



## Institutional Effectiveness Advisory Committee (IEAC) Chancellor's Council Recommendation

**To:** Diana Z. Rodriguez, Chancellor

**Date:** 04/05/2022

**From:** Institutional Effectiveness Advisory Committee

**Re:** IEAC Recommendation #2022-04 | DSO Resource Request Final Ranking

At its meeting on February 24, 2022, the IEAC reviewed the DSO Resource Request Final Rankings that was approved by the DSOPPRS on February 8, 2022. It is anticipated that these rankings will be discussed by Chancellor's Cabinet for funding approval prior to the end of the current academic year.

The DSOPPRS reviewed five District Support Operations resource requests from three service areas. The committee ranking is listed as follows (see attached for full results and rationales):

Committee Ranking	Resource Request	Service Area	Type of Request	Resource Type	Amount Requested
1	Senior Programmer	TESS	Personnel	Ongoing	\$142,040
2	Systems Analyst	TESS	Personnel	Ongoing	\$119,959
3	Lead Custodian	Facilities	Personnel	Ongoing	\$5,700
4	Government & Community Relations	Marketing, PA & GR	Personnel	Ongoing	\$77,000
5	Video Communications Specialist	Marketing, PA & GR	Personnel	Ongoing	\$77,000

Sincerely,

**Christopher Crew**

Interim Director Research, Planning, & Institutional Effectiveness | [IEAC Chair](#)

**Celia Huston**

SBVC Librarian | [IEAC Chair](#)



INFORMATION ITEM

**DSO PROGRAM REVIEW RESULTS - 2021 Cycle (for 2021-22 Fiscal Year)**

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5	Video Communications Specialist	Marketing, PA & GR	Personnel	Ongoing	\$77,000

**Overview:** The DSOPPRS reviewed 5 resource requests from 3 service areas. Each request addressed 8 questions (see attached submissions for full application) but we used the 4 questions listed below as our primary point of discussion. Table 1 provides the *committee rankings* for each question and table 2 provides the *final priority ranking*. The *rationales* for each request can be found on pages 2-3.

**Ranking Categories:**

1. **College Benefit:** Given that district resource requests are assessed to the colleges, what is the benefit of this request to the colleges?
2. **Productivity:** Indicate how this request will improve productivity and service.
3. **Program Review:** Indicate how this request is related to the challenges, opportunities, goals, objectives and data in the department’s Program Review Self-Evaluation.
4. **Rationale:** Provide a rationale for your request. (*Explain, in detail, the need for this request.*)

SBCCD District Support Operations (DSO) 2021-22 Program Review Resource Rankings:

COLLEGE BENEFIT:		PRODUCTIVITY:		PROGRAM REVIEW:		RATIONALE:		OVERALL:	
Request	Score	Request	Score	Request	Score	Request	Score	Request	Score
Gov't Relat.	3.76	Custodial	3.82	Custodial	3.65	Gov't Relat.	3.59	Gov't Relat.	3.75
Custodial	3.82	Gov't Relat.	3.94	Gov't Relat.	3.71	Custodial	3.76	Custodial	3.76
Video Com.	3.82	Video Com.	4.24	Video Com.	3.88	Video Com.	3.76	Video Com.	3.93
Senior Prog.	4.24	System Ana.	4.35	System Ana.	4.29	System Ana.	4.44	System Ana.	4.35
System Ana.	4.31	Senior Prog.	4.59	Senior Prog.	4.53	Senior Prog.	4.59	Senior Prog.	4.49

\* Each question was ranked on a scale from 1 (weak) – 5 (strong)



## INFORMATION ITEM

### **RATIONALE: SENIOR PROGRAMMER AND SYSTEMS ANALYST**

With the goal in mind to innovate and improve upon the technical infrastructure to maximize student success and student access, TESS has been working continuously with the colleges to implement new software and processes. These softwares and processes are implemented with the mindset of being student-centered and to also help increase the efficiency and effectiveness of students, faculty and staff. This became more apparent with the recent pandemic and the need to shift technology to remote learning, teaching and support. A list of the recent softwares implemented can be seen on the attached document.

With our focus on student success and student access, we have run into challenges with the current staffing levels. In order to provide support for Oracle Finance Cloud, TESS moved two positions from the Administrative Application Team, to the Business Systems Support Team. These two positions are: Systems Analyst and Senior Programmer Analyst. The Administrative Application team lost two key members that supported an overall portfolio that include the Student Information System (SIS), and 43 additional applications that augment and integrate with the SIS. Over the past 2 years, this team has had to support an additional 27 new software applications that support the administrative and academic departments at the colleges and the district. Over the past two years, we have increased our consulting budget from \$20,000 to over \$150,000. The consultants were able to help us get the software up and running, but the current department is now tasked with the ongoing support of all of these applications. Adding these two positions to the Administrative Application team will help to provide support for the current portfolio of the SIS and the 70+ software applications that they currently support. Please see the Program Review Self-Evaluation for a complete list of these applications. In addition to the applications listed in the Program Review Self-Evaluation, we have also had to implement the integration and launch of COVID Clinic, major migration from WebAdvisor to Self Service, and are beginning the evaluation of a CRM system.

### **RATIONALE: LEAD CUSTODIAN**

We are requesting the one of the District custodian positions be changed to a Lead Custodian. Having a Lead Custodian will improve the supervision to the custodial works to provide a clean and sanitized environment for the employees, trainees and district guests, especially with the current conditions related to the COVID-19 pandemic.

A lead custodian will also relieve the Facilities Project Manager (FPM) from conducting duties related to custodial supervision and allow them focus on building maintenance, grant and non-bond construction projects and provide additional support to the campuses in state funded deferred maintenance projects to help ensure that they completed on budget and schedule.

### **RATIONALE: GOVERNMENT AND COMMUNITY RELATIONS COORDINATOR**

Government is the single primary source of funding for SBCCD. To secure higher levels of state and federal funding for SBCCD/CHC/SBVC/EDCT/KVCR's programs and operations, it is critical to have knowledgeable staff that knows how to advocate and nurture positive relationships with lawmakers and public agencies. However, our staff capacity is severely limited in this area.

A Government & Community Relations Coordinator is critical to support year-round activities to help foster, and maintain college partnerships with government officials, agencies and their staffs, the private sector, local industry, and non-profit organizations. This position would help identify opportunities to strengthen campus outreach and education. They would assist in the necessary external outreach to generate support from lawmakers, business leaders, and community-based organizations to help SBCCD/CHC/SBVC/EDCT/KVCR compete for grant opportunities.



## INFORMATION ITEM

### **RATIONALE:** VIDEO COMMUNICATIONS SPECIALIST

COVID-19 has taught us at SBCCD/CHC/SBVC that email communications are not enough to reach students/employees and is not the most powerful strategy to use.

One of the most effective ways to reach our campus community is through video communications, and currently is the most powerful outreach strategy in higher education. Student enrollment has decreased significantly, a trend fueled by a declining population and pandemic pressures drawing potential and current SBCCD students to the workforce, not the classroom. California has the largest drop in student enrollment across the nation especially colleges like CHC and SBVC that serve a large population of low-income students. Our campuses bear the brunt of the declines with enrollment.



Institutional Effectiveness Advisory Committee (IEAC)  
Chancellor’s Council Recommendation

**IEAC Recommendation #2022-04 | DSO Resource Request Final Ranking**  
**02/08/2022 DSOPPRS Formal Vote**

Representation	Member	Vote
1. TESS Manager (appointed by CTO)	Jeremy Sims	Absent
2. TESS Staff (appointed by CTO)	Jason Brady	Aye
3. KVCR Manager (appointed by KVCR ED)	Anthony Papa	Aye
4. KVCR Staff (appointed by KVCR ED)	Rick Dulock	Absent
5. EDCT Manager (appointed by EDCT ED)	Deanna Krehbiel	Aye
6. EDCT Staff (appointed by EDCT ED)	Kathy Fonseca	Absent
7. Chief of Police	Al Jackson	Aye
8. Police Staff (appointed by Chief of Police)	Michele Jeannotte	Aye
9. Human Resources Manager (appointed by VC HR)	Joe Opris proxy C. Elmore	Aye
10. Human Resources Staff (appointed by VC HR)	Marcela Navarro	Aye
11. DSO Fiscal Services Manager (appointed by EVC)	Steve Sutorus	Aye
12. DSO Fiscal Services Manager (appointed by EVC)	Larry Strong	Absent
13. DSO Fiscal Services Staff (appointed by EVC)	Erika Menge	Aye
14. DSO Fiscal Services Staff (appointed by EVC)	Noemi Elizalde	Aye
15. District Director RPIE	Christopher Crew	Aye
16. Confidential Group Representative	Heather Ford	No
17. Management Representation, CHC (appointed by President)	Giovanni Sosa	Absent
18. Management Representation, SBVC (appointed by President)	Joanna Oxendine	Absent
19. Faculty Member, SBVC (P&PR Committee preferred. Appointed by Academic Senate)	Celia Huston	Aye
20. Faculty Member, CHC (P&PR Committee preferred. Appointed by Academic Senate)	Brandi Bales	Absent
21. Classified Member, CHC (P&PR Committee preferred. Appointed by Classified Senate)	<i>vacant</i>	n/a
22. Classified Member, SBVC P&PR Committee preferred. Appointed by Classified Senate)	John Feist	Aye
23. CSEA Representative, CHC (appointed by CSEA)	<i>vacant</i>	n/a
24. CSEA Representative, SBVC (appointed by CSEA)	Yendis Battle	Absent
25. CTA Representative (appointed by CTA)	<i>vacant</i>	Absent
26. Associated Student Government President or designee, CHC	Madeline Boone	Absent
27. Associated Student Government President or designee, SBVC	Paul Del Rosario	Absent
28. Black Faculty & Staff Association representative	Keynesia Buffong	Absent
29. Latino Faculty Staff Administrators Association representative	Tahirah Simpson	Aye