2024 Annual Report of Program Data Administrative Services

1. Program or Unit Mission

The mission of the administrative services unit is to serve as a support unit to help the college run efficiently by planning, coordinating, and directing a range of services

2. Program Student Learning Outcomes or Unit/Service Outcomes

Administrative Services will strive to maintain its current standards of operation and seek corrective actions for any concerns that are 70% or below for each Administrative Outcome (AO) below.

AO 1: The Business Office offers prompt service at least 70% of the time. Not met. The 2023 survey response was 66%. An action item will be developed to help improve this AO.

AO 2: The Human Resources Office offers prompt service at least 70% of the time. Not met. The 2023 survey response was 55%. An action item will be developed to help improve this AO.

AO 3: At least 70% of the campus knows what to do incase of an emergency. Met. The 2023 survey response was 74%. The Public Safety Office will continue to provide trainings to campus staff and students.

AO 4: At least 70% of the campus know where to find KCC's Annual Security Report. Not met. The 2023 survey response was 64%. Completed reports will be disseminated via social media and through a website banner in addition to an e-mail blast.

AO 5: The IT help desk provides the campus with technical support needed (benchmark is 70%). Met. The 2023 survey response was 66%. An action item will be developed to help improve this AO.

AO 6: KCC distributes technology resources effectively to develop, maintain, and/or enhance its services (benchmark is 70%). Not met. The 2023 survey response was 69%. An action item will be developed to help improve this AO.

AO 7: KCC is an equal opportunity workplace that supports diversity (benchmark = 70%). Met. The 2023 survey response was 86%. The campus will continue offering trainings and events to educate and support diversity.

AO 8: O&M provides clean and well-maintained facilities (i.e., grounds, buildings, and bathrooms; benchmark is 70%). Met. The 2023 survey results indicated satisfaction above ranging from 81% - 91% in all of these areas. O&M will continue with current protocols based on campus satisfaction and this AO will be reassessed in the next survey.

AO 9: O&M provides prompt service (benchmark is 75%). Met. The 2021 survey response was 82%. O&M will continue with current protocols and work order system based on campus satisfaction and this AO will be reassessed in the next survey.

3. Analysis of the Program/Unit

Metrics for Administrative Services are located on the Office of the Vice-President of Community Colleges website: https://uhcc.hawaii.edu/ovpcc/administrative-affairs/budget-planning-and-finance.php under the comparable measures link.

In general, the Human Resources Office had several increases over the past three years, including the addition of one FTE. The number of new appointments increased from 50 to 72, HireNet and NeoGov positions increased from 12 to 26 and 8 to 30, respectively), and student workers increased from 56 to 91, which also led to an increase in transactions (i.e., 196 to 345). Evaluations were completed at 100% for EMs and faculty. APT on-time completions increased from 32% to 63%. Civil Service evaluation completions remained low (less that 20%). Improving civil service evaluation completions will be an improvement action item.

EEO/AA workshops and trainings increased from 15 to 30 over the past three years, yet zero EEO workshops or trainings were offered in 2023-2024. It is notable that there were no EEO complaints filed during the past two years. Increasing EEO workshops/trainings will be an action item for improvement.

Work orders processed by O&M remained steady over the past three years and ranged from 375 to 390 annually. In 2023-2024, the campus was down one 1 Janitor FTE, one Grounds FTE, and two Public Safety FTEs. Recruitment for Public Safety Officers are currently underway, two Janitors were recently hired, and one Janitor moved to Grounds. It is notable that Grounds staff at the college have the most acreage per FTE (i.e., 33) when compared to other campuses, whereas janitors rank fourth in the UHCC system based on square footage per FTE (i.e., 39.51).

The Business Office has seen an increase in processing FMIS/KFS documents over the past three years, with the largest increases being in travel and p-cards. The average number of work days to issue a UH purchase order has increased from 2.00 to 3.52 days. The Business office will provide trainings to staff to help improve this process in hopes of lessening the days required to issue a PO. It is notable that the Business office has been able to reduce non-payroll and internal billing/service billing journal vouchers over the past five years, which represents an increase in accuracy.

Results of the 2023 Administrative Services Campus Survey are below. Action plans for improvement will be developed for each metric with a response rate less than 70%.

ADMINISTRATIVE SERVICES SURVEY 2023	2023	2021
HUMAN RESOURCES		
How often does _____ offer courteous service? [Human Resources]	58%	80%
How often does _____ offer prompt service? [Human Resources]	55%	69%
The _____representative I contacted was knowledgeable about my request or deferred it to others who were knowledgeable. [Human Resources]	68%	82%
Overall, how satisfied have you been with request(s) you have made from_____? [Human Resources]	54%	79%
CAMPUS SECURITY		
I feel safe at KCC	90%	85%
I know what to do in the event of an emergency on campus	74%	73%
I know where to find KCCs Annual Security Report	64%	49%
How often does _____ offer courteous service? [Campus Public Safety]	96%	87%
How often does _____ offer prompt service? [Campus Public Safety]	96%	87%
The _____representative I contacted was knowledgeable about my request or deferred it to others who were knowledgeable. [Campus Public Safety]	97%	89%
Overall, how satisfied have you been with the request(s) you have made from_____? [Campus Public Safety]	95%	91%
FISCAL		
How often does _____ offer courteous service? [Business Office]	66%	77%
How often does _____ offer prompt service? [Business Office]	66%	75%
The _____representative I contacted was knowledgeable about my request or deferred it to others who were knowledgeable. [Business Office]	82%	83%
Overall, how satisfied have you been with request(s) you have made from_____? [Business Office]	74%	83%
OPERATIONS & MAINTENANCE		
KCC's physical facilities support an effective learning environment. [Grounds]	84%	88%
KCC's physical facilities support an effective learning environment. [Buildings]	71%	86%
KCC's physical facilities support an effective learning environment. [Classrooms]	73%	89%
KCC's physical facilities support an effective working environment. [Grounds]	79%	87%
KCC's physical facilities support an effective working environment. [Buildings]	66%	85%
KCC's physical facilities support an effective working environment. [Classrooms]	76%	90%
KCC's facilities are clean and well maintained. [Grounds]	91%	94%
KCC's facilities are clean and well maintained. [Buildings]	81%	90%

KCC's facilities are clean and well maintained. [Bathrooms]	84%	91%
How often does _____ offer courteous service? [Operations and Maintenance]	85%	83%
How often does _____ offer prompt service? [Operations and Maintenance]	82%	80%
The _____representative I contacted was knowledgeable about my request or deferred it to others who were knowledgeable. [Operations and Maintenance]	85%	82%
Overall, how satisfied have you been with request(s) you have made from_____? [Operations and Maintenance]	84%	84%
INFORMATION TECHNOLOGY		
The computers on campus meet my needs	71%	88%
KCCs classrooms are sufficiently equipped with instructional technology	67%	86%
The coverage and speed of WIFI on campus meets my needs	74%	80%
KCC uses technology to effectively support communications and sharing of information across campus	74%	84%
KCCs technology resources meet the needs of its distance education courses	78%	75%
The IT help desk provides me with technical support I need	66%	71%
KCC distributes technology resources effectively to develop, maintain, and/or enhance its services.	69%	73%
KCC distributes technology resources effectively to develop, maintain, and/or enhance its programs.	69%	76%
How often does _____ offer courteous service? [Information Technology]	77%	77%
How often does _____ offer prompt service? [Information Technology]	82%	82%
The _____representative I contacted was knowledgeable about my request or deferred it to others who were knowledgeable. [Information Technology]	85%	86%
Overall, how satisfied have you been with request(s) you have made from_____? [Information Technology]	86%	85%
EEO		
KCC is an equal opportunity workplace that supports diversity	86%	88%
KCC is an equal opportunity workplace that supports cultural sensitivity	82%	85%
KCC is an equal opportunity workplace that supports gender equity	87%	87%

4. Action Plan

After review and discussion of AO's and 2023 Administrative Survey results, it was agreed that the following will be initial action items for improvement of services to the campus:

1) Units within Administrative Services will collaborate with the campus institutional Research office in spring 2025 to develop and disseminate a survey that will provide more detailed information on areas scored less than 70%. Responses will be used to develop specific action plans for improvement, and

2) Units within Administrative Services will develop or update their office webpage(s) in spring 2025 to better communicate information and provide resources to the campus community. These pages will also contain a link to FAQs.

* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.]

5. Resource Implications

Campus Safety is requesting that cameras across the campus be updated. This is being funded through dollars already allocated to IT and will occur over the next several years.

Campus Safety is requesting additional space on campus as the current space is inadequate when fully staffed.

Information Technology is requesting an IT Procurement Specialist to assist the campus with centralizing technology procurements.

The Business Office is requesting a Fiscal Specialist position to meet minimum staffing levels to best serve the campus .

☐ **I am NOT requesting additional resources for my program/unit.**