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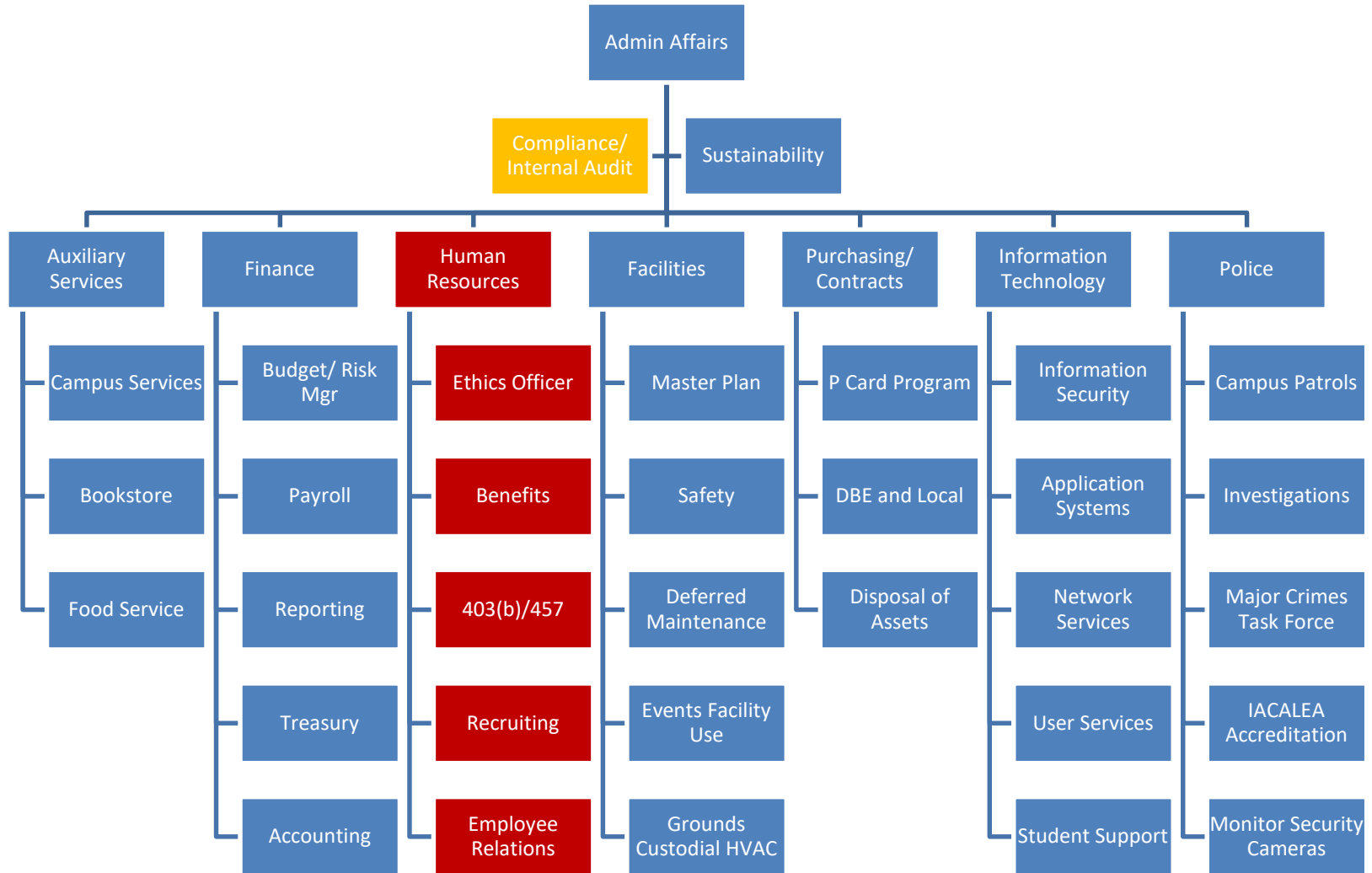
Emerging Leaders

Starved Rock Lodge
April 18, 2018

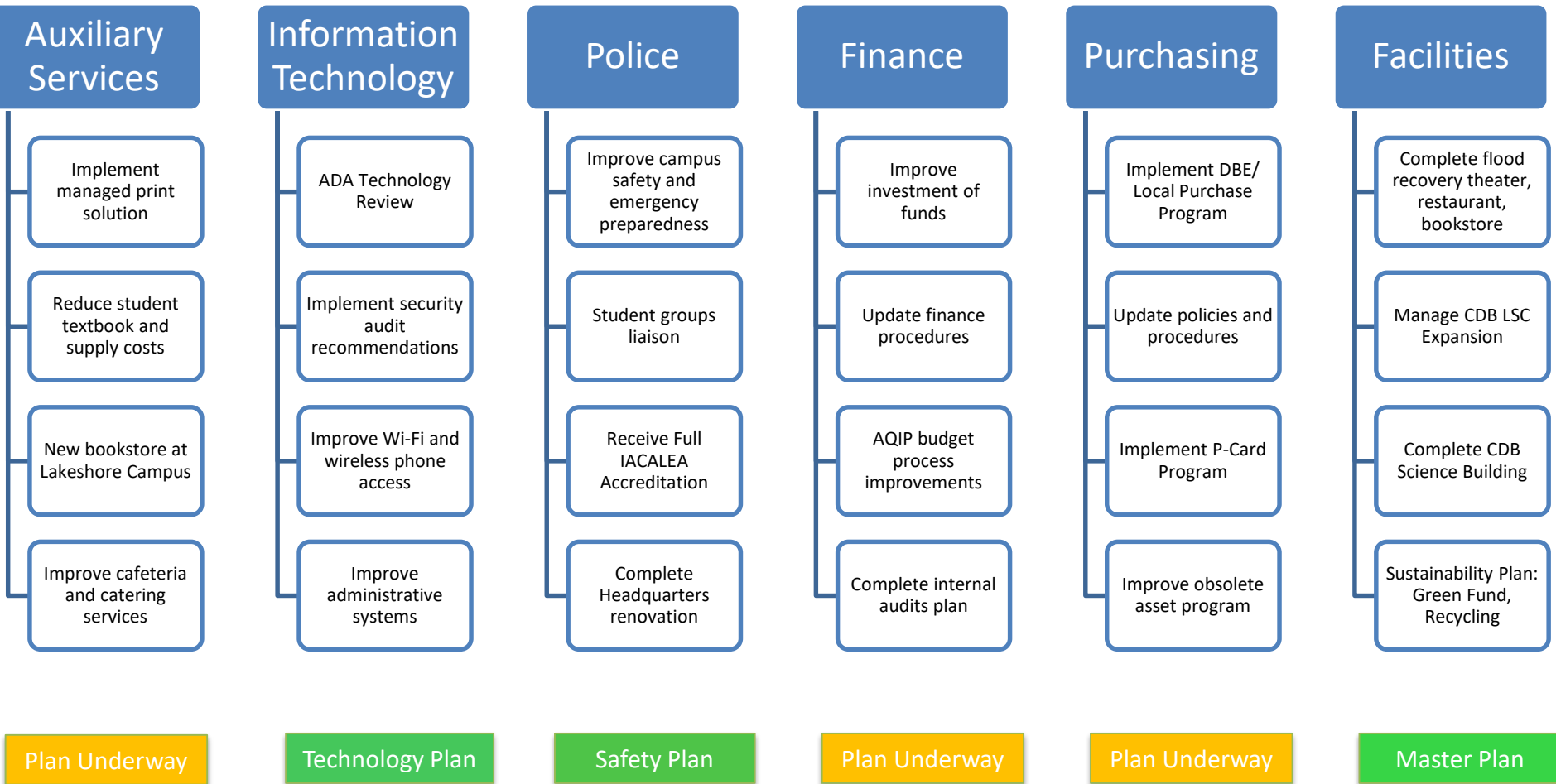
Emerging Leaders: Vice President of Administrative Affairs

1. College of Lake County's Organization Overview
2. *Auxiliary Services: Bookstore, Campus Services, Food Services*
 - a) *Key issues/work for sub functional areas*
 - b) *Metrics you track/how use info*
 - c) *How functional area interacts, collaborates, impact other areas of College*
 - d) *Current trends*
3. Key piece of leadership advice

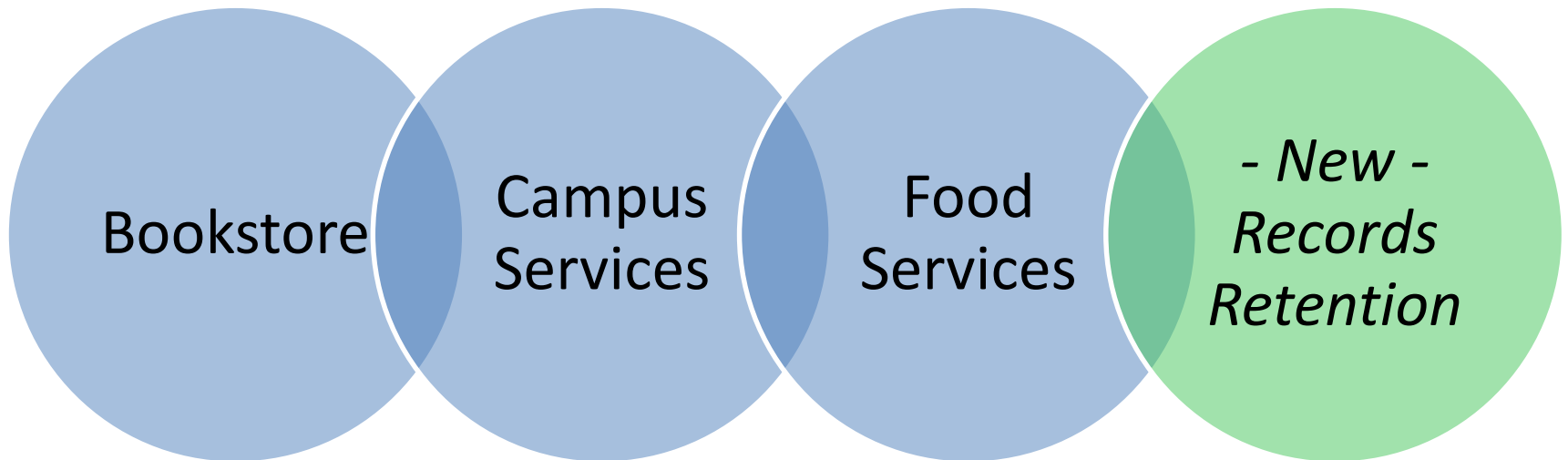
Administrative Affairs Overview



Administrative Affairs FY18 Initiatives



College of Lake County's Auxiliary Services Department



Auxiliary Services: Functional Responsibilities

Book Store

- Textbooks
- Instructional materials
- Spirit apparel
- Other Merchandise
- Services

Campus Services

- Shipping and Receiving
- Mailroom
- Copier lease
- Print shop

Food Services

- Catering
- Cafeteria
- Vending machines
- Coffee shops

Records Management

- Storage
- Archive
- Compliance documentation

Auxiliary Services: Key Issues

Book Store

- Maintain Profitability
- OER, Textbook Subscriptions
- Provide new services
- Support from internal departments

Print Services

- Cost reduction
- Sustainable products
- Paperless
- Proper receiving of goods
- Updated technology
- Adequate staffing

Food Services

- Creative offerings
- Control costs
- Improve image
- Higher commissions
- Healthy options
- Expanded hours of operation
- Affordable prices

Records Management

- Compliance with Public Records Act
- Purge unnecessary items
- Consolidate off site storage
- Training
- MIS records

Auxiliary Services: Data, metrics tracked and how use.....

- **Book Store**: Electronic Textbook Requisition System, Revenue/Expenses, Inventory Reports, Customer Surveys, Customer Counts, Sales per FTE, Inventory Turns, Bookstore Industry Averages
- **Print Services**: Revenue/expenses, Printing Usage Reports, Customer Surveys
- **Food Services**: Vending Commission Reports/Items Sales Data, Customer Surveys, Revenue/Expenses, Average Check, Customer Counts, National Pricing Surveys
- **Records Retention**: *“under construction”*, Procedure Compliance, Storage Invoices

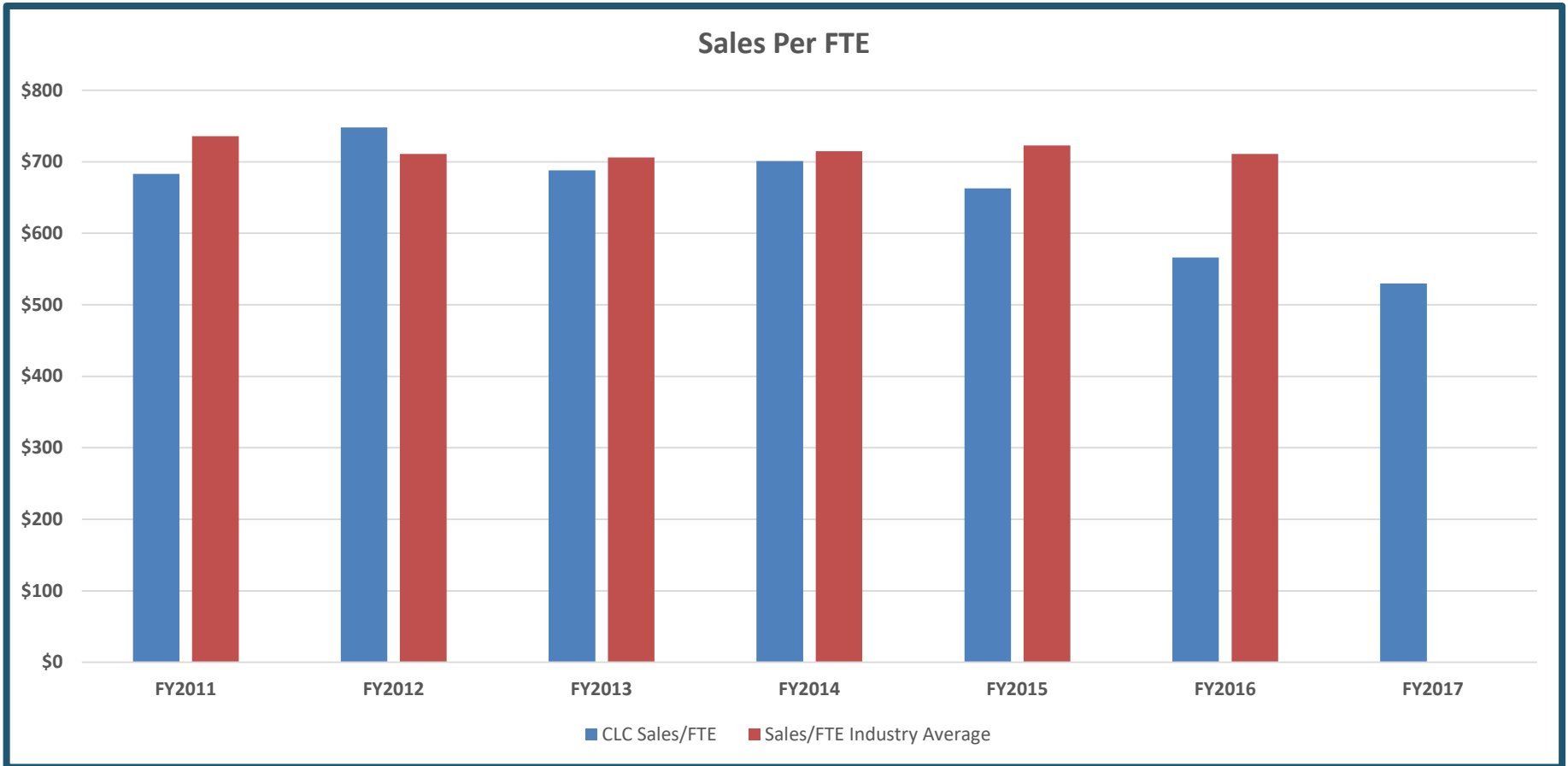
Auxiliary Services: Bookstore



Tracking Textbook Requisitions Submitted

SPRING 2018A	TOTAL SECTIONS	% RECEIVED
BUSINESS DIV.	211	98%
SOCIAL SCIENCES DIV.	325	89%
COMM. ARTS, HUM, ARTS DIV	660	85%
ENGIN., MATH, PHY, SCIENCE DIV.	380	76%
BIO & HEALTH SCI DIV.	313	96%
COUNSELING DIV.	12	67%
TOTAL % SPRING REQUISITIONS RECEIVED	1901	87%

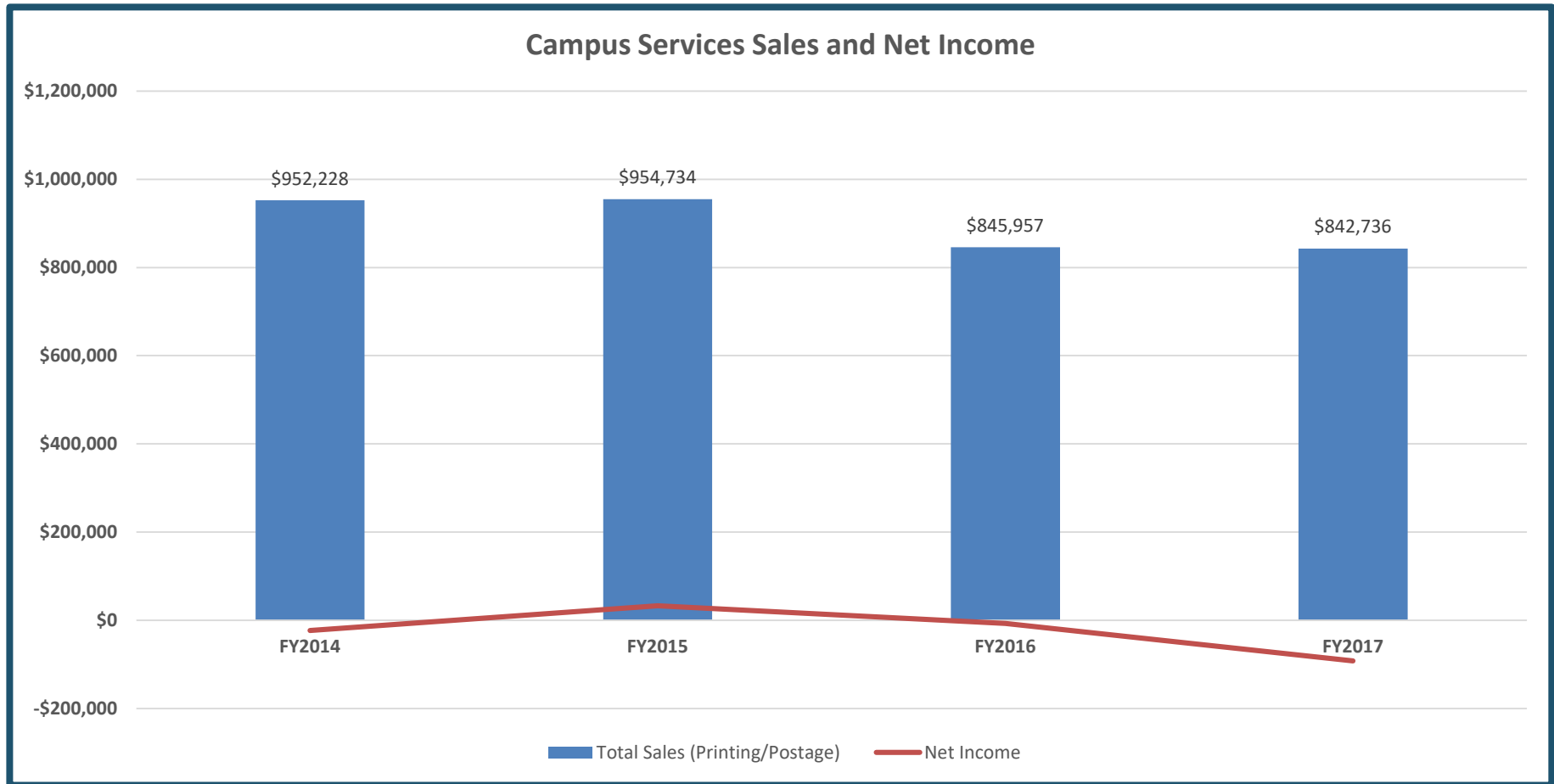
Textbook Sales Per Student FTE: *Note impact of OER program....*



Auxiliary Services: Campus Services



Campus Services: Sales/Net Income

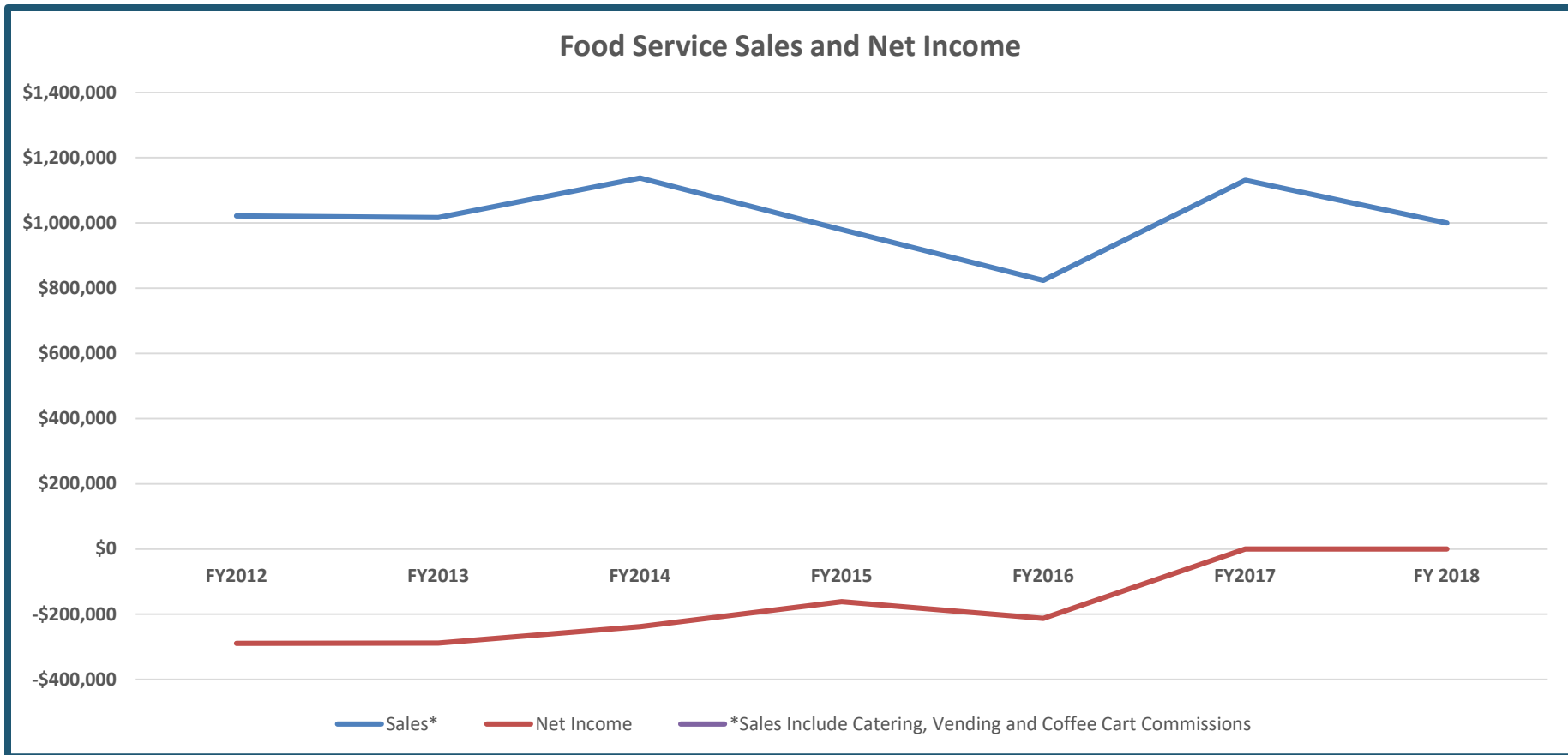


Auxiliary Services: Food Service



Food Services: Sales & Net Income

(Cafeteria, Catering, and Coffee Stand)



Auxiliary Services: How Interact, Collaborate, and Impact Other Areas

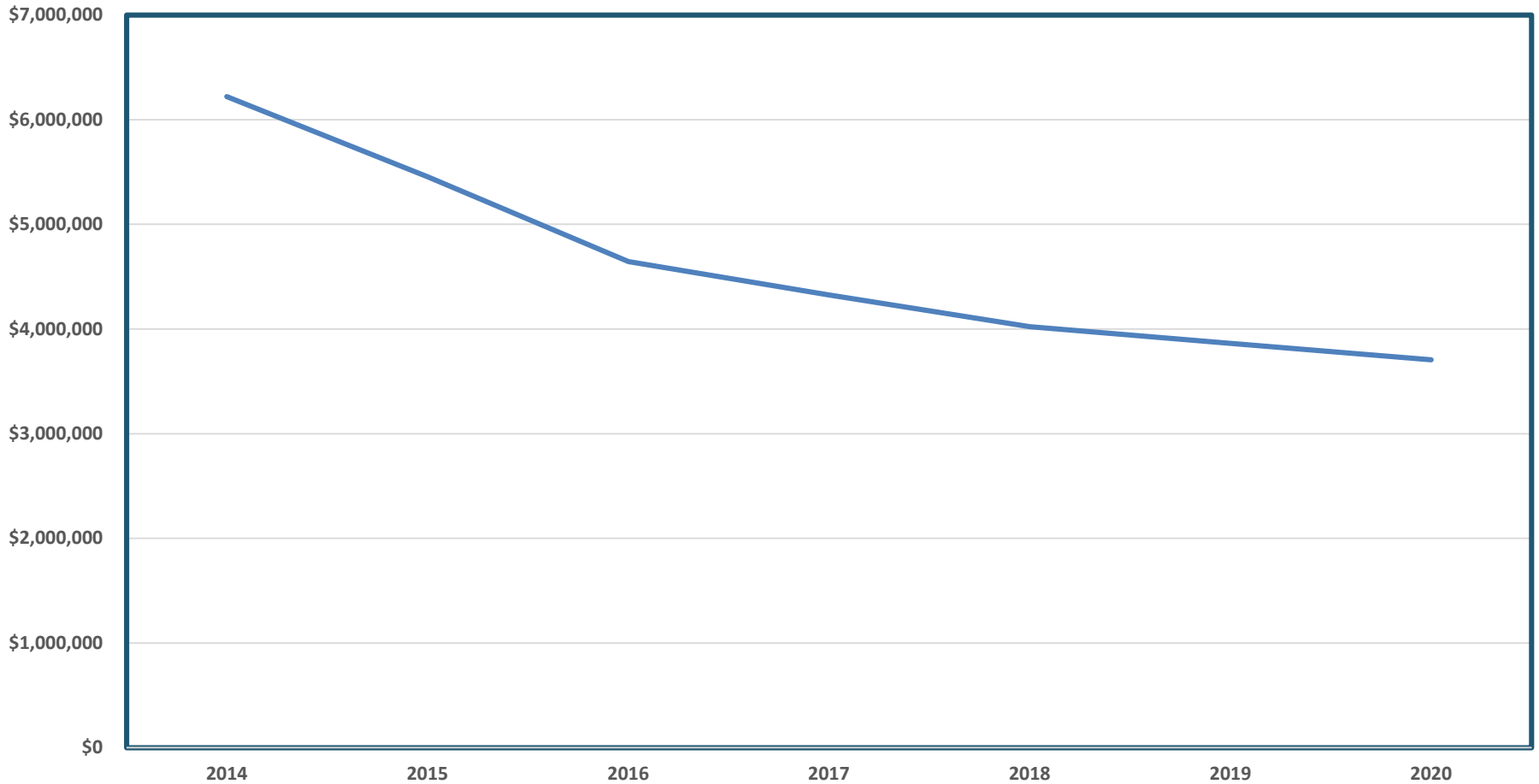
- **Book Store:**
 - Daily customer traffic and committees of faculty, staff, students, internal departments and community
- **Print Services:**
 - Daily service contact, semester communications and cross-functional committees of faculty, staff and administrators
- **Food Services: Catering, Cafeteria, Coffee, Vending**
 - Daily customer contact, use cross functional committees with students, staff, faculty and community
- **Records Retention:**
 - Survey, inventory, review and monitoring meetings with internal department liasons, administration, community (through FOIA)

Auxiliary Services: Current trends

- Book Store:
 - Declining sales due to enrollment, reduced cost of curriculum and instructional supplies, research new product and service offerings, *leverage value to organization*
- Campus Services:
 - Improve cost recovery technology, provide additional services, education on sustainable printing practices, reduce use of personal desktop printers, clarify processes for procurement to improve receiving functions and *use of new machinery/technology to gain efficiencies*
- Food Services: Catering, Cafeteria, Coffee, Vending
 - Support success by *providing healthy options, promote sustainable practices*, control costs, leverage mobile technology for cashless payments, remote ordering and delivery, and leverage vending contracts to support College programs
- Records Retention
 - *Insure full compliance* by standardized retention practices, regular review of stored records including electronic records, and reduce storage costs

Declining Bookstore Sales Trend

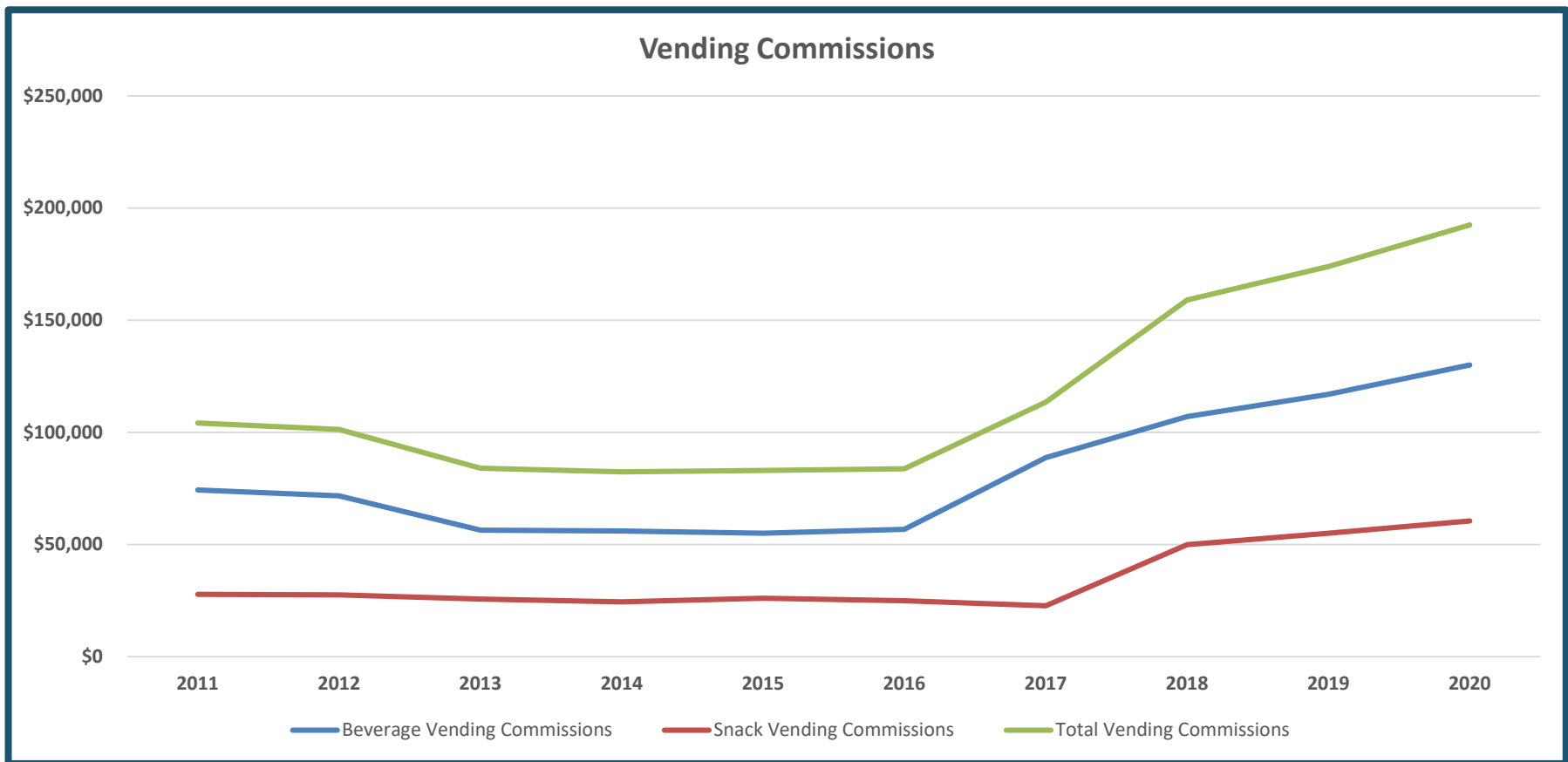
Bookstore Sales



Auxiliary Services: Food Services



Leveraging New Contracts to Increase Commissions



Leadership Advise: Importance of Work Life Balance



Leadership advice

*“Coming together is a beginning;
keeping together is progress;
working together is success.”*

Henry Ford

Questions