSMP) processes, as well as from the campus at large. As always, proposed activities must be significantly related to the Basic Skills fields of English, Reading, ESL, Mathematics and Study Skills. At present, a total of seven activities involving funding of approximately \$95,000 have been approved for the coming year,

ACTIVITY 2.2.B.

Assure campus-wide involvement in the Basic Skills Initiative by filling all open positions on the Basic Skills Committee.

ACHIEVEMENTS

Not only have all open positions on the Basic Skills Committee been filled, but additional positions, representing content areas with significant ties to Basic Skills, have been added and have also been filled. The committee now has its full complement of positions established and fully populated.

ACTIVITY 2.2.C.

Appoint a dedicated and knowledgeable Basic Skills Coordinator for 2010-2012.

ACHIEVEMENTS

Following a very public and collegial process involving faculty-wide solicitation of interest, collection of applications, and recommendations by a sub-committee, the Basic Skills Committee recommended Alicia Munoz, a veteran ESL faculty member who has had significant involvement with Basic Skills at the college, to the president of Academic Senate and the college president. The committee recommendation was accepted. Ms. Munoz began her work on July 15, 2010.

ACTIVITY 2.2.D.

Assess institutional basic skills learning outcomes to measure student success.

ACHIEVEMENTS

Under the leadership of Student Learning Outcomes (SLO) Coordinator, Terrie Nichols, the Basic Skills Committee established a set of institutional-level Basic Skills learning outcomes and a grid to which individual basic skills courses can map their course-level learning outcomes. The grid and outcomes have been endorsed by the Academic Senate and by the Innovation and Planning Council (IPC). Assessment of the outcomes will begin in Fall 2010 as the first stage in the college's assessment of its Institutional Effectiveness.

Goal 2.3 Improve collaboration between Financial Aid and Counseling.

ACTIVITY 2.3.A.

Provide joint professional development opportunities for both departments.

ACHIEVEMENTS

Joint professional development activities have been developed and implemented for Financial Aid and Counseling.

ACTIVITY 2.3.B.

Explore the feasibility of conducting joint student orientation and advising sessions.

ACHIEVEMENTS

In the planning process.

2010 STRATEGIC PLAN PRIORITY #3: VALUE AND SUPPORT OF EMPLOYEES

Goal 3.1 Planned activities scheduled to begin in FY 2011-2012.

ACHIEVEMENTS

The President's Office, Academic Senate along with the college Foundation co-sponsored the after-commencement "Thank You Party" at the Water Conservation Garden to express appreciation to all faculty and staff.

The Cuyamaca College Foundation values and expresses support of college employees by providing mini-grants and offering special, discounted pricing to attend the annual Foundation celebration.

2010 STRATEGIC PLAN PRIORITY #4: ECONOMIC AND COMMUNITY DEVELOPMENT

Goal 4.1 Work with industry and other partners to identify workforce development needs to develop new programs, create classes/programs and be current in the programs (maintain certification).

ACTIVITY 4.1.A.

Remain alert for federal, state, and other grant opportunities and apply for grants which are appropriate to the college and the District.

ACHIEVEMENTS

This process is being currently and actively conducted throughout the college, including Instruction, Student Services, Continuing Education and the Office of Institutional Advancement.

ACTIVITY 4.1.B.

Use the networking skills of the Dean of Continuing Education and Workforce Training and the EWD grant directors to establish and optimize contact with local and regional partners.

ACHIEVEMENTS

Continuing Education and certain CTE programs in Instruction have established very successful advisory committees and partnerships. The college's circle of local and regional partners is increasing steadily, especially due to connections resulting from grant awards and to the activities of the various advisory committees which are linked to grants and to our CTE programs.

ACTIVITY 4.1.C.

Create classes/programs leading to employment at the fee-based, certificate and associate degree levels.

ACHIEVEMENTS

Continuing Education has developed 12 VESL (Vocational English as a Second Language) classes, two solar energy training programs, and three water industry programs. All are short-term certificate programs developed to help program participants enter the workforce quickly.

ACTIVITY 4.1.D.

Institutional Advancement: Support the efforts of the college and EWD grant programs to identify, respond to, and address the training needs of local workforce.

ACHIEVEMENTS

The Office of Institutional Advancement has provided a grant research and writing workshop during the Fall Professional Development week. All participants were able to identify potential funding sources for grant ideas during the workshop. Additionally, Institutional Advancement collaborates with faculty and staff working on grants to facilitate and coordinate college, District and donor submission processes; assist with grant narrative and budget preparation; and consults with industry representatives to identify ways the college can support local workforce demands and issues.

2010 STRATEGIC PLAN PRIORITY #5: FISCAL AND PHYSICAL RESOURCES

Goal 5.1 Promote a culture that values energy conservation.

ACTIVITY 5.1.A.

Systematically solicit recommendations from the various departments and programs on how to foster energy conservation in their areas. Implement recommendations as feasible and with all due speed.

ACHIEVEMENTS

With the cooperation of the Facilities Manager, instruction has been attempting to consolidate use of facilities, thus promoting energy conservation, on weekends and, for summer session, during evening hours. The Curriculum Committee is working with the Sustainability Committee to determine if "green" courses or a "green" program emphasis would be a qualitatively respectable option of the college curriculum. Efforts are underway to limit and eliminate the use of appliances such as water coolers, mini-fridges, and copiers. Other accomplishments include:

- Calsense water conservation project
- Recycling efforts, campaigns, special events & clubs
- Hosting State-wide Environmental Urban landscape workshops
- Faculty Senate endorsed Standard Practices of Conserving Resources
- Promote Energy conservation through audits, central plant and utility usage

ACTIVITY 5.1.B.

Include a section on promoting energy conservation in the President's monthly report to the Governing Board, as well as the college newsletters.

ACHIEVEMENTS

The college's newsletter (distributed at the beginning of Fall and Spring semesters) is now "published" only online. Online publication of the newsletter has not only reduced paper but has also made the distribution and public accessibility of the newsletter much more widespread. An entire issue of the college newsletter (Fall 2009) was dedicated to the college's "green" and energy conservation activities (and related education and training programs).

ACTIVITY 5.1.C.

Support the efforts of all divisions and departments pursuing external resources to assist in efforts related to energy conservation.

ACHIEVEMENTS

In FY 2009-2010, and thanks to the Division of Continuing Education and Workforce Training, the college was awarded the following grants related to energy conservation:

- CA Green Energy Workforce Training Program (\$1,000,000: \$395,235 from ARRA, \$604,765 from State Energy Partnership)
- Industry Driven Regional Collaborative (IDRC) Solar Thin Film training (\$427,281)
- Border Area Development & Growth of Environmental Responsibility (BADGER) Project (\$13,196)
- California Clean Energy "Green Building Pre-Apprenticeship" (\$166,240)

And the following grant programs support energy conservation indirectly:

- Economic & Workforce Development - Workplace Learning Resource Center (\$205,000)
- Economic & Workforce Development - Environmental Training Center (\$205,000)

Goal 5.2 Commit to developing and maintaining facilities and resources that would support innovative CTE programs (primarily in response to developing technologies).

ACTIVITY 5.2.A.

Using local expertise and available environmental scans to identify CTE Programs that will be significant for the college and its service region throughout the next decade. Focus a portion of grant-writing activities on those identified programs. And, as campus facilities are modified for future uses, be alert to opportunities for accommodating the projected needs of these identified significant CTE Programs.

ACHIEVEMENTS

Local future workforce projections, as well as the college's Strategic Plan, indicate that green technologies (such as wind, solar and water) will be significant in the coming years. As a result, the college has pursued and secured a number of green and developing technology grants. Please refer to 5.2.B. for a list of funded grants.

ACTIVITY 5.2.B.

The Office of Institutional Advancement will work with CTE and EWD grant programs to identify, pursue and secure funding for innovative programs, primarily in response to developing technologies.

ACHIEVEMENTS

In FY 2009-2010, and thanks to the Division of Continuing Education and Workforce Training, the college was awarded the following grants related to energy conservation:

- CA Green Energy Workforce Training Program (\$1,000,000: \$395,235 from ARRA, \$604,765 from State Energy Partnership)
- Industry Driven Regional Collaborative (IDRC) Solar Thin Film training (\$427,281)
- Border Area Development & Growth of Environmental Responsibility (BADGER) Project (\$13,196)
- California Clean Energy "Green Building Pre-Apprenticeship" (\$166,240)

And the following grant programs support energy conservation indirectly:

- Economic & Workforce Development - Workplace Learning Resource Center (\$205,000)
- Economic & Workforce Development - Environmental Training Center (\$205,000)

Goal 5.3 Explore various ways of making all college divisions and departments more green (reducing waste).

ACTIVITY 5.3.A.

Systematically solicit recommendations from the various departments and programs on how to promote "green" attitudes and activities in their areas. Implement recommendations as feasible and with all due speed.

ACHIEVEMENTS

Cooperation throughout the college in promoting their "green" activities, such as reducing paper use, turning off lights, substituting operational materials with green & local products and increased use of Blackboard for instructional materials to reduce paper. A concerted effort to emphasize "green" thinking in the academic areas will be launched in 2010-11 academic year. Institutional Advancement has been working with the Facilities staff to secure grants to update inefficient irrigation systems so save on watering (by far the college's largest water expense).

DISTRICT SERVICES STATUS OF 2009/2010 ACTION PLAN— ACHIEVEMENTS

Business Services Division

STRATEGIC PRIORITY #1: INCREASE EFFECTIVENESS OF DISTRICT BUSINESS SERVICES

Goal 1.1 Develop a one-stop District Services focus

ACHIEVEMENTS—FISCAL SERVICES

1. The “Who to Contact” reference will be issued Summer 2010 and expanded to include all of District Services.
2. IFAS Dashboard workshops and special DEC/DSP&BC workshops completed Spring 2010.
3. Developed District Services reorganization to streamline services and reduce costs.

Goal 1.2 Improve and Streamline Communications and Improve Customer Service

ACHIEVEMENTS—FISCAL SERVICES

1. Conducted Budget Forums at all three sites.
2. Posted budget FAQs to Employee Intranet.
3. Customer Service training sessions offered 4/9/10, 4/16/10, 5/7/10; Team Building training sessions offered 5/21/10, 6/3/10, and 6/17/10.
4. Quick Reference on transaction flow of PR to payments completed and posted on Employee Intranet.
5. Updated and maintain the Employee Intranet.

ACHIEVEMENTS—ACCOUNTING

1. Successfully set-up Nelnet Student Payment Plans.
2. Streamlined COTOP communications through email notification (as allowed by the State Chancellor’s Office) and increased electronic report processing.
3. Developed an improved and streamlined student Sponsor/Sponsorship process.
4. Instituted inter-departmental cross-training for increased customer service.

ACHIEVEMENTS—DISTRICT PUBLIC SAFETY

1. Parking Services quick reference completed and on Employee Intranet.
2. Emergency Preparedness quick reference completed and posted on Employee Intranet.
3. Public Safety - Campus Safety Plan quick reference completed, in review.
4. Presented overview of emergency response to Governing Board.
5. Incorporated District Services employees into Emergency Response Training and drills.

ACHIEVEMENTS—PURCHASING & CONTRACTS

1. Purchased furniture, fixture and equipment (FF&E) to open both Business & Technology and Health & Sciences Complex buildings, which exceeded \$1,067,433 in total purchases and was in addition to ongoing annual purchasing requirements.
2. Realized savings to end users Districtwide in the amount of \$137,020.38, which is in addition to bid pricing attained through the formal bid process and cooperative purchasing contracts.
3. Fully migrated to the web based version of IFAS and subsequently trained over 100 end users on purchase requisition entry and Dashboard.

ACHIEVEMENTS—PAYROLL

1. Successfully completed the implementation of Pay Stubs On-Line, which streamlined payroll distribution, reduced paper, and allows employees access to their pay stubs 24/7.
2. Transitioned the micro-fiche equipment from the campus to District Services in order to improve efficiency.
3. Reorganized the Payroll Office to provide enhanced customer service.
4. Initiated the preparation of desk manuals for each payroll section in order to cross train payroll staff in all areas of payroll processes.

ACHIEVEMENTS—FACILITIES, PLANNING & DEVELOPMENT

1. Completed significant milestones on Prop R Project Plan, including opening Business & Technology at Cuyamaca College and Health and Sciences Complex at Grossmont College.
2. Lead plans and detailed coordination for all facility projects at Grossmont College, Cuyamaca College, and District Services.
3. Completed District Five-Year Plan.

Goal 1.3 Enhance Technology Services**ACHIEVEMENTS—FISCAL SERVICES**

1. Employee Intranet developed; includes Chancellor's messages, budget updates, and general employee information.
2. Web improvement plan is progressing; CMS system was selected and web site designs are currently under consideration.
3. IFAS upgrade completed; Dashboard was implemented. Conducted fun and interactive training at each site. Workflow improvements include purchase requisition approvals.

ACHIEVEMENTS—ACCOUNTING

1. Eliminated majority of paper documentation for transactions by utilizing documents online available with IFAS upgrade.
2. Streamlined County reporting process to eliminate/reduce paper usage.

ACHIEVEMENTS- INFORMATION SYSTEMS

1. Implemented the Continuing Education portion of Colleague.
2. Expanded the functions and reports available for Colleague ODS (Operational Data Store).
3. Implemented Drop for Non-Pay and Tuition Payment Plans.
4. Implemented VMware, a "green technology" to reduce power consumption and provide greater flexibility.

Human Resources Division

STRATEGIC PRIORITY #1: INCREASE EFFECTIVENESS OF HUMAN RESOURCES

Goal 1.1 Increase Effective Communication Internally and Externally

ACHIEVEMENTS

1. ESD website lists "Who to Contact" and has re-worked pages for PeopleAdmin. Benefits & Risk Management functions separated. Informational Benefits websites under development, to be ready for new design implementation.
2. Developed a system for streamlined Closed Session agendas, discussion and action items format to improve and better document the process.
3. Updated recruiting processes, working on leave processes, and have identified other processes that need documenting, including Equivalency Reviews, processing new hires, and part-time applicant pools. Have created several Quick Reference sheets including out-of-class, part-time faculty, and hourly worker reference.
4. Increased web resources, including PEAR Plan, contact, and benefit information.

Goal 1.2 Improve Level of Services

ACHIEVEMENTS

1. Customer Service training sessions completed 4/9/10, 4/16/10, 5/7/10
2. Team Building training sessions in development.
3. Have successfully reconciled enrollment in medical plans, fixed IFAS reports, and documented a quick reference of carriers, and enrollment process. Sent out updated required notices.
4. Have created list of required safety training. Still developing implementation and "big picture" Employee Safety Program.
5. Conducted required sexual harassment training.
6. Collegially developed a Board-approved EEO Plan in compliance with the State Chancellor's Office requirements and posted it on the Intranet.

Goal 1.3 Enhance Recruitment Services

ACHIEVEMENTS

1. Launched online PeopleAdmin recruitment tool and loaded it on a web page.
2. FAQs, applicant tutorials, and links to other Employment Services Department web pages have been completed.
2. PeopleAdmin user survey has been administered.
3. A Quick Reference guide for managers to request recruitment and track positions has been completed.

Goal 1.4 Improve Services to Employees and Students

ACHIEVEMENTS

1. Conducted EEO & Sexual Harassment training; and development of future trainings for 2010-11.
2. Guidebook-11 pages completed; with some inter-departmental coordination. Estimated completion is Fall 2010.
3. A "Who to Contact" reference guide has been completed and posted to Employment Services web page.
4. "Focus of the Month" topics include FLSA, Benefit basics, leaves, IFAS 7i.
5. Quick Reference developed and posted for student accident reporting and improved forms and processing.
6. Reconciled medical plans and IFAS reports for accurate benefit reporting.

Intergovernmental Relations & Public Information

STRATEGIC PRIORITY #1: STRENGTHEN INTERGOVERNMENTAL EFFECTIVENESS

Goal 1.1 Enhance Knowledge of Critical State and Federal Legislative Issues

ACHIEVEMENTS

1. Weekly conference calls are in place with state stakeholder groups and the state chancellor's office and regular federal briefings are in place as well. More than 70 calls have occurred this past year, with integrated results reported back to Cabinet and the Legislative Strategy Committee.
2. Legislative advocacy has been linked with SDICCCA, CCLC, Board of Governors, student organizations and colleague groups on a variety of issues. Invited participation with BOG legislative visits and student activities has deepened knowledge.

Goal 1.2 Increase Communication with Legislative Offices

ACHIEVEMENTS

More than 350 letters, emails, faxes, visits and phone calls have been utilized as part of increased communication with legislative offices. Every legislative representative for the GCCCD has been visited in person multiple times. Joint advocacy activities have included partnering with students, the Board of Governors and the state chancellor's office. Follow-up reports have been made to the GCCCD chancellor, cabinet, governing board members and the Legislative Strategy Committee. Where legislative positions have been less than unanimous, specific constituency representatives have been included, notified and consulted. Advocacy efforts are reviewed and evaluated after each activity such as letters, student stories, and "marches" (such as the Sacramento March in March).

STRATEGIC PRIORITY #2: EXPAND INTERNAL UNDERSTANDING OF WEB AS MARKETING TOOL

Goal 2.1 Evaluate Web Communication Strategies

ACHIEVEMENTS

The expansion of the web as a marketing tool is being led by the I.S. Department with Intergovernmental/Public Information personnel serving as a member of the GCCCD committee to interview consultants, evaluate options, and make recommendations.

STRATEGIC PRIORITY #3: REVIEW INTERNAL COMMUNICATIONS FOR TONE, CLARITY, AND USEFUL GUIDANCE

Goal 3.1 Regular Staff Review of Communications

ACHIEVEMENTS

Primary internal documents 2009-2010 from the District Public Information Office are a number of fact sheets, news releases, staff profiles and, until recently, the Courier. These documents are regularly reviewed by one or more staff members. Feedback has been positive, but not systematic. Weekly contact with college and community relations offices continues.

Institutional Research

STRATEGIC PRIORITY #1: INCREASE EFFECTIVENESS OF INSTITUTIONAL RESEARCH (IR) OFFICE

Goal 1.1 Restructure Office

ACHIEVEMENTS

1. Reviewed job descriptions during Spring 2010, updates to follow during Summer 2010.
2. Focus activities on Institutional Research completed March 2010.
3. Develop mission statement-done April 2010.
4. Set department Goals-done April 2010.

Goal 1.2 Engage in Professional Development and Staff Training

ACHIEVEMENTS

1. Three professional meetings with breakout sessions were attended by staff and one internal workshop was attended during Spring 2010.
2. Cross-training for IR staff planned to begin Summer 2010.
3. Three local conferences, workshops, and training attended Spring 2010.

Goal 1.3 Provide Training Services for Customers/Users

ACHIEVEMENTS

1. Calendar to be developed for Fall 2010 and Spring 2011 during Summer 2010.
2. District Services survey updated for dissemination August 2010.
3. Conducted Student Learning Outcomes assessment workshops at colleges Fall 2009 and Spring 2010.
4. Conducted Cal-PASS SMART Tool usage sessions at colleges Fall 2009 and Spring 2010.

STRATEGIC PRIORITY #2: IMPROVE COMMUNICATION TO CUSTOMERS/USERS

Goal 2.1 Streamline Research Request Process

ACHIEVEMENTS

1. New research request form posted to Institutional Research web site in March 2010. Guidelines for Institutional Research will be vetted late Spring through Fall 2010.
2. Modify text of request approval confirmation to include time estimate for project delivery to requestor is included in new research request form March 2010.

Goal 2.2 Develop Feedback Mechanism for Satisfaction with Services

ACHIEVEMENTS

1. Improved customer feedback surveys (PeopleAdmin, District Services)
2. IR satisfaction survey for each project delivered is in progress.

Goal 2.3 Improve District Employee Awareness of IR Services

ACHIEVEMENTS

1. A presentation will be designed during Summer 2010 and utilized during Fall 2010 at both campuses.
2. Initial web site revisions accomplished during April 2010. Additional modifications and upgrades to follow during Summer 2010.

Chancellor & Governing Board Office

STRATEGIC PRIORITY #1: IMPROVE CHANCELLOR & GOVERNING BOARD OFFICE (C&GB OFFICE) COMMUNICATION WITH INTERNAL AND EXTERNAL COMMUNITIES

Goal 1.1 Update and Further Develop Chancellor and Governing Board Web Pages

ACHIEVEMENTS

1. Chancellor and Governing Board home pages: Added staff contacts, links to the Governing Board and information for students.
2. Governing Board home page: Board Policy and Administrative Procedures link updated and streamlined for ease of use
3. Governing Board home page: Added new link to *The Courier*, an internal newsletter highlighting happenings at the monthly Governing Board meeting, with archives back to 2009.
4. Governing Board home page: Governing Board meeting agendas and minutes now displayed together on a single web page.
5. Governing Board home page: Added *Communicating with the Governing Board*.
6. Employee Intranet: Added *Ebrochure Information* – a reference source.

Goal 1.2 Explore Name Change/Clarification for C&GB Office

ACHIEVEMENTS

Researched other community colleges, which revealed a common name structure. For clarification, the office name was amended slightly from *Chancellor/Governing Board Office* to *Chancellor & Governing Board Office*.

Goal 1.3 Develop and Implement C&GB Office Communication Plan

ACHIEVEMENTS—C&GB Office

1. C&GB Office Communication Plan developed.
2. Employee Intranet site launched 9/24/09.
3. Increased Chancellor Communications:
 - o Implemented Employee Intranet on September 24, 2009.
 - o 18 Chancellor communications have been disseminated and posted on the Intranet since March 2009.
 - o Hosted five open Chancellor/employee forums.
 - o Hosted three open employee 2009/10 budget forums.
 - o Hosted two open Chancellor/student forums.
 - o Implemented the 2009/10 budget suggestion box.
 - o Increased Chancellor face-to-face meetings with Districtwide leaders and regular open forums available to all employees
 - o Implemented monthly preventative issues meetings with collective bargaining representatives.
4. Hosted and/or co-hosted three employee appreciation activities.
5. Creation of District Planning & Budget Jam Council

ACHIEVEMENTS—Governing Board

1. Developed Communication Plan and goals for 2009/10 and 2010/11.
2. On October 20, 2009, began communicating open, monthly college departmental tours and pre-board CLASS discussion meetings.
3. Held a joint Governing Board/Strategic Planning & Budget Council planning meeting.

OTHER ACHIEVEMENTS—C&GB Office

1. Implemented student success initiative agenda California Leadership Alliance for Student Success (CLASS) Fall 2009.
2. Participation in Bridging Research, Information and Culture (BRIC) project.
3. Implemented and administered 2010-2016 District Strategic Plan.
4. Implemented and administered 2009-2010 budget.
5. Development of 2010-2011 budget.
6. Oversight of planning, implementation, and administration of District reorganization.
7. Oversight of planning, implementation, and administration of District restructure.