First Monday Report

Focus on:
Collegiality and Civility
and
GoPrint

Issue 18, October 7, 2013

Upcoming Events:

Oct 15 Anthropology Lecture: "Snow
White Live in Kinshasa"
1:00 PM to 2:00 PM
Behavioral Science Room 1308

Oct 19 Science Imaging & Astronomy
Expo
10:00 AM – 7:00 PM on the 1st
Floor LLC
Planetarium Shows:
10:00 AM, 2:30 PM, 4:00 PM &
6:00 PM
CFS 92044

Oct 22 Media Arts Department
Speaker Series
Tracie Savage, Award-winning
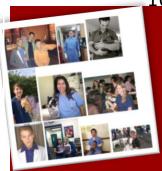Broadcaster
7:00 PM in the Great Hall

Oct 24 Day of Politics
2:00 PM – 4:00 PM
The Great Hall

Collegiality and Civility

We had a difficult start to the 2013-2014 academic year. There have been some controversial circumstances between faculty members, students, and between faculty and students. In several cases, staff members and administrators were drawn into these circumstances and asked to form opinions or even take action to address the various conflicts. With emotions running particularly high, there have been times when more than one individual has lost his or her temper and not treated a colleague or student with the respect due to anyone regardless of her or his status in the organization. It is not unusual in these emotionally-charged situations for positions to become polarized leading to opinions being expressed, verbally or in writing, that can be perceived as hurtful and, in some cases, harmful to a colleague's professional reputation.

100% for Pre-Vet and RVT Students

This year all seventeen of the pre-veterinary students were accepted into one or more graduate schools of veterinary medicine! UC Davis – **Roxy Regalado, Allison Inlow**, and **Steven Brookenthal;** Ross University – **Christelle Follette**, **Clif Fraser**, and **Vivien Lobodzinski;** CSU Fort Collins – **Mariel Knox;** Iowa State – **Amanda Clouser;** Oregon State University – **Miranda de Vega** and **Dawn Kim;** Minnesota – **Sarii Yamashita;** Royal Veterinary College in London – **Chanel C. Freisen;** Oklahoma – **Ali Houser;** Western University – **Thomas Kim;** St. George – **Erika Hucal;** Virginia Tech – **Ethan LaVan** and **David Lahijaniha.**

Collegiality and Civility

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As an institution of higher learning that holds dear the freedom to teach, learn, and think freely and critically about a variety of academic disciplines and pursuits, we should embrace those same approaches in the free expression of our thoughts and opinions.

Naturally, there is nothing in our roles as employees or students that compels us to share the same opinion on any set of circumstances, proposals or

recommendations. In fact, we are made stronger when we have a diversity of ideas and opinions expressed as we move the College forward in a number of important ways to improve the services we provide to students and our community. When expressing an opinion, all students and employees should be supported and encouraged to share their thoughts freely.

Recently, the Pierce Diversity Committee (PDC) adopted ten guidelines for collegiality. I thank the PDC for their

leadership in this important quality of work and campus life issue. Below are the guidelines, which I share as a reminder about the importance of the ways in which we interact with one another and model behavior we should be able to expect in our peers and our students.

As an advocate of a community that respects differences and fosters a positive campus climate, the Pierce Diversity Committee would like to offer guidelines for collegiality:

EARIC PETERS, New Vice President Student Services to Start November 1

With over 17 years of higher education experience, Mr. Peters has a remarkable background as a leader. He has served as a consultant and trainer for colleges and corporations focusing on leadership development, social justice, and improving team dynamics. He has an array of experiences in student development, retention programs, student leadership development, multicultural programs, residence life, athletic development, service-learning, international student programs, Greek life, and student activities.

Most recently, Mr. Peters served as the Associate Dean of Student Life at Los Angeles City College (LACC). His most notable accomplishment is the development of the first Student Union in the LACCD. Earic has also been credited with revamping student life at LACC by increasing the number of students engaged and involved in campus and community life.

Mr. Peters is married to his partner of 15 years and together they have two young boys. Earic is currently completing his doctorate in Educational Leadership at CSU Fullerton and his dissertation focuses on the leadership efficacy of community college student leaders.

Dr. Herbert Ravetch

Dr. Herbert Ravetch, a Pierce College president for six years, passed away on October 3, 2013 in Canoga Park.

Dr. Ravetch spent his life in the educational field. With a master's degree in English and a doctorate in Education, both from UCLA, he began his career in 1950 at Bancroft Junior High School. He then became a professor of English at Pierce College in 1958 and was named English Department chair in 1965. It wasn't long before he became a dean and then was appointed acting president at Los Angeles Southwest College.

Dr. Ravetch was the founding president at Los Angeles Mission College from 1975 until 1979 when he moved to the presidency position at Pierce College. During his years as president, Dr. Ravetch laid the groundwork to bring the administration and faculty together for the first time to develop concepts of a unified shared vision, mission and objectives. He retired in 1985 but remained active at Pierce through teaching literature courses in Community Services.

The funeral was held today at Eden Memorial Park followed by a reception in the Student Services Building at Pierce College.

GoPrint for Students is off and running

Administrative Services is composed of four divisions, one of which is the Enterprise Office. This division supports the academic activities of the College through the administration of a number of revenue-based service divisions, each offering direct support services to the College. The Enterprise Office, working in cooperation with both the instructional and administrative functions of the College, capitalizes on opportunities to generate revenue while fostering community involvement, providing administrative assistance, and encouraging communications between all groups.

Departments which are directly managed by the Enterprise Office include CopyTech, Food Services, Special Events, Mail Room, parking services, Central Supply, and Bookstore operations. Periodically we will explore one of these departments to better understand its role and unique situations. In this issue, we will look at a service provided by CopyTech.

GoPrint
During the summer of 2013, a new student printing system was installed in the college Library. This software, called GoPrint, addresses one of the Administrative Services' goals to provide a self-service, cost recovery management system for student printing needs on the campus. In the past, students would pay a five-dollar material fee, in advance, to cover the costs of printing using college printers. With GoPrint, the college enters the 21st century with an easy to use pay-for-print system. This system will be enhanced over the next few months to allow for credit card transactions and mobile wireless printing. In addition, GoPrint systems will be installed in labs and other student printing locations around the campus.

GoPrint is the solution to one of a number of objectives which fall under a goal to improve campus printing services, reduce costs, and eliminate waste. The goal, established in 2007, was the result of an Administrative Services study that looked at both staff and student printing needs. To achieve the goal, which would result in higher user satisfaction and the ability to redirect savings to higher college priorities, four objectives were identified.

Objective One: The first objective was to lower the overall cost of printing on the campus. This was accomplished by installing a number of high production 105 to 135 page per minute digital copiers with a per copy black and white cost of 3/10 of a cent per page. Since the cost per page on an office laser copier is about 3 cents, the savings is substantial.

Objective Two: Once this equipment was installed in CopyTech in 2011, the second objective was to integrate the copiers on the network and

GoPrint Objectives

allow staff to access these machines using a digital portal. Earlier this year, a digital portal from CopyTech was installed, and since then staff and faculty have started to use this service, which enables faculty and staff to enjoy the benefits of submitting a digital document to CopyTech without having to hand deliver it and at the same time allows the college to save a considerable amount of money. You can access the portal from this: COPYTECH

Objective Three: The third objective related to the need for staff and faculty to work within a shared office printer environment. Creating a networked device in the office allows employees to have easy access to print, copy, or scan documents. The cost to fax, store a document, and other advanced finishing options [called a Multi-Functional Device (MFD)] typically is about 1.1 cents per copy on these machines. In addition, the objective called for a common interface so that all employees would know how to operate any of the copiers around campus. Today, the college supports about 65 Canon copiers for both students and staff and they all operate the same way. In the near future, software called Uniflow will be installed on all of the Canon devices which will enable them to be networked for administrative purposes, "follow me printing," and for automatic routing of documents.

Objective Four: The fourth objective related to the students' printing environment. In the past, students had access to the copiers in CopyTech, but with the installation of the new Canon devices in the Library, students can now use both printing and copier services. This student environment controlled by GoPrint will allow students to place funds within a virtual environment and for those funds to be expended as the student prints/copies documents. The price for black and white prints is 10 cents and 50 cents for color. Students must use password credentials to enable printing, and use of the system is closely monitored by the staff in CopyTech. Information collected from student usage will be used to develop reliable data on patterns and volumes of use, which will allow Administrative Services to continue to reduce waste, generate revenue to maintain equipment, create funds for replacement of obsolete equipment and create efficient running operations.

In the near future, all the printers in student labs will also be connected to the GoPrint network. Students will be able to check on their account via the Internet and receive assistance from Marina Ibarra and the CopyTech staff. CopyTech will maintain supplies for the copiers and arrange for repairs, as necessary.

The Library's GoPrint system has been operational for 30

Days. Administrative Services' initial assessment of the system is positive, and students and staff report increasing confidence in their use of the system.

1. Develop active, effective listening as a habit, as well as the foundation of effective communication.
2. Give the other person a chance to speak.
3. Treat others like you want to be treated compassionately, fairly, and supportively.
4. There is no rank in the room; everyone has an equal voice.
5. Develop thoughtful and respectful communication.
6. Focus on the situation, issue, or behavior, not the person.
7. Unless evidence is compelling, avoid allegations and charges.
8. Keep the rules clear, fair and simple.
9. Defend free expression and encourage it on campus.
10. When a conflict arises, consider meeting with the individual person instead of writing emails, which may lead to misunderstanding.

As we continue advocating and planning for student success and completion, let's keep these guidelines at the forefront of communications and interactions with one another. Thank you for all you do to support our students.