

Office of Public Stewardship

Annual Report 2010-2011

<http://www.maricopa.edu/publicstewardship>



Public Stewardship

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Office Overview

The MCCCDC Office of Public Stewardship (OPS) was established in order to consolidate resources and formalize administrative responsibility for services that are related to stakeholder accountability. The Office of Public Stewardship is responsible for the **Maricopa Concernline, Citizens' and Employee Ombuds Services, Public Records Management and Maricopa Governance**. In addition, the Office is responsible for establishing procedures for the administration of the **MCCCDC Tuition Waiver Program** and monitoring the use of waivers by employees, dependents of employees, and non-employees authorized by state statute to attend our college on a waiver.

The OPS reports to the Office of General Counsel, but as established by the International Ombudsman Association, maintains independence and autonomy in the review of ombuds-related issues. The Office is also committed to demonstrating key policy values such as honesty, integrity, responsibility and stewardship by assisting both internal and external constituents in identifying and utilizing the proper mechanisms to obtain information and resolve concerns.

The OPS periodically produces a publication called the *Maricopa Steward*. This publication features updates to MCCCDC Board policies and administrative regulations, spotlights records and information management topics of interest,

and shares ombuds trends within the Maricopa Community Colleges.

In addition to facilitating the policy and administrative regulation amendment processes and electronically maintaining the policies and regulations online, the Office also maintains "Conflict of Interest" and "Residency for Tuition Purposes" web sites. Finally, for compliance with MCCCDC email messaging standards, the OPS also assigns access to the email designees to post messages to the district-wide email distribution lists dl-maricopa-business and dl-maricopa-announcements. Training is mandatory before access will be granted to the lists. The lists are monitored to ensure that the standards are adhered to by the designees.

Maricopa Governance

MCCCD Board Policy and Administrative Regulations

In FY2010-2011, the Board asked Charney Associates to review Maricopa’s Board policies and help the Board determine MCCCD’s outcomes and goals. Consultant Bill Charney worked with the Board over several months, with retreats scheduled August 26-27, 2010; January 11, 2011; and February 5, 2011. The resulting policy changes became effective on February 22, 2011. Charney helped the Board clarify its policy language, moved some existing language under the purview of the Chancellor (making them Administrative Regulations), and removed redundancies all while re-establishing a policy governance model framework for the MCCCD. The OPS provided support for Charney’s work with the Board, helping with the background information needed for the retreats, formatting draft documents for Board review, supplying budget for consultant fees, and maintaining the historical documentation detailing the revision of MCCCD’s Board policies.

Additionally, five administrative regulations were amended through the formal approval process and a series of administrative regulations in support of student services, referred to as the Catalog Common Pages, were vetted through the appropriate councils

before being submitted through the administrative regulations approval process. The five administrative regulations were: Alcoholic Beverage—Usage Regulation (AR 4.13); Electronic Communications (AR 4.3); Retrieval, Disclosure and Retention of Records (AR 4.15); Technology Resource Standards (AR 4.4); and Use of College Facilities (AR 1.5). Detailed information about the Common Pages can be found at <http://www.maricopa.edu/publicstewardship/resources/cp.php>.

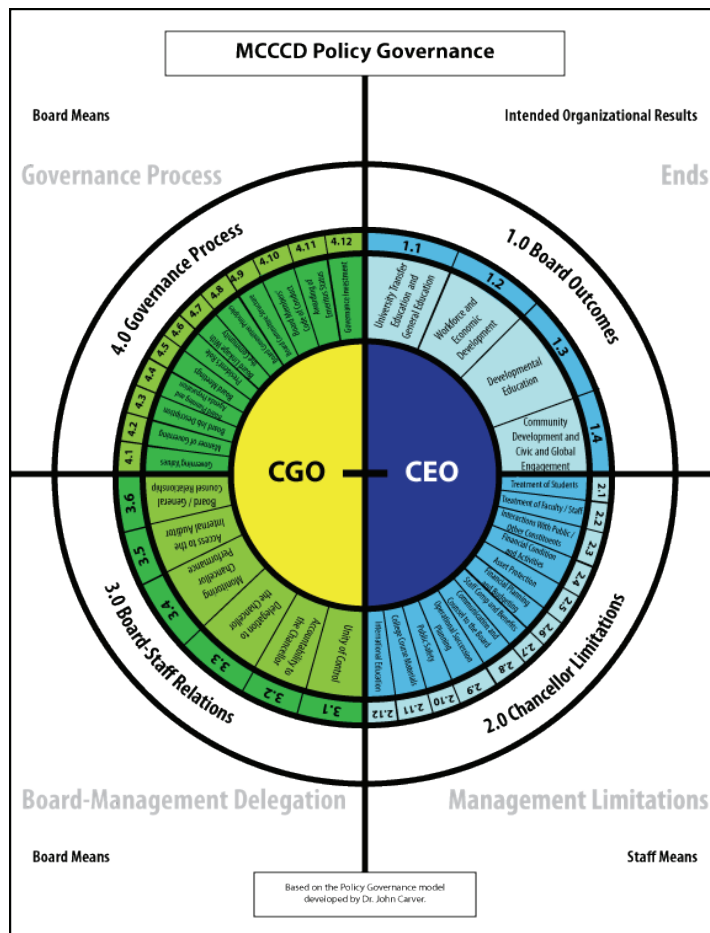


Chart 1: MCCCD Policy Governance Model

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Proposals are posted on the OPS web at <http://www.maricopa.edu/publicstewardship/governance/proposals/proposals.php> and a crosswalk of approved Board policies and Administrative Regulations is posted at <http://www.maricopa.edu/publicstewardship/governance/proposals/crosswalk.php>. Comments are sent via email to an account established just for that purpose (governance@domail.maricopa.edu), compiled, and presented to the parties responsible for the proposed language changes for review. The complete approval process is delineated at <http://www.maricopa.edu/publicstewardship/governance/process.php>.

Legislative Compliance, Tuition Waivers, and Other Governance-Related Issues

For FY2010-2011, the Manager of the Office of Public Stewardship was a member of a task force that was responsible for ensuring that MCCCDC complied with new state legislation (HB2008) regarding citizenship, legal status, residency, and the use of public funds.

The committee met monthly over the course of the year to address systemic changes needing to be implemented in areas such as business services, admissions, and others. As previously mentioned, a handbook was created to help this endeavor and the Residency Web was updated with current information. Both are continuously updated as new information is made available.

Also in response to state legislation, but related to tuition waiver eligibility, the OPS revised the Qualified Non-Employee Tuition Waiver form to include Armed Forces or Former Armed Forces members who received a Purple Heart citation with a disability status greater

than 50% who, at the time of injury, resided or were stationed in Arizona (per revised statute ARS §15-1808 (HB 2350); effective June 28, 2010).

Tuition waiver forms were revised to include information regarding "Course Withdrawal" to include language regarding non-participation, non-attendance, and non-completion (i.e., "W," "Y," and "Z" grades). The new language limits the use of a tuition waiver for a single course to two times if the student receives a "W," "Y," or "Z" in that course indicating potential non-participation, non-attendance, or non-completion.

Since the Active Retirement program was discontinued as of July 1, 2010, the Employee tuition waiver form was also amended to reflect that active retirees are no longer eligible. Additionally, the definition of dependent child was revised to include more specific qualifications per the Internal Revenue Service.

The Manager of the Office of Public Stewardship was a member of a District Compliance committee that was formed in response to the Department of Education's Regulator Updates for Title IV funding (financial aid). The committee members participated in a training session provided by the Department of Education on April 26-27, 2011, focusing on how to implement compliance changes (and when).

Records & Information Management (RIM)

Public Records Request

The OPS processed 48 personal requests, 8 media requests, and 5 commercial requests for FY2010-2011:

Quarter	Personal			Media			Commercial		
	Count	Fee	Number	Count	Fee	Number	Count	Fee	Number*
1Q	9	\$ 114.25	513	1	\$ 41.00	164	1	\$ 547.80	2.7
2Q	11	48.25	287	2	20.75	86	2	1,375.60	6.878
3Q	8	178.00	1,010	0	0.00	0	1	1,360.00	6.845
4Q	20	100.00	990	5	103.25	413	1	261.80	1.309

*Commercial requests are counted by thousand sections.

The Manager of the Office of Public Stewardship served on a Request for Proposal (RFP) committee for a new Email Archiving System. OPS provided feedback on the technology specs from a records management point of view. The committee was responsible for reviewing the vendor submissions and making a recommendation for the final award.

- The OPS was also responsible for reconciling the return of records from the Maricopa County Sheriff’s Office dating from 2007. Over several weeks, thousands of documents, and some computer equipment, were returned to college and District custodians.

Several high volume requests, numbering in the thousands of pages, were processed by the OPS during the year including:

- A request from auditors from the Department of Education who were reviewing National Science Foundation Grant submissions from Chandler-Gilbert Community College, Estrella Mountain Community College, Glendale Community College, and Phoenix College
- A second high volume request came from the Goldwater Institute wishing to review public records about salaries and expenses district-wide

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Ombuds Services

Trend Data FY2010-2011

The Office of Public Stewardship prepares quarterly reports on the types of concerns submitted to the Concernline or reported directly to the Ombudsman. Once reported, concerns are evaluated and assigned for review. All concerns receive a reply upon conclusion of the review.

Trend data reflect reports in areas such as discrimination, unfair employment practices, harassment or unfair treatment, environment/health and safety, conflict of interest and ethics/values and use of public resources. Also tracked are concerns about employee relations, requests by employee job groups, requests for general assistance and incidents of college-specific issues that do not fall in any other category.

The following concerns were reported for FY2010-2011 (July 1, 2010 to June 30, 2011). There were 293 direct contacts to the OPS and 63 submissions via the Maricopa Concernline. Concerns included:

- 5 discrimination
- 19 unfair employment practices
- 22 harassment or unfair treatment
- 6 environmental, health and safety
- 17 conflict of interest
- 1 quality of services; 3 gifts, bribes and kickbacks; 5 misuse of resources; 3 accounting and auditing practices; and 1 Technology Resource Standards violation (ethics/values and stewardship)
- 2 client services requests (mentor and conflict of interest training) and 1 employee job group request
- 38 general assistance requests

- 233 college-specific issues (reflects a variety of issues including: 82 financial aid, 17 residency, 27 payment/enrollment debt, and 7 instructional grievance process)

A number of concerns resulted from changes in financial aid disbursements and the Maricopa Student Refund Program, a partnership with Citi Financial to disburse refunds to students via direct deposit or Visa debit card. Financial aid disbursements were held until student participation in class could be verified, usually in the second week of classes. Both process changes were brand new in fall 2010 and prompted many student calls. The ombuds office also received a high volume of calls in response to residency issues in response to HB2008 and Prop 300 compliance.

All concerns are treated as allegations made and are examined in order to establish whether the claim is substantiated or not. The information provided here by MCCC and Global Compliance is provided for the purpose of trend reporting. While the categories between both reporting agencies are similar, they are not exact and may reflect different concerns. The general categories listed were established for the purpose of organizing the above information. The reporting reflects the number of individuals that have submitted concerns during the reporting period but does not reflect whether the incidents were substantiated or unsubstantiated.

The Manager of the Office of Public Stewardship also attended the Annual International Ombuds Association (IOA) Conference, April 3-6, 2011.

Training Responsibilities

The OPS provides training in several areas including:

Maricopa Governance; Governance, Stewardship and Ethics; Ombuds Services; Public Records Release; Records and Information Management; Email Standards; and Office of Public Stewardship.

Presentations may be held one-on-one or for a group.

For FY2010-2011, the following training sessions were provided:

- Academic Affairs Records Inventory, 7/13/10
- ACE Records Inventory, 7/22/10
- Social Networking and Electronic Communication Records with Jerry Kirkpatrick, Arizona State Library, Archives and Records Retention, 10/13/10
- Women's Leadership Group Ethics, Stewardship and Governance, 11/19/10
- Women's Leadership Group Board Debrief, 12/3/10
- Maricopa Small Business Development Center Conflict of Interest Training with Maggie McConnell and Mike McIntier, 1/19/11
- Management, Administration and Technology Policy Group Public Stewardship and You, 3/8/11
- Scottsdale Community College Records Inventory, 4/13/11
- Phoenix College Facilities Department Stewardship Training, 5/13/11
- Student Life Director's Retreat, 6/16/11
- Public Records Management and Disclosure, 6/21/11 (class presentation for P. Kushibab)

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Web Resource List

<http://www.maricopa.edu/publicstewardship>

Maricopa Governance

<http://www.maricopa.edu/publicstewardship/indexgovernance.php>

Blue Book

<http://www.maricopa.edu/publicstewardship/resources/bb.php>

Common Pages

<http://www.maricopa.edu/publicstewardship/resources/cp.php>

Conflict of Interest

<http://www.maricopa.edu/publicstewardship/coi.php>

Legislative Compliance

<http://www.maricopa.edu/publicstewardship/resources/legcomp.php>

Tuition Waivers

<http://www.maricopa.edu/publicstewardship/resources/tw.php>

Ombuds Services

<http://www.maricopa.edu/publicstewardship/indexombuds.php>

Ombuds Trends

<http://www.maricopa.edu/publicstewardship/ombuds/ombudstrends.php>

Maricopa Concernline

<https://www.concernline.maricopa.edu/>

Records & Information Management (RIM)

<http://www.maricopa.edu/publicstewardship/indexrim.php>

Public Records Trends

<http://www.maricopa.edu/publicstewardship/pr/prtrends.php>

Public Records Handbook

<http://www.maricopa.edu/publicstewardship/pr/PRHandbook.pdf>

Retention Schedules

<http://www.maricopa.edu/publicstewardship/pr/schedule.php>



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