

## 2013-14 ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS

**Administrative Unit:** Office of the General Counsel and Risk Management

**Prepared by:** Thuy Thi Nguyen and Greg Valentine

**Date:** June 30, 2014

### **The Unit Program Review**

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### **Assessment**

Assessment Sheet #1: Update from Previous Year's Assessments (2012-2013)

Assessment Sheet #2: Current Year's Assessments Plan (2013-2014)

## I. The Unit PROGRAM REVIEW

*The Unit Program Review should reflect the consensus of the staff within the unit. It is meant to provide a broad understanding of the unit, current trends related to the unit's mission, and how the unit serves to meet the overall mission or goals of Peralta Community College District and its campuses.*

### 1. What is the mission of your unit?

The mission of the Office of the General Counsel/Risk Management includes:

#### **General Counsel:**

The General Counsel represents the Peralta Colleges in all legal affairs. The Office of the General Counsel's mission is to promote legal compliance through sound legal advice and guidance, effective legal representation, and legal trainings to foster a first-rate learning and working environment that is fair, equitable, and accessible.

#### **Risk Management:**

Risk Management supports the Board of Trustees and the Chancellor in their moral and legal obligation to its students, faculty, staff and employees to provide sound governance and leadership at both strategic and operational levels in order to protect their health, and safety through their commissioning of a best practices risk management program. As a best practices program, risk management aligns its programs with the goals and objects of the District and its Colleges by delivering program excellence in assessing risk, conducting decision support analysis, implementing/supporting processes and measuring/monitoring effectiveness.

### 2. Identify or outline how your unit serves the mission of your campus/college. Please limit to a single paragraph.

#### **General Counsel:**

The Office of the General Counsel provides sound legal advice and guidance, effective legal representation, and legal trainings to foster a first-rate learning and working environment that is fair, equitable, and accessible.

#### **Risk Management:**

As a best practices program, the Office of Risk Management aligns its programs with the goals and objects of the District and its Colleges by delivering program excellence in assessing risk, conducting decision support analysis, implementing/supporting processes and measuring/monitoring effectiveness.

3. **List the functions of your unit.**

**Management Positions - Summary of Responsibilities**

**General Counsel**

1. Serves as staff attorney for the Peralta Colleges and reports to the Governing Board through the Chancellor;
2. Provides legal advice to the Governing Board, the Chancellor, managers, faculty and staff;
3. Represents the District in litigation, arbitration, mediation, and administrative proceedings;
4. Coordinates, reviews, and manages specialized legal services provided by outside counsel;
5. Prepares formal and informal legal opinions;
6. Reviews contracts and all other legal documents, as needed or requested;
7. Attends and provides legal advice at all meetings of the Board of Trustees and other such meetings;
8. Reviews and approves significant agenda items as to legal form;
9. Reviews and updates Board Policies for legal conformity;
10. Handles Public Records Act requests;
11. Serves as liaison with other governmental entities in the area of legal affairs;
12. Serves as a member of the Chancellor's executive staff and Chancellor's Cabinet;
13. Plans and conducts legal training programs for District and Colleges' administrators;
14. Supervises the staff of the Office of the General Counsel including professional, legal research and clerical staff;
15. Supervises the Office of Risk Management;
16. Serves as an agent for service of process for District and Colleges;
17. Supports the Peralta Colleges Foundation;
18. Serves as legislative liaison and coordinates legislative affairs; and
19. Serves as custodian of all FPPC Form 700 disclosure documents required for Board members and applicable employees of the Peralta Colleges and District.

**Risk Manager**

1. Develops and implements the organization's risk management program in a manner that fulfills the mission and strategic goals of the organization while complying with state and federal laws and accreditation standards related to safety and risk management;
2. Procures and maintains liability, property and other appropriate insurance and self insured programs;
3. Develops and implements systems, policies and procedures for the identification, collection and analysis-of-risk related information;
4. Manages Emergency Preparedness planning and implementation across the District;
5. Educates and trains the leadership, staff and business associates as to the risk management program, and their respective responsibilities

- in carrying out the risk management program;
6. Leads, facilitates, and advises departments in designing risk management programs within their own departments;
  7. Collects, evaluates, and maintains data concerning patient injuries, claims, worker's compensation, and other risk-related data;
  8. Investigates and analyzes root causes, patterns, or trends that could result in compensatory or sentinel events;
  9. Helps to identify and implement corrective action where appropriate;
  10. Provides periodic reports to the Board on incidents, claims, and claim payments;
  11. Serves as the organization's liaison to the insurance carrier;
  12. Assists in processing summons and claims against the facility by working with the General Counsel to coordinate the investigation, processing, and defense of claims against the organization;
  13. Actively participates on facilitates committees related to risk management, safety, and quality improvement;
  14. Manages all OSHA inquiries and inspections;
  15. Manages all hazardous waste removal;
  16. Manages all investigation and testing for environmental complaints and inquiries;
  17. Provides support for all Reasonable Accommodation requests including the mandated Interactive Process for evaluating employee accommodation needs;
  18. Serves as one of the key Emergency Responders to emergencies and disasters;
  19. Oversees of ergonomic evaluations and follow-ups;
  20. Provides tactical safety reviews of facilities, processes and operations;
  21. Chairs the District Wide Safety Committee; and
  22. Provides contract review for risk management issues, insurance criteria and indemnification alignment.

## **Staff Positions - Summary of Responsibilities**

### **Executive Assistant/Legal**

1. Provides Executive Assistance to General Counsel;
2. Handles General Counsel's calendar;
3. Manages General Counsel's schedule;
4. Processes General Counsel's mail;
5. Processes Public Records Act requests;
6. Prepares personal injury case files for investigator and attorneys (if need);
7. Assists Risk Management and/or claims adjustor in coordinating meetings, investigations, following up on document collection for liability cases;
8. Handles discovery requests for litigation (litigation holds);

9. Notifies deposition and trial witnesses;
10. Assists General Counsel with revising Board Policies and Administrative Procedures;
11. Maintains office library (training binders, reference guides, etc.);
12. Maintains General Counsel protocol manual;
13. Serves as office editor;
14. Conducts legal research;
15. Responds to subpoena requests;
16. Maintains legal filing;
17. Coordinates logistics for outside Counsel;
18. Serves as Liaison to law interns;
19. Assists General Counsel with logistics for trainings and presentations; and
20. Arranges travel logistics for General Counsel's conferences and seminars attendance.

#### **Staff Assistant to Risk Manager**

1. Processes Workers' Compensation cases (i.e.: Supervisors Report, DWC1 5020 form) including all follow through with the next step process;
2. Generates and mails all time sensitive Tort Claim correspondence (i.e.: rejection, late claim, insufficiency, untimely) including all follow through with the next step process;
3. Coordinates Training logistics (room availability, classroom setup, AV equipment) for various classes (first aid, emergency preparedness and all OSHA required classes) for all Peralta sites;
4. Monitors training attendance and expiration dates;
5. Generates or requests certificates of insurance annually and upon request;
6. Sends certificates of insurance to internal and external requestor;
7. Coordinates Hazardous and Medical waste pickup at each site;
8. Sends list of itemized manifest's to the Department of Toxic Waste;
9. Fills out annual permit requests to various government agencies regarding Hazardous Waste;
10. Coordinates logistics for ergonomic evaluations for all sites between evaluator and employee;
11. Orders and coordinates delivery of ergonomic equipment;
12. Takes minutes for the monthly District Safety Meeting;
13. Processes DMV report requests and informs requestor of result;
14. Manages Risk Manager's calendar and meetings;
15. Maintains RM Files (i.e. Liability, Reasonable Accommodation, Insurance, Workers' Compensation, Certificates of Insurance, Disaster Preparedness, Safety, Hazardous Materials, Ergonomics, OSHA, DMV, financial);
16. Balances, maintains and generates transfers for the General Counsel and Risk Management budgets;

17. Generates and monitors the ICC process annually and upon request and sets up new vendors;
18. Compile addendum information upon request or as needed and monitors the signature process;
19. Enters and monitors invoices paid out of general fund and Measure A and reimbursement payments for Risk Manager and General Counsel as well as updating legal fee matrix;
20. Processes Workers' Compensation weekly funds;
21. Date stamps and distributes mail to General Counsel and Risk Management departments;
22. Coordinates collection of data for annual insurance policy renewal;
23. Coordinates monthly electronic backups;
24. Monitors and orders office supplies, and oversees publication orders;
25. Greets all visitors and directs them; and
26. Serves as logistics liaison for interns and work study students.

**Clerical Assistant to General Counsel/Risk Manager**

1. Assists with all clerical and administrative tasks for Emergency Preparedness;
2. Proctors and coordinates in-House Safety Training;
3. Assists with enhancement of Risk Management filing system; and
4. Assists with departmental office administration.

4. **MAJOR Accomplishments 2013 – 2014 (do not include normal functions of your unit). No more than 10. It may be helpful to reflect on your major goals from 2013-2014. You may have major accomplishments in addition to those plans. An accomplishment may include starting a new project/program which will be ongoing.**

## **This Years' Accomplishments (July 1, 2013 – June 30, 2014)**

### **General Counsel**

1. Significantly stayed within budget;
2. Secured favorable settlement with Mondo, resulting in savings for replacement of athletic track surfaces
3. Secured favorable settlement in Johnson Control lawsuit, resulting in payment to the District;
4. Secured favorable settlement in First National lawsuit;
5. Successfully managed litigation with no dispositive losses;
6. Successfully managed litigation and potential litigation with favorable settlements for several employment and premise liability cases;
7. Successfully settled a premise liability lawsuit without any settlement costs to the District by pursuing third party coverage;
8. Successfully negotiated contracts with Babe Ruth Baseball League, Oakland Police Academy, and other programs;
9. Obtained two restraining orders to protect students and employees;
10. Conducted customer mapping of contract approval process and implemented communication with clients to enhance client service;
11. Processed class action claims with monetary payments to the District;
12. Assisted Peralta Colleges Foundation with its endowment program;
13. Initiated and drafted Assembly Bill 1400 to promote campus safety by combining due process for expulsion with due process for restraining order.
14. Initiated and drafted Senate Bill 730 on concurrent enrollment, and organized statewide stakeholders meeting and follow-up communications to garner support for concurrent enrollment, drafted amendment to Assembly Bill 1451 to provide key provisions for the District's ASTI and Gateway-to-College program on concurrent enrollment, and presented at Community College League of California's Legislative Conference on concurrent enrollment and met with California Department of Finance by invitation regarding the same;
15. Assisted chancellor, college presidents, and trustees with legislative visits in the state and federal capitol offices during State Legislative Conference in 2014 and D.C. Legislative Summit in 2014;
16. Initiated and spearheaded a 2+2+3 articulation agreement initiative that guarantees admission to law schools for certain community colleges, including selection of College of Alameda and Merritt College;
17. Conducted Student Rights and Responsibilities training at first Peralta Students Coalition summit; (August 7, 2013)

18. By invitation, conducted Student Rights and Responsibilities training at Chabot College (October 18, 2013)
19. Conducted Student Discipline and Student Grievance training; (October 3, 2013)
20. Assisted with revision of Board Policies and Administrative Procedures;
21. Assisted with grant application for the Language Court Interpreter Program for Career Pathway Grant, and continued to facilitate Community Advisory Committee, and serve on statewide Joint Working Group to develop statewide Language Access Plan for all state courts in California with focus on educational programs such as Laney College's as a model.
22. By invitation, presented on diverse workforce hiring and retention at Community College League of California's first Student Equity Summit (March 14, 2014);
23. By invitation, will present on diverse workforce hiring and retention at Community College League of California's Trustee Conference (May 3, 2014); and
24. Completed the legal and risk management filing systems.



## Risk Management

1. Decreased Workers' Compensation claims request from 50 (FY 2009-10) to 28 claims (FY 2013);
2. Reduced Workers' Compensation outstanding liabilities by \$270,000.00;
3. Comprehensive Workers' Compensation claim management produced \$63,260.00 in rebate savings and produced \$78,120.00 in settlement savings;
4. Conducted four (4) fire and evacuation drills including District Administrative Complex;
5. Implemented Return-To-Work Program with Business Managers and other key managers saving \$19, 201.00;
6. Developed Emergency Preparedness Flipchart for Campus Lockdown and Shooter on Campus;
7. Conducted ergonomic reviews and implementation for 18 employees;
8. Spearheaded mold remediation for Laney Biology Storage;
9. Facilitated hazardous waste disposal for all campuses;
10. Active member of ASCIP claims, coverage and finance committees which provides valuable insight and information for PCCD claim management and insurance procurement;
11. Insurance Program - Claims/Procurement;
  - A. Renew all ASCIP insurance;
  - B. Renew Student Athletic Insurance ;
  - C. Add Fine Art insurance for District Art Galleries;
  - D. Completed Bi-Annual Actuarial Report;
12. Continue District-wide Safety Training curriculum including the rollout of DVD based training;
13. Provide contract review for risk and insurance terms;
14. Berkeley City College - Hazardous Materials Business Plan filed;
15. City of Oakland – Completed filing of Hazardous Materials Business Plan for District Office;
16. Participate in PBIM Facilities Committee;
17. Chair District-wide Safety Committee;
18. Spearhead mold remediation risk management office;
19. Spearhead initiative to enhance campus safety at Laney College;
20. Update Board Policies and Administrative Procedures related to Risk Management;
21. Publish Risk Management Information Bulletin;
22. Develop ergonomic tracking process spreadsheet;
23. Compile list of reasonable accommodations for Human Resources department;
24. Laney College - Feral Cats under Counseling Portables;
25. Laney College - Air Quality Testing Eagle Village;
26. Publish Risk Management Newsletter;

27. Develop specifications for new radio system;
28. Spearhead response and solutions to employee complaints from re-occupation of Laney Tower; and
29. Conducted Ergonomic Workshop for Laney Tower employees.

5. **MAJOR Goals and Objectives 2013 – 2014 (do not include normal functions of you unit). In order from 1-10 is best, With 1 as the most important.** Before writing your goals and objectives be sure to review other Program/Unit Review documents related to your unit to discern if there are service needs you wish to address.

### **General Counsel**

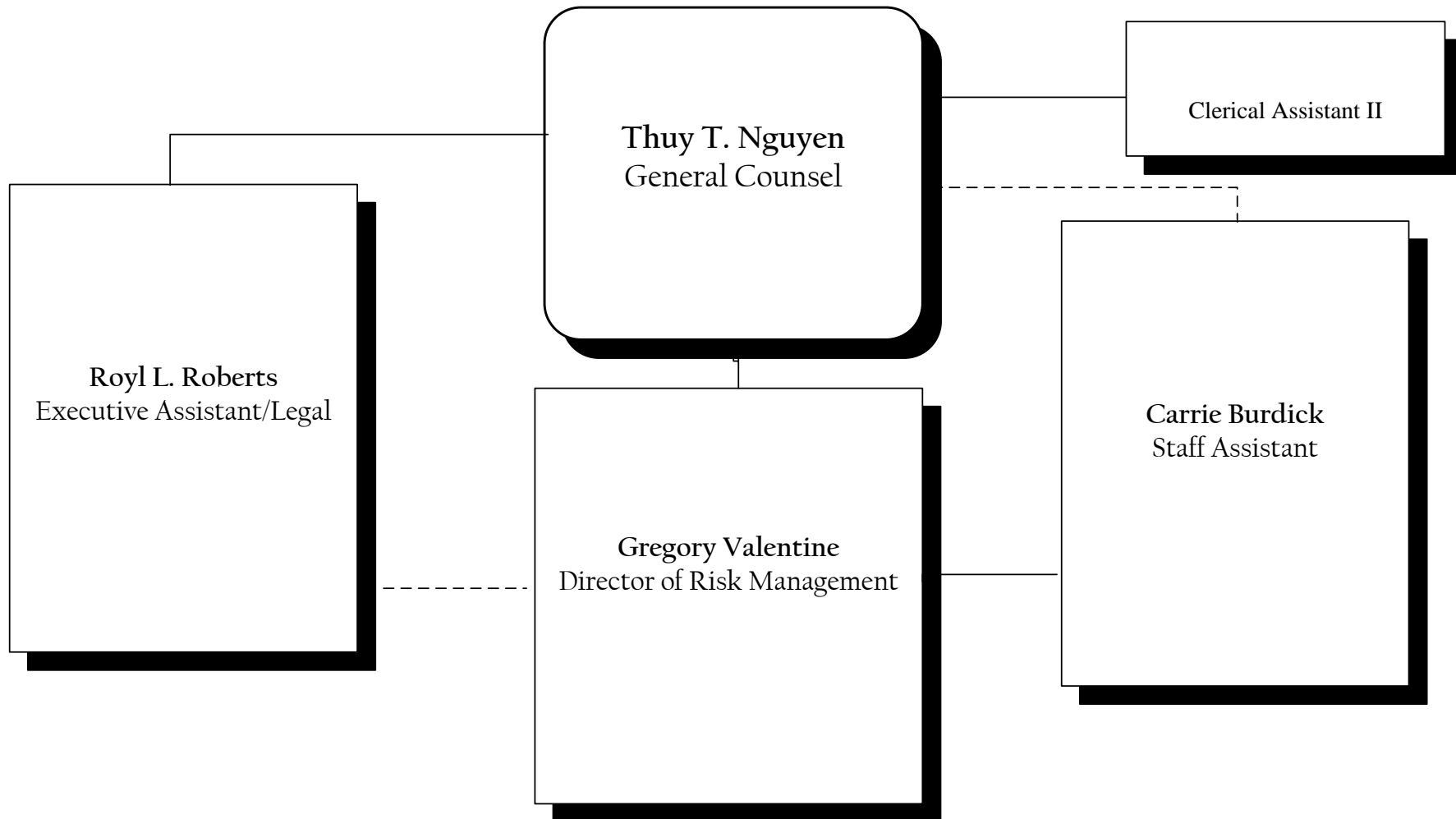
1. Manage an effective and efficient legal office while continuing to operate within budget;
2. Continue successful record of litigation;
3. Continue success in managing potential litigation toward early resolution;
4. Progress of Peralta sponsored legislation, including Assembly Bill 1451 for ASTI program at College of Alameda and Gateway-to-College program at Laney College and Senate Bill 1400 campus safety;
5. Revise board policies and administrative procedures;
6. Provide trainings for classified and confidential employees, including managers; and
7. Conduct customer mapping on two major department processes and implement recommendations.

### **Risk Management**

1. Develop Emergency Preparedness Plans, Resource Requirements, Testing, and Maintenance Protocols and Procedures;
2. Procure District and Student Insurance;
3. Maintain and manage health and safety issues;
4. Manage workers' compensation and general liability claims'
5. Publish risk management information bulletin;
6. Enhance two (2) risk management business processes
7. Provide Safety and Emergency Preparedness Training;
8. Update maintenance of safety reporting, hazardous waste removal and evacuation drills;
9. Participate in PBIM –Facilities Committee;
10. Address Union Health and Safety Issues;
11. Provide Risk Management Contract Review;
12. Manage Risk Management Budget;

13. Conduct customer mapping on two major department processes and implement recommendations; and
14. Update the RM Unit Plan.

6. Provide the official Organizational Chart of your unit and an ideal chart, which includes all levels of services and positions. If necessary, provide very brief narrative descriptions by numbering the chart and including a numbered list with clarifications on a subsequent page.



**7. Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)**

Position	Staffing Levels for Each of the Previous Five Years					Long Term Staffing	
	2009	2010	2011	2012	2013	2013-2014	2014-2015
Administration: General Counsel Risk Manager	2	2	2	2	2	2	2
Classified Staff FT Risk Analyst					1	0	1
Classified Staff PT							
Confidential Staff FT: Executive Assistant Staff Assistant	2	2	2	2	2	2	2
Hourly Staff				1	1	1	1
Student Workers	1	1	1				
Faculty Reassigned FTE Full time							
Faculty Reassigned FTE Part time							
<b>Total Full Time Equivalent Staff</b>	5	5	5	4	5	5	6

Fill out the Management and/or Staff request form that follow if new employees are needed.

When filling out the form on the next page please **consider** the following in framing your “reason:”

- a. *Has the workload of your unit increased in recent years?*
- b. *Has technology made it possible to do more work with the same staff? Or, has technology increased your work load (adding web features which need updating for example)?*
- c. *Does the workload have significant peaks and valleys during the fiscal year that would be best filled by part time staff?*

8. Staff Needs

**NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)<sup>1</sup>**

<p align="center"><b>List Staff Positions Needed for Academic Year: 2014-2015</b>                      Please justify and explain each faculty request based on rubric criteria for your campus. Place titles on list in order (rank) or importance.</p>	<p align="center"><b>Indicate (N) = New or (R) = Replacement</b></p>	<p align="center"><b>Annual TCP*</b></p>
<p><b>1. Risk Management Analyst</b>  <u>Reason:</u>                      Provide analytical support for all risk management programs and manage tactical Emergency Preparedness program to include plan maintenance and testing. Facilitate and manage District-wide Safety training curriculum and calendar</p>	<p align="center"><b>N</b></p>	<p align="center"><b>\$125,000</b></p>
<p><b>2.</b>  <u>Reason:</u></p>		
<p><b>3.</b>  <u>Reason:</u></p>		
<p><b>4.</b>  <u>Reason:</u></p>		
<p><b>5.</b>  <u>Reason:</u></p>		
<p><b>6.</b>  <u>Reason:</u></p>		

\* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position. Please complete this form for "New" Classified Staff only.

<sup>1</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

9. Equipment (excluding technology) Needs Not Covered by Current Budget<sup>2</sup>

List Equipment or Equipment Repair Needed for Academic Year 2012-2013 Please list/summarize the needs of your unit on your campus below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	*Indicate whether Equipment is for (I) = Instructional or (N) = Non-Instructional purposes	Annual TCO**		
		Cost per item	Number Requested	Total Cost of Request
1. Not Applicable <u>Reason:</u>				
2. <u>Reason:</u>				
3. <u>Reason:</u>				
4. <u>Reason:</u>				
5. <u>Reason:</u>				
6. <u>Reason:</u>				

\* Instructional Equipment is defined as equipment purchased for instructional activities involving presentation and/or hands-on experience to enhance student learning and skills development (i.e. desk for student or faculty use).

Non-Instructional Equipment is defined as tangible district property of a more or less permanent nature that cannot be easily lost, stolen or destroyed; but which replaces, modernizes, or expands an existing instructional program. Furniture and computer software, which is an integral and necessary component for the use of other specific instructional equipment, may be included (i.e. desk for office staff).

\*\* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your college Business Officer to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.

<sup>2</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

10. **Technology (Computers and equipment attached to them)++ Needs Not Covered by Current Budget:**<sup>3</sup>

NOTE: Technology: excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc)

Submitted by:	Title:	Phone:
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**Annual TCO\***

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C) ?	Location (i.e Office, Classroom, etc.)	Is there existing Infrastructure?	How many users served?	Has it been repaired frequently?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	<b>Not Applicable</b>									
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

\* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with Purchasing to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.

**++Technology is a computer, equipment that attaches to a computer, or equipment that is driven by a computer.**

Remember to keep in mind your campuses prioritization rubrics when justifying your request.

<sup>3</sup> If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "justification" section of this form.



11. Facilities Needs Not Covered by Current Building or Remodeling Projects\*<sup>4</sup>

<p style="text-align: center;"><b>List Facility Needs for Academic Year 2012-2013</b>  <b>(Remodels, Renovations or added new facilities)</b> Place items on list in order (rank) or importance.</p>	Annual TCO*
	Total Cost of Request
<p><b>1. Not Applicable</b>  <u>Reason:</u></p>	

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<sup>4</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

12. **Professional or Organizational Development Needs Not Covered by Current Budget\***<sup>5</sup>

<p><b>List Professional Development Needs.</b> Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>	Annual TCO		
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. Not Applicable</b> <u>Reason:</u></p>			
<p><b>2.</b> <u>Reason:</u></p>			

13. **Learning Support Services Not Covered by Current budget.**

<p><b>List Learning Support Services Needs</b> Please list funding requests related to the Writing and Reading Center, the Math Learning Center, Tutorial Services, and the Instructional Media Center. These do not include laboratory components that are <u>required</u> of a course. Place items on list in order (rank) or importance.</p>	Total Cost of Requests			
	Cost per item	Number Requested	Total Cost	Ongoing (O) or one-time (OT) cost
<p><b>1. NONE</b> <u>Reason:</u></p>				
<p><b>2.</b> <u>Reason:</u></p>				

<sup>5</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

13. **OTHER NEEDS not covered by current budget<sup>6</sup>**

<p><b>List Other Needs that you</b> are certain do not fit elsewhere. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.</p>	Annual TCO		
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. Legislative travel budget</b> <u>Reason:</u> For the last few years since taking on the additional role of legislative affairs/governmental relations, there has not been a budgetary increase in travel and other related expenses.</p>			<b>\$10,000</b>
<p><b>2.</b> <u>Reason:</u></p>			

<sup>6</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

# Assessments

**Department/Unit:** General Counsel & Risk Management  
**Assessment Facilitator:** Internal  
**Mission Statement:**

**Date:** 4/30/2014  
**Ext. Email:**

## Assessment Sheet #1: Update from previous year's assessments (2012-13).

What were the Service Area Outcomes (SAOs) you assessed last year?	How did you assess progress? Please list the <b>methods</b> you used in the assessment.	<b>When:</b> In what timeframe was the assessment completed?	What was the target or benchmark you hoped to achieve or did achieve in the assessment?	Have you used the results from the assessment to make improvements? Please describe these improvements here.
Workers Compensation Claims	<b>Quantitative</b>	<b>Annually</b>	<b>Decreased number of claims was achieved.</b>	<b>Enhanced Safety Training Curriculum and performed additional ergonomic evaluations.</b>
NA				

**Department/Unit:** General Counsel & Risk Management  
**Assessment Facilitator:** Internal  
**Mission Statement:**

**Date:** 4/30/2014  
**Ext. Email:**

### Assessment Sheet #2: Current year's assessment plan (2013-14)

Anticipated Service Area Outcomes (SAO): What are you trying to do, or what SAO are you planning to assess? NO MORE THAN 2	Assessment Methods: What assessment methods do you plan to use?	Timeframe: When Will Assessment Be Conducted and Reviewed?	Targets/Benchmarks: What is the minimum result, target, or value that represents success at achieving this outcome?	Use of Results: How do you anticipate using the results from the assessment?
<b>Workers Compensation Claims</b>	<b>Quantitative</b>	<b>Annually</b>	<b>Reduction in claims and/or outstanding liabilities</b>	<ol style="list-style-type: none"> <li><b>1. Enhanced Safety Training Curriculum</b></li> <li><b>2. Increase ergonomic evaluations.</b></li> <li><b>3. Implement loss control protocols to address risks</b></li> </ol>
<b>Litigation Budget</b>	<b>Quantitative</b>	<b>Annually</b>	<b>Monitor budget expenditures</b>	<ol style="list-style-type: none"> <li><b>1. Selection of Outside Counsel</b></li> <li><b>2. Litigation Case Management</b></li> </ol>

## Supplemental Information

*“Efficiency is doing things right, effectiveness is doing the right things”*

*– Peter Drucker*

### What is Administrative Unit Program Review?

Administrative Unit Program Review is a collaborative goal-setting and assessment process designed to help improve and refine college services. It is intended to be flexible, collegial, relevant, practical, and should result in a clear sense of direction and accomplishment for participants. All non-instructional service areas (hereafter referred to as “administrative units”) undergo self-study as part of a process that results in a comprehensive assessment of institutional effectiveness. A separate, but similar process is applied to Student Services units. When completed the unit representatives will present their self-study to the District Program Review Committee for approval. Members of the District Assessment Committee will provide the Program Review Committee with recommendations regarding your future assessment plans. The linkage between program review and strategic planning is now fully operational. Thus, resource allocations and planning for your unit will be directly impacted by this plan.

Administrative Units will be asked to update their program review document annually. It is anticipated that the same format will be used and updates should require only minimal editing.

The most important **extrinsic purpose** of this review is for you to **receive the resources you need** (equipment, staff, etc.) and to meet accreditation standards. The **intrinsic purpose** of the self-study process is **to help administrative units clarify and achieve their goals**. In addition, the process aids units in strengthening the bonds within the college community and fostering cooperation with instructional units.

The major objectives of Program Review are to:

1. State program goals and align future goals with the College’s mission and goals.
2. Collect and analyze data on key performance indicators, administrative unit outcomes, program activities, and accomplishments.
3. Examine and document the effectiveness of student support and administrative services.

4. Develop recommendations and strategies concerning future program directions and needs (e.g. budget, staffing, and resources).
5. Comply with Accreditation Standards, Federal and State law, Title 5, Student Equity, VTEA, matriculation (including prerequisite and co-requisite standards), ADA (American with Disabilities Act), and other legal or certification requirements.

### **The Legal and Professional Basis for Program Review**

#### **TITLE 5, Section 51022(a)**

The governing board of each community college district shall, no later than July 1, 1984, develop, file with the Chancellor, and carry out its policies for the establishment, modification, or discontinuance of courses or programs. Such policies shall incorporate statutory responsibilities regarding vocational or occupational training program review as specified in section 78016 of the Education Code.

#### **ACCJC STANDARDS**

##### **Standard 1B. Improving Institutional Effectiveness**

The institution demonstrates a conscious effort to produce and support student learning, measures that learning, assesses how well learning is occurring, and makes changes to improve student learning. The institution also organizes its key processes and allocates its resources to effectively support student learning. The institution demonstrates its effectiveness by providing 1) evidence of the achievement of student learning outcomes and 2) evidence of institution and program performance. The institution uses ongoing and systematic evaluation and planning to refine its key processes and improve student learning.

1. The institution maintains an ongoing, collegial, self-reflective dialogue about the continuous improvement of student learning and institutional processes.
2. The institution sets goals to improve its effectiveness consistent with its stated purposes. The institution articulates its goals and states the objectives derived from them in measurable terms so that the degree to which they are achieved can be determined and widely discussed. The institutional members understand these goals and work collaboratively toward their achievement.
3. The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re- evaluation. Evaluation is based on analyses of both quantitative and qualitative data.
4. The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.

5. The institution uses documented assessment results to communicate matters of quality assurance to appropriate constituencies.
6. The institution assures the effectiveness of its ongoing planning and resource allocation processes by systematically reviewing and modifying, as appropriate, all parts of the cycle, including institutional and other research efforts.
7. The institution assesses its evaluation mechanisms through a systematic review of their effectiveness in improving instructional programs, student support services, and library and other learning support services.

**EDUCATION CODE, Section 78016**

(a) Every vocational or occupational training program offered by a community college district shall be reviewed every two years by the governing board of the district to ensure that each program, as demonstrated by the California Occupational Information System, including the State-Local

Cooperative Labor Market Information Program established in Section 10533 of the Unemployment Insurance code, or if this program is not available in the labor market area, other available sources of labor market information, does all of the following: (1) Meets a documented labor market demand. (2) Does not represent unnecessary duplication of other manpower training programs in the area. (3) Is of demonstrated effectiveness as measured by the employment and completion success of its students.

(b) Any program that does not meet the requirements of subdivision (a) and the standards promulgated by the governing board shall be terminated within one year.

(c) The review process required by this section shall include the review and comments by the local Private Industry Council established pursuant to Division 8 (commencing with Section 15000) of the Unemployment Insurance Code, which review and comments shall occur prior to any decision by the appropriate governing body.