

Appendix I

Suggested Norms for Group Interactions

The following are suggested norms for Ventura County Community College District governance groups. In the first fall meeting, each governance body will review this list, which the group will adopt or modify.

- Come prepared to present and participate;
- Listen to the contributions and reactions of fellow committee members;
- Avoid sidebar conversations;
- Refrain from interrupting;
- Commit to achieving the committee's purposes;
- Keep actions purposeful;
- Make sure the recorder expresses the intent of the committee members;
- Take responsibility for changing one's own non-constructive habits or negative attitudes;
- Present positions as clearly as possible and avoid blindly arguing for individual ideas;
- Avoid changing one's mind just to agree and avoid conflict. Support only ideas one can live with;
- Acknowledge and accept differences of opinion that improve committee chances of reaching the best solution;
- When the team reaches a stalemate, look for the next most acceptable alternative that all team members can live with;
- Value the unity of the committee; and
- Share meeting records and information with your constituency group(s).
- Maintain professional and respectful communication.
- Share opinions without fear of retribution.

Section II



Ventura County Community College District Moorpark College • Oxnard College • Ventura College

Functional Mapping

This document describes and explains the areas of functional responsibility between District Administrative Center (District) and the colleges within Ventura County Community College District (VCCCD), including Moorpark College, Oxnard College and Ventura College. It also includes the District's cross-college communication and advisory structures in the form of committees, councils, and task forces.

Functions that are the responsibility of the District are intended to provide for efficiency and continuity of services and programs. Compliance and functions that are statutorily required are also the responsibility of District operations. The provision of educational programs, student support services, direct campus operations, and various ancillary functions are the responsibility of the colleges.

ACADEMIC AFFAIRS/STUDENTS

District – District Technical Review Workgroup - Instructional Colleges – Executive Vice Presidents

Curriculum development, as well as provision of academic programs, is the responsibility of the colleges' Executive Vice Presidents. The District Technical Review Workgroup – Instructional advises the Chancellor and administration through Cabinet and the District Consultation Council regarding instructional program development and related Board policies, administrative procedures, and standard operating practices. The workgroups facilitate the coordination of the District college programs and reviews institutional offerings for redundancy, growth and development.

BOARD POLICY AND ADMINISTRATIVE REGULATIONS

Board of Trustees

VCCCD is governed by a five-member locally elected Board of Trustees (Board) and a student Board member. The five trustees are elected in even-numbered years to four-year terms by the voters of Ventura County. The Board is responsible for adopting policies that govern the business of the District and its colleges. The Chancellor, the District's Chief Executive Officer, is responsible for carrying out policies approved by the Board.

Development and review of policies and procedures are collegial efforts involving a variety of participatory governance groups. For policies and regulations that affect academic matters, the Board relies primarily on the academic senates; on matters defined as within the scope of bargaining interests, the Board follows the requirements of negotiations. For administrative matters, the Board relies primarily on staff recommendations with input from various constituencies in the development and review process. The general public may comment at public board meetings on any policy consideration before the Board.

The role of the Board is to establish policies and procedures in keeping with the minimum standards established by the Board of Governors of the California Community Colleges, the California Education Code, and Title 5 Regulations. Existing policies and procedures appear in the Ventura County Community College District Board Policy Manual. Operating under Brown Act rules, the Board conducts policy development and administrative oversight of the District through (1) public board meetings, and (2) the delegation of authority to the Chancellor. Through the Board's delegation of administrative authority, the Board holds the Chancellor accountable for the administration of policies adopted by the Board and the conduct of District business (Board Policy 2430). The Board supports District personnel in the completion of their duties and ensures they have the requisite responsibility, adequate resources, and necessary authority to perform their assigned work tasks effectively.

Chancellor

The Chancellor is the Chief Executive Officer of the District and is responsible for the administration of the district in accordance with the policies established by the Board. The execution of all decisions made by the Board requiring administrative action is the responsibility of the Chancellor.

As a multi-college district, the Chancellor, serving as the Board's Chief Executive Officer is the District's chief administrator. With broad discretionary powers, the Chancellor reports directly to the Board and is responsible for overall operations of the District, including all programs and services involving educational development,

student learning, human resources, facilities planning, business services, fiscal affairs, and legislative relations. The Chancellor is responsible for providing policy recommendations to the Board, strategic planning, establishing, and maintaining an effective and efficient organization, educational leadership to the colleges, and for supporting District policies with state and local constituencies.

Vice Chancellor, Business and Administrative Services

The Vice Chancellor, Business and Administrative Services reports directly to the Chancellor and is the Chief Financial Officer for the District. The Vice Chancellor provides leadership and accountability for fiscal management, business services, annual audits, legal and risk management, information technology systems, health and safety concerns, the coordination of federal and state reporting for fiscal and facility operations, and overseeing construction projects funded by the recent general obligation bond issue. The Vice Chancellor, Business and Administrative Services chairs and works with District-wide participatory governance groups and committees and serves as a member of Chancellor's Cabinet executive team and District Chancellor's Consultation Council.

Vice Chancellor, Human Resources

The Vice Chancellor, Human Resources reports directly to the Chancellor and is the Chief Human Resources Officer for the District. The Vice Chancellor, Human Resources provides leadership and accountability for human resources functions, including the development of human resources policies and procedures, labor relations, employee relations, contract administration, staff training and development, benefit administration, recruitment, hiring, classification, compensation, worker's compensation, records management and human resources information systems, and legal compliance. The Vice Chancellor, Human Resources works with and chairs District-wide participatory governance groups and committees, serves as a member of the Chancellor's Cabinet executive team and District Chancellor's Consultation Council, acts as liaison to the Personnel Commission, and serves as chief negotiator for the District, representing the Board.

Presidents

The Presidents are the chief executive officers of the colleges and report directly to the Chancellor. The Presidents are responsible for day-to-day operations of the total college programs and provide leadership and coordination for the college community. The three Presidents serve as members of the Chancellor's Cabinet executive team and District Chancellor's Consultation Council.

The Chancellor has delegated certain powers and duties to the college Presidents. In turn, each President provides leadership and advocacy for his or her campus at both the local and District level and is responsible and

accountable for the institution's programs, services, and operations. The Presidents are responsible to the Chancellor to ensure the appropriate implementation of District policies. Additionally, each college President represents his or her college in the communities served by the college and is responsible for maintaining effective communication among faculty, students, staff, and administration. The Presidents are responsible for working with constituent communities in the review of current District policies and administrative procedures.

Personnel Commission

The Personnel Commission prescribes, amends, and interprets rules and regulations to ensure the efficiency of the classified service, conducts recruitment and selection processes for classified employees, and maintains a classification plan, including conducting classification studies. The Personnel Commission also investigates and hears appeals of permanent classified employees who have been suspended, demoted, or dismissed.

Division of Responsibility

The Board delegates to the Chancellor the executive responsibility for administering the policies adopted by the Board and executing all decisions requiring administrative action. The Chancellor may delegate authority and responsibility for specific functions to each college President. In a decentralized college district, and with the guiding principle that supports and maintains the philosophy of college autonomy, this District is basically structured in such a way that the colleges have primary authority over educational programs and student services functions while the District Administrative Center has centralized certain functions related to human resources, fiscal and budgetary oversight, construction and capital outlay, public relations/marketing, and technological support. The relationships are symbiotic as opposed to duplicative. The goal is to provide communication and support collaboration between the colleges and the District. The colleges have broad oversight of instructional responsibilities while the District primarily ensures compliance with applicable statute and regulatory parameters.

BUDGET DEVELOPMENT AND REPORTING

District – Vice Chancellor, Business and Administrative Services Colleges – Vice Presidents of Business Services

The Board delegates budget development to the District under the leadership of the Vice Chancellor, Business and Administrative Services. While the Board retains its fiduciary responsibility for fiscal oversight, the District is responsible for establishing and maintaining the budget, in consultation with the colleges.

The District develops the annual Budget Assumptions and establishes the revenue and District-wide fixed cost budgets. A formula for the distribution of funds to the colleges and other District operations has been established through a participatory process. This formula has been refined annually with input from the District-wide budget development committee comprised of faculty leaders, classified staff, and administrators throughout the District. Once funds are distributed, the colleges and administrative departments are responsible for the planning and budgeting of college priorities as well as the expenditure and monitoring of funds within the constraints of local, state, and federal laws.

The District budget office also maintains position control and provides state budget reporting, attendance accounting, Management Information Systems (MIS), and Integrated Postsecondary Education Data Systems (IPEDS) reporting.

Once funds are distributed, the colleges and administrative departments are responsible for the planning and budgeting of college priorities as well as the expenditure and monitoring of funds within the constraints of local, state, and federal laws. The Vice Presidents of Business Services allocate college discretionary funds to departments, disciplines, and programs and initiate any requirements for new accounts or changes in allocations to accounts that do not affect the overall college discretionary fund.

CLASSIFICATION AND COMPENSATION

District – Vice Chancellor, Human Resources Colleges – Presidents, Executive Vice Presidents, Vice Presidents, Deans, Directors

Under direction of the Vice Chancellor, Human Resources and the Personnel Commission, the Director of Employment Services/Personnel Commission oversees the functions of classification and compensation, including conducting position classification studies, establishing classifications, and recommending salaries. College administrators are responsible for assigning responsibilities to positions, which provides the basis for position classifications.

COMMUNITY INVOLVEMENT

Citizens Advisory Body

The Citizens Advisory Body provides community input and feedback to the Board of Trustees in the preparation of its Districtwide planning. The community body assists the Board in the evaluation of the District's effectiveness in meeting educational excellence and operational efficiency and acts as a vehicle to which the Board communicates its expectations of organizational excellence and integrity.

The Citizens Advisory Body consists of community members recommended by the Board of Trustees and Chancellor. Members are recommended for their broad community standing, professional experience, and/or public service.

The Board of Trustees confers with the community body several times a year, typically in the preparation of District planning and as a follow-up in evaluating its success in meeting Board goals and objectives.

College Foundations

The three college foundations are 501(c)(3) charitable organizations that support and advance the educational and student services provided by the colleges. At each college, the Foundation Board of Directors is the organizational authority for the Foundation and includes public members and institutional members. The Foundations raise and distribute funds for student scholarships and special projects.

Citizens Oversight Committee

The Citizens Oversight Committee (COC) was established in May 2002 as a result of the passage of Measure S, a \$356.3 million bond issue for construction and rehabilitation of facilities on the three college campuses and the Camarillo site. The COC has statutory responsibility to inform the public concerning VCCCD's expenditure of revenues received from the sale of Measure S bonds. The COC also is responsible for the preparation and presentation of an annual report to the Board related to the Measure S Bond program expenditures and activities. Seven members serve on the COC, representing groups such as student government, the business community, senior citizens' organization, a taxpayers' organization, and a foundation member affiliated with the VCCCD.

CONTRACT ADMINISTRATION AND LABOR RELATIONS

District – Vice Chancellor, Human Resources

Colleges – Presidents, Executive Vice Presidents, Vice Presidents, Deans, Directors

The Vice Chancellor, Human Resources serves as chief negotiator for the District, representing the Board. The Vice Chancellor, Human Resources has primary responsibility for contract administration and ensuring compliance. College managers are responsible for adhering to contract provisions and researching and responding to alleged contract violations. Representative college managers also serve as members of the District's negotiation team and provide input regarding changes needed in contract language.

ECONOMIC AND WORKFORCE DEVELOPMENT

District – Chancellor

Colleges – Presidents, Executive Vice Presidents, Vice Presidents

Economic and Workforce Development is a District-wide operation under direction of the Chancellor. The Division of Economic Development has primary responsibility for developing and administering District-wide economic, not-for-credit career education, and workforce development programs that serve local workforce needs. Responsibilities include providing assessment, testing services, and customized, training; responding to mandated training requirements and new legislation; outreach to high schools, special populations, and the community; and creating and maintaining partnerships with various business and industry organizations to address local workforce education and training needs.

The District and colleges work collaboratively to implement strategies for achieving college goals and objectives related to career, occupational, and workforce education. Input and request for Economic Development services are made through the President of each college within the Chancellor's Cabinet.

EMERGENCY PLANNING

District – Chief of Police

Colleges – Presidents, Incident Commander, Emergency Response Team

Under direction of the Vice Chancellor, Business and Administrative Services, the Chief of Police, with shared responsibility with the Director of General Services and Associate Vice Chancellor, Information Technology, implements and coordinates the District's emergency plan as mandated by the State of

California, Office of Emergency Services. Responsibilities include updating the emergency plan, coordinating all training, maintaining emergency response teams, and maintaining inventory of emergency equipment and supplies.

The District maintains an Emergency Preparedness and Response Plan, with emergency response teams at each college and the District Administrative Center. The plan is designed to effectively coordinate the use of college and community resources to protect life and property immediately following a major natural, accidental disaster or emergency, and continuity of campus operations. The plan provides for multiple level emergency response organization and is intended to structure and facilitate the flow of emergency information and resources within and between organizational levels: field response, local government, and operational areas and regions.

Each college Incident Commander provides management of the college Emergency Response Team and provides support to the college President during an emergency. The colleges' Incident Commanders also work with the District Administrative Center to provide training and technical expertise to faculty, staff, and administration in areas of safety, environmental health, and emergency services.

EMPLOYEE BENEFIT ADMINISTRATION

District – Vice Chancellor, Human Resources

The Vice Chancellor, Human Resources is responsible for benefit administration, including carrier negotiations and directing broker activities.

EMPLOYEE RELATIONS

District – Vice Chancellor, Human Resources

Colleges – Presidents, Executive Vice Presidents, Vice Presidents, Deans, Directors

Under direction of the Vice Chancellor, Human Resources, the District Director of Human Resources Operations administers the employee performance and evaluation function and provides counsel and direction to college managers and other District departments. College administrators are primarily responsible for employee performance management and evaluation.

FACILITIES

District – Vice Chancellor, Business and Administrative Services Colleges – Vice Presidents of Business Services

The District has the responsibility for oversight and coordination of all procurement, construction, maintenance, and operations of all VCCCD facilities and construction projects. The Director of Facilities, Maintenance, and Operations under the leadership of the Vice President, Business Services, coordinates contracts, leases, facilities planning, construction, and maintenance and operations at each college. As a part of its overall academic planning process, each college develops a facilities master plan and scheduled maintenance priorities that reflect the integration of the educational and student support needs of the institution. When combined, these plans form the basis for master planning and facilities development at VCCCD.

The District is also responsible for a major construction program as a result of the passage of a local bond initiative (Measure S) which includes the procurement and construction of several major facilities and significant upgrading of infrastructure throughout VCCCD. The District has elected to “outsource” this program utilizing the services of a consultant who, reporting to the Chancellor and the Board of Trustees, works very closely with college leadership in the design, planning, and build-out of each project and who in turn oversees the construction and delivery of the individual projects. As a part of this program, the District is also responsible for fulfilling its statutory responsibilities by reporting and responding to the Measure S Citizens’ Oversight Committee on all matters pertaining to bond projects.

FISCAL OVERSIGHT

District – Vice Chancellor, Business and Administrative Services Colleges – Vice Presidents of Business Services

The District has primary responsibility for administering policy and procedures related to the expenditure of funds and has full audit compliance responsibility. Once a budget is developed and approved by the Board, the colleges have autonomy in determining campus expenditures so they can fulfill the college missions. The District is responsible for the annual audit and works with the colleges to ensure that revenue and expenditure management conforms to appropriate accounting practices and statutes. The District provides for central coordination of purchasing, accounting, grants, and contract management, accounts payable, and payroll activities. The District is fiscally independent.

GRANTS ADMINISTRATION

District – Vice Chancellor, Business and Administrative Services Colleges – Presidents, Executive Vice Presidents, Vice Presidents

Grant development is a shared responsibility between the colleges and the District. The colleges identify grant funding/renewal opportunities and intent to participate. The District reviews grant funding/renewal requests for viability, fiscal compliance, and college mission alignment and advances requests for consideration and approval to the Chancellor's Cabinet. If approved, the District submits grant proposals to the funding agencies. The colleges implement and manage their projects, including monitoring budgets and completing required reporting. The District provides ongoing technical assistance through project closeout.

INFORMATION TECHNOLOGY

District – Vice Chancellor, Business and Administrative Services College – Vice Presidents of Business Services

Information technology and computing services support are provided by the District's IT Department, with personnel located at the District Administrative Center and at each college. The District Information Technology organization provides support for the District's administrative computing, networking infrastructure, telecommunications, data center operations, web services, central Help Desk, and support and development for District-wide applications. Support for local campus applications and instructional labs and classrooms at the colleges are provided by IT personnel located at the college.

The Associate Vice Chancellor, Information Technology reports to the Vice Chancellor, Business and Administrative Services. At the colleges, the College Technology Services Supervisor reports to the Associate Vice Chancellor, Information Technology located at the District, with liaison responsibility to the College Vice President, Business Services. Operational responsibility for the Finance Systems and the Human Resources System resides with the respective Vice Chancellor for each functional area. Operational support for the Student Information System resides at the colleges under the respective Executive Vice President. Technology security is the responsibility of the District.

LEGAL SERVICES

District – Vice Chancellor, Business and Administrative Services and Vice Chancellor, Human Resources

The Vice Chancellor, Business and Administrative Services and the Vice Chancellor, Human Resources are responsible for legal compliance and mandates, managing current and potential litigation, investigations, and resolutions, and overseeing reporting, monitoring, and training.

PLANNING

District – Board of Trustees, Chancellor, Chancellor’s Designee Colleges – Presidents

The Board of Trustees engage in in-depth strategic planning and goal setting activities on a six-year cycle, with an opportunity for mid-cycle adjustments at Year Three. Planning and goal setting result from dialogue with college and District personnel, and the Board of Trustees’ Community Advisory Body, which includes representatives from area agencies, businesses, professional organizations, and the educational community. The Chancellor receives annual reports on the status of the strategic plan and goal implementation. Periodic reports are provided to the Board regarding progress in meeting goals and objectives during Board meetings and Board planning sessions.

District Council on Accreditation and Planning identifies organizational effectiveness data elements needed to monitor progress toward Board goals.

Planning for the District Administrative Center is led by the Chancellor.

Planning for the Colleges is led by the Presidents, using processes developed at each College in concert with the Academic Senates and involving all campus constituent groups.

POLICE AND COLLEGE SAFETY

District – Chief of Police Colleges – Vice Presidents of Business Services and Police Lieutenants/Sergeant

Campus safety, traffic, and parking operations are the responsibility of the District. The College Police Department is a centralized operation reporting to the Chief of Police, who in turn reports to the Vice Chancellor, Business and

Administrative Services. The Police Department includes P.O.S.T.-certified police officers and three campus Lieutenants, along with a contracted central dispatch for emergency operations. Resources are managed and deployed centrally, and the Lieutenants work with the Chief of Police to provide each college with coverage. Community College Police Lieutenants are the daily liaison with college administration through the Vice Presidents of Business Services to ensure safety of students, faculty, staff, and college physical assets.

PUBLIC RELATIONS/MARKETING DISTRICTWIDE

District – Director of Administrative Relations Colleges – Presidents, Presidents’ Designee(s)

External public relations and marketing are centralized functions of the District Administrative Center. The Director of Administrative Relations reports directly to the Chancellor and is responsible for promoting VCCCD internally and externally through a variety of communication initiatives, marketing District and college brands in print/electronic publications, and managing public relations/marketing District-wide. The Director of Administrative Relations has an informal reporting relationship with the college Presidents and collaborates with each President and/or his/her designee(s) to promote public relations related to the college and facilitate information electronically and in print regarding college programs, services, news, and events. At the college level, the Presidents and/or Presidents’ designee(s) are responsible for internal college communications and content of the colleges’ websites, employee portals, and student portals, with the exception of the news, events, and marketing-related areas of each website and portal. Content of the news, events, and marketing-related areas of the colleges’ websites and portals are the responsibility of the Director of Administrative Relations.

Content management responsibilities for the District website and employee portal are a collaborative effort of IT, Director of Administrative Relations, and designated content publishers in District departments. IT collaborates with the Director of Administrative Relations regarding functional or design changes to the District website and portals that impact content and branding.

PURCHASING AND CONTRACTS

District – Vice Chancellor, Business and Administrative Services Colleges – Vice Presidents of Business Services, Deans, and Other Administrators

Under direction of the Vice Chancellor, Business and Administrative Services, the Director of General Services handles all procurement and contract

administration activities for the District. The Purchasing Department competitively purchases a wide variety of materials, supplies, equipment, and contracts for services through a centralized purchasing system.

All agreements, memorandums of understanding, and contracts are reviewed and processed through the Purchasing Department. The Vice Chancellor, Business and Administrative Services has approval authority for all District contracts and agreements. College administrative offices prepare purchase requisitions, identify specific products or services required, and forward the requisitions to District Purchasing for processing. The colleges notify District Accounting that a product or service has been satisfactorily received and payment can be made.

RECRUITMENT AND HIRING

District – Vice Chancellor, Human Resources Colleges – Presidents and Other College Administrators

Under direction of the Vice Chancellor, Human Resources and the Personnel Commission, the Director of Employment Services/Personnel Commission directs the activities and operations associated with the selection and hiring of Ventura County Community College District employees. The Director of Employment Services/Personnel Commission serves as the Director to the Commission, overseeing the personnel selection processes for the classified service.

College and District administrators submit requisitions through an online system to initiate the hiring process. Screening committees are established in accordance with hiring procedures, ensuring subject matter expertise, staff participation, and diversity. Classified employees, faculty, and managers participate in the screening process as prescribed by associated policy and procedures. The direct supervisor conducts reference checks for selected candidates.

For the selection of managers, college/District staff participates in developing screening materials, screening applicants, and conducting initial interviews. For academic management positions, screening committees recommend candidates to the college President and Chancellor for final consideration. For classified management positions, the Human Resources Department places candidates on eligibility lists based on their performance in the screening process. The college President/Vice Chancellor and the Chancellor conduct interviews for all management positions.

For the selection of non-managerial classified employees, college/District staff participates in developing screening materials, screening applicants, and

conducting initial interviews. The Human Resources Department places candidates on eligibility lists based on performance in the screening process. College management recommends candidates to the Chancellor or designee for final approval.

For the selection of faculty, college staff participates in developing screening materials, screening applicants, and conducting initial interviews. College management recommends candidates to the Chancellor or designee for final approval.

RECORDS MANAGEMENT AND HUMAN RESOURCES INFORMATION SYSTEMS

District – Vice Chancellor, Human Resources

Under direction of the Vice Chancellor, Human Resources, the Director of Human Resources Operations oversees the manual and electronic records storage systems for all human resources files and data.

RESEARCH

District – Associate Vice Chancellor, Information Technology

Research is conducted at the college using uniform Districtwide data elements sustained by the Information Technology department. Comprehensive research is not performed at the District; however, standardized data and reporting structures are agreed upon through the District's Research Advisory Committee (IRAC) [formally Institutional Research Committee]. IRAC is charged with supporting District and college decision-making in the areas of enrollment management, planning, academic program review, performance and outcomes assessment, accreditation, and organizational development. IRAC functions include coordination of research activities, developing, evaluating and regularly distributing basic community demographic information and performance indicators through the District-supported DataMart; and assisting to ensure correct and complete MIS data collection and submission to the California Community College System Office.

RISK MANAGEMENT

District – Vice Chancellor, Business and Administrative Services Colleges – Vice Presidents of Business Services

Under direction of the Vice Chancellor, Business and Administrative Services, the Director of General Services implements and administers the loss prevention and risk management program of the District. The Risk Management Department, responsible for property and liability, protects students, the general public, employees, and District assets against adverse effects of accidental loss. The mission of risk management is to minimize or eliminate losses, cost effectively.

The Vice Presidents of Business Services are responsible for the review and implementation of the Student Insurance Plan, arranging for employee ergonomic evaluations to be conducted on an as-needed basis, and serving as the liaison between vendors and the District for the continuation of removal of hazardous materials from the colleges.

STAFF TRAINING AND DEVELOPMENT

District – Vice Chancellor, Human Resources Colleges – Presidents

Under direction of the Vice Chancellor, Human Resources, the District Director of Human Resources Operations is responsible for ensuring knowledge, skills, and abilities of District managers and staff are developed and enhanced to meet District performance goals. College Presidents are responsible for identifying training and development needs for their staff. College Presidents work within their college committee structure to develop local college-based professional development programs for faculty, staff, and managers.

STUDENT SERVICES

Colleges – Executive Vice Presidents

Student Services program development and operations are the responsibility of the colleges' Executive Vice Presidents. Policy review and development are coordinated with the colleges' academic leadership and through DTRW-SS.

WORKER'S COMPENSATION

District – Vice Chancellor, Human Resources

**Colleges – Presidents, Executive Vice Presidents, Vice Presidents, Deans,
Directors**

Under direction of the Vice Chancellor, Human Resources, the Director of Human Resources Operations is responsible for managing worker's compensation claims via a third party worker's compensation claims administrator. College administrators are responsible for communicating and relaying information to human resources regarding potential and current employee claims. Human resources staff and college administrators collaborate to develop solutions for returning an injured employee to work.