

Davis Technical College

College Core Services Policy and Procedure

Effective Date: 17 November 2008
Administrative Policy

1. Purpose

The Davis Technical College (College) is open nine days each year in which students are not present. During these non-teaching days, the majority of employee activities are for faculty and staff preparation and development. The remainder of the time is for the institution's Opening Institute and End-of-Year Strategic and Awards Ceremony activities. The critical issue during these times is to provide core services to our customers, while still providing training, in-service and team building for our faculty and staff.

2. Policy

2.1. The Institution must always provide core services and meet customer expectations during non-teaching days. The following areas represent critical services which will be provided each day, other than when the College is closed for weekends, scheduled holidays, or in the event of an emergency situation:

2.1.1. Student Services - Department will be open for business offering the following services: enrollment, testing, guidance and scheduling, and cashiering functions.

2.1.2. Bookstore Services - Bookstore will be open and provide customer services including cashier and sales returns.

2.1.3. Facilities/Custodial/Security - Buildings are open with selected entries to not compromise security. There is to be sufficient custodial and security staff to cover all necessary facility requirements.

2.1.4. IT/Business Office - Computer support functions and programming services must be available.

2.1.5. Training Division - Training Division representative(s) shall be available to consult with all other personnel on customer questions.

3. Procedures

3.1. Minimum Coverage – A basic and minimum number of core personnel will be required to assure consistent customer service on each day the institution is open, in order to fulfill the expectations and needs of our customers. Whenever practicable, part-time hourly employees may be assigned to fulfill these responsibilities and to allow maximum participation in events to salaried and full-time staff. A rotation of hourly employees to cover these services is acceptable.

4. Approval and Notes

President's Council Approval: 17 November 2008
Employee Input Team Approval: 8 October 2008