

SECTION 10

CAMPUS SERVICES AND FACILITIES

The campus services and facilities described below are for business and/or personal use by staff. Benefits or specific services offered to classified staff are listed where relevant.

Additional information on the complete range of campus services for *student* needs is available in a variety of sources: the Class Schedule, the Student Handbook, and the College Catalog. Any of these sources provide information that may be helpful to students if your job involves contact with them.

A. Automated Teller (ATM)/Cash Machine

An Automated Teller Machine (ATM) for the Glendale Area Schools Federal Credit Union is located on the lower level of the J.W. Smith Student Center, adjacent to the ASB Bookstore. The machine only accepts withdrawals, not deposits. Credit union members are not charged a fee. Other staff may use their bank cards if they are part of the networks accepted by the ATM. Staff members should check with their banks to find out the fee charged for using the ATM.

Staff members may also write checks for cash in amounts up to \$35.00, made out to "GCC Bookstore" and cash these in the Bookstore Business Office, located adjacent to the ATM.

B. Audiovisual Equipment and Resources

As part of Information Technology (IT), User Support Services, the college maintains a variety of video equipment, which may be borrowed by qualified staff members for instructional use (for example, to make a training video for a process or facility). Staff members should contact Reed Anderson for further information. A videotape collection is also available to all staff members Information Technology Operations in LB 113. The collection includes a wide variety of videos on academic disciplines, as well as classic and recent movies. Staff members may check out three videos for three days, provided they are not required for instructional use at the time of borrowing.

Students and faculty in the Media Arts division frequently make videotapes of selected campus events and speakers. Employees who have missed these events should contact the division for further information on availability of such materials.

C. Bookstore

The college bookstore, located on the lower floor of the J.W. Smith Student Center, is fully owned by the Associated Student Body (ASB) of Glendale Community College. The Bookstore stocks textbooks, art materials, computer software, office supplies, cards, clothing, gifts, and sundries. Drop-off photo development services and stamps are also available. Staff members receive free gift-wrapping and a 10% discount (whether for personal or business use) on all purchases except for books.

D. Bus (MTA) and Beeline (City of Glendale) passes and schedules

MTA bus passes may be purchased in the ASGCC Bookstore Business Office from the 25th of each month to the 10th of the successive month. Classified staff that use bus passes can receive a rebate for a portion of the cost through the Campus Police office. The Business Office also sells tokens for the Beeline, the City of Glendale's intracity shuttle system. Schedules for lines on both transportation systems are also available at the Business Office.

E. CalPERS (California Public Employees Retirement System)

This is the retirement pension fund for qualified employees. Enrollment is automatic upon hire. See the "CalPERS Information" section of this Handbook for specific information on eligibility. Deductions are made on paychecks. Consult the Payroll Department at the College for specific information on the amount of deductions and how they work with the Social Security system.

CalPERS has a number of sources for disseminating information to its members: call 1/888-225-7377, or through the website at www.calpers.ca.gov. Members also receive a newsletter, *PERSpective*, mailed to their home addresses. The CalPERS Board of Administration governs such issues including decision-making for the fund, policy, and program development. All eligible members may vote in the annual elections.

Service to members include the following: publications and forms, free seminars and workshops on retirement planning and financial security, a long-term care plan for members, their spouses, parents, and parents-in-law, a 457 Deferred Compensation Program, mortgage loan program, and updates on legal changes affecting members' interests.

F. Career Center

Located in the San Rafael building, this facility provides a variety of resources, including career testing and analysis and assistance with resume preparation. The Center also has a wide range of career resource information for employees who wish to research career alternatives or progression, strategic planning, demographics, educational level, and more. Career Center professional staff members are available by appointment to employees and/or their family members. There may be a nominal fee for some test scoring. Comparative costs for the same services outside the college are quite costly.

G. Child Development Center Laboratory School

The School, housed in the Child Development Center in the upper parking lot, provides several different programs: day-care, after-school, and pre-school programs. The Center is state-licensed and accredited by the National Academy of Early Childhood Programs. Staff receives a 17% discount on their children's tuition, and the application fee is waived. Employees who wish to enroll their children should contact the Center Director or an office staff member to receive an application form and to determine their status on the waiting list.

H. Classified Council

This is a voluntary membership organization (\$7.00 per in dues)

The Council sponsors or co-sponsors several yearly events: a Christmas Holiday Party, the Classified Picnic at the end of Spring semester, and Classified Institute Day, held at the beginning of the fall semester. The Council also hosts monthly meetings with featured guest speakers. Staff may earn Professional Growth Credits (see CSEA contract) for attendance at both the monthly meetings. The Council also sponsors scholarships for student workers. Every year, classified employees are asked to nominate worthy students for this honor.

For the names of officers for the current year or more information, staff members should contact Jenny McMahon for more information.

I. Community Service Education Classes

These classes cover a variety of professional and special interests, range from one class to ten sessions, and are taught at various sites throughout the Glendale community by working professionals or GCC instructors. Community Education Class Catalogs for are usually available at the Information Desk in the AD Building, and Glendale residents receive them in the mail. Staff should fill out a form in the back of the catalog. Staff

members may also contact Kathy Seifert for more information on enrollment procedures, or to enroll, call Ext. 7-5015 (from campus) or (818) 240-1000 ext 5015 (from off campus).

J. Computer Access: Computer Center

For employees who need access to computers for personal use, or who do not have computers at their worksites, the Computer Center, located in LB 113, has both IBM-compatible and Macintosh PCs. The facility hours are M-F 7:00 a.m. to 10:00 p.m. and Saturdays from 9:00 a.m. to 3:00 p.m. Staff members should sign-in at the front desk to use the computers.

K. Computer/network problems and needs: HELP Desk

As part of Information Technology Services (ITS), the HELP Desk provides timely customer service in the form of troubleshooting and technical support to all college personnel for on-campus computer issues and questions, including networking, email, hardware, and software. Both MAC and PC platforms are supported. HELP Desk hours are 8:00 a.m. to 3:00 p.m. Monday through Friday. Call Ext. 4357 (“HELP”) or send an email to helpdesk@glendale.edu. The HELP Desk provides phone support and also serves as an intake center to dispatch technicians to worksites when necessary.

L. Computer software and Internet server dial-up

Complete packages of Microsoft software, tutorials, and technical support are available at very low cost to employees through the Foundation for California Community Colleges (FCCC). The Foundation sponsors a Microsoft Campus Agreement for the California community colleges such as Glendale that allows employees to purchase these items for at-home use. Information on software packages and costs is available at the front counter/HELP Desk in ITS in LB 113. Information is also available at the Foundation website, www.foundationccc.org.

M. Credit Union

GCC classified employees are eligible to join the Glendale Area Schools Credit Union. The Credit Union is located at 1800 Broadview, a few blocks from campus. Business hours are M-F 9:00 a.m. to 5:00 p.m. except for Wednesdays, when the office is open until 6:00 p.m. The Credit Union’s website is www.gasfcu.org. The phone number is (818) 248-7425. To join, employees need to bring a paycheck stub and picture identification such as a driver’s license. A minimum of \$50.00 is required to open the account.

The Credit Union offers a variety of services including no-fee checking accounts with overdraft protection, immediate eligibility for a variety of loans (depending on credit worthiness) and highly competitive credit card rates with transfer balance offers.

N. CSEA, California School Employees' Association

CSEA is the statewide organization that represents the interests of classified employees at many school districts and community colleges. It is the largest union for such employees and is now an affiliate of AFL/CIO. Classified employees at Glendale Community College belong to Local Chapter 76, Region 19, Area I, Costa Y Valles field office. This office can be reached at (818) 244-1545. Membership dues are automatically deducted from paychecks. Part-time employees receive the same representation and benefits as full-time employees.

A list of on-campus CSEA chapter officers and their phone extensions is available through the campus CSEA office, located in AD 249, ext 5396 or by accessing the college website link at www.glendale.edu/csea. This web link also contains information on campus chapter meeting minutes and upcoming events. The CSEA state headquarters is in San Jose, and can be reached by phone at (800) 632-2128. This office can also refer employees to the appropriate regional office for their area. The website address for the state organization is <http://pub.csea.com/cseahome/>.

An important function of CSEA is to represent classified employees the Governance Committees. CSEA Executive Board strives to strengthen our contract language for classified employees' benefits, wages, hours of employment and working conditions. Once agreement is reached with the College Administration for proposals that amend our contract, Collective Bargaining Agreement (CBA), the new language is brought to membership for ratification. The tentative agreements are subject to ratification by membership and the Board of Trustees.

This document, popularly known as "the contract", is issued to all employees and contains procedures and policies governing the work of classified employees – both individually with supervisors and as a group in relation to the College. All employees are encouraged to familiarize themselves with this document and to contact CSEA Executive Board with any questions. Under the CBA, employees are allowed release time to attend CSEA Chapter meetings, elections, and conferences.

CSEA Executive Board provide representation and consultation to employees in the matters of grievances and disciplinary action. All

employees are entitled to have a representative present when meeting supervisors or administrators about such matters.

CSEA provides a wide variety of services to its members which includes but not limited to:

- scholarship grants for members or children of members going to school on a full-time or part-time basis,
- discounts/savings to a variety of merchants, entertainment and travel venues, and professional services,
- home loans/refinancing,
- Retiree Unit with special benefits and activities,
- legal referral services for on-the-job and personal situations.

O. Direct Deposit for paychecks

Monthly direct deposit of paychecks is available to classified employees. Contact the Payroll Department for more information on requirements, instructions, and an application form.

P. Discounted admissions, merchandise, and services

The Human Resources office has discount cards/coupons for all Southern California amusement parks.

The CSEA also publishes an annual “Member Benefits Guide” directory with a variety of savings offered to CSEA members on merchandise, entertainment, travel, gifts, professional services, and more. Members can obtain discount tickets by contacting Member Benefits department by calling 408-433-1313 or on the website www.csea.com. Employees can receive information by phone at the CSEA Special Services Department at (800) 632-2128. The CSEA web page address is: www.csea.com

Q. Duplicating

Up to twenty-five (25) copies for business or personal use may be made on the Canon machine in the Duplicating Department, located on the south side of the Sierra Nevada building. Larger quantities for department and college needs may be ordered from Duplicating by requesting a form. Contact the Department at Ext. 5319.

R. Emergency phones

Located in most parking lots on campus (Lots A, B, F, G & H) as well as between the San Fernando and Sierra Nevada (Gym) buildings, these connect directly to Campus Police. Staff members should familiarize

themselves with their locations by consulting the campus map in the college Schedule of Classes.

S. Email and passwords

New employees are automatically assigned an email address. Contact the HELP Desk at Ext. 4357 for problems accessing email, or to change or remember their passwords.

To find the email address for a GCC employee, consult the Telephone and e-mail Address Directory, or go the college webpage and click on the GCC Directory link.

The college web page also has a list of email lists for specific audiences and purposes throughout the college (i.e. “Personal” for listing items for sale, requests, etc.) Employees are encouraged to familiarize themselves with this list, and may access it through the web page by going to the “Faculty and Staff” and then “Private Internal” links. Email archives are also maintained at this link.

T. Employee Benefits

Please refer to the Health and Welfare section of this Employee Handbook for more specifics on District-sponsored employee benefits. Staff members should also contact Employee Benefits at Ext. 5139 for specifics on eligibility, costs, provider directories, and plan options among several types of insurance available through the District, including healthcare, life, vision, dental, and worker’s compensation. Most providers all have websites for more information, accessible through the District webpage, www.glendale.edu, by clicking on “Faculty and Staff” and “Internet (Outside)” links. The District also offers an insurance premium benefit and retirement program to qualified retirees. See the Retiring Employees section of this Handbook for more information.

U. Facilities Management

The Facilities Management Department handles requests for building and worksite maintenance, repair, and set-ups of equipment and seating for special events. Call the Department Secretary at Ext. 5555 for more information on the process and to obtain a request form.

V. **Fitness Lab**

A fully equipped Fitness Lab, located in VG 108, is available for use by all Glendale College employees without cost. The Lab matches up with the best health clubs and includes "state-of -the -art" equipment for all employee needs, including computerized treadmills, stair-climbers, exercise bikes and low impact cross-trainers, as well as isolated body part machines and a flexibility and stretch area. Instructors are always on hand to assist in learning how to operate the equipment or to help develop an exercise program.

Employees can Ext. 5845 any time the lab is open to reserve a spot on a machine. Open lab hours are: MWF 7:00 a.m. to 1:00 p.m. and T and Th from 7:00 a.m. to 2:00 p.m., as well as 5:00 p.m. to 10:00 p.m. Monday through Thursday evenings. On Saturdays, the Lab is open from 8:00 a.m. to 1:00 p.m. If employees prefer to exercise during "employee only" hours without students present, they may come in MWF from 3:30 p.m. to 5:00 p.m. A limited number of lockers are available in the Fitness Lab. The Women's Gym also has a limited number of lockers for use with authorized GCC locks during the semester. Call Ext. 5647 for more information.

W. **Food Services: Breakfast, Lunch, Snacks and Catering Services**

Food Service is available upstairs and downstairs in the Sierra Madre Building. The campus **Cafeteria and Grill** is located upstairs and serves Breakfast (7:00am – 10:30am), Lunch (11:00am – 2:30pm) as well as snacks, assorted beverages and "Grab & Go" items. The Staff/Faculty Lounge is located adjacent to the Cafeteria's main dining room upstairs.

Downstairs in the Sierra Madre Building is the Food Court that offers several food venues. **Emma's Soup & Sandwich Deli (11:00am-8:30pm)** offers sandwiches and salads made to order, pizza, and the "Soup of the Day", along with assorted beverages and chips. **The Mediterranean Bar (11:00am – 7:30pm)**, offers Mediterranean food. **Casa Ortega (11:00am-7:00pm)** offers a variety of Mexican dishes. **C.J's Convenience Store (7:00am-8:30pm)** provides pre-made "Grab & Go" food options, as well as a wide selection of beverages and miscellaneous items.

Milky Way Café (8:30am – 3:00pm) is located in the Cimmarusti Science Building on the ground floor and offers a selection of made to order sandwiches, tacos, hot dogs and salads as well as ready made "grab and go" snacks and assorted beverages.

Catering Services are available for campus meetings and events with advanced notice. Any staff/faculty members or interested parties should

contact the Food Services Department, Ext. 5600 or 5666 to request services or further information.

Culinary Arts

On many Wednesdays from 12:00 – 1:00pm during the Spring and the Fall Semesters themed lunches, produced by the Culinary Arts students and instructional staff, are offered in the Los Robles Dining Room, located in the Los Robles Culinary Arts Building. E-mails are sent out the week prior to the lunch and reservations are required. The donation for the lunch varies. To make reservations, contact the Department Administrative Assistant, Ext. 3210.

The Culinary Arts Department also provides on-campus catering for meetings and special events. Interested parties should contact the Department Administrative Assistant for further information. Culinary Arts Department catering is dependent on demand from other departments and co-ordination with the instructional schedule within the department.

X. Foundation Office

The Foundation Office of the college, located in AD 149, is dedicated to generating public awareness and support of the needs of the College and its objectives. Employees have been and continue to be contributors to the college's goals through several options.

A payroll deduction contribution plan in a desired amount is available on a monthly, quarterly, or annual basis. Credit cards and checks are also accepted for this plan.

The Endowment Program offers long-term support for specific programs and facilities at the college. A list of funds is available through the Foundation Office. Employees may contribute to any of these funds, and a match is available with a contribution of \$1250. New funds may also be established for \$2500, and the Foundation will assist first-time donors to these funds by providing \$1250 of the required amount.

Other possible donation options include the Cimmarusti Science Center Fund, the Student Conference Fund, the Innovative Project Fund, deferred gifts such as bequests, life estate programs and charitable remainder trusts, and gifts of appreciated stocks.

Employees may call the Foundation Office at Ext. 5199 for information on any of these philanthropic options.

Y. Governance Office

The Governance Office, located in AD 249 at Ext. 5393, is responsible for the compiling and distribution of information to and from the various shared governance committees on campus. “The Blue List” is a campus document that lists all governance committees, along with their members and meeting times. It is available from either the Governance Office or on the campus website by accessing “About GCC” and “Governance”, sequentially.

The College, like all community colleges in California, operates under a “shared governance” structure, which includes representation from all groups on the campus -- administration, classified staff, faculty, and students – who are involved in the process of making policy and organizational decisions.

CSEA committee members are appointed to serve on governance committees by the CSEA Executive. Classified employees who are interested in serving should contact the 2nd Vice President of CSEA or the governance office.

Z. Health Center

The GCC Health Center is located on the first floor of the San Rafael Building. The Health Center is open Monday-Thursday 8am- 10pm and Friday 8am-4pm (Fall and Spring). Employees should contact the Health Center at Ext 7000 for any medical emergency involving staff or students. The GCC Health Center provides employees with blood pressure checks, Dietary Intern appointments; District required Tb testing, referrals through the Employee Assistance Program and during the Fall semester, low cost flu shots.

AA. ID Cards

A staff ID card is not necessary to work or show on campus except at the Fitness Center and some of the computer and/or language labs. However, there may be outside agencies, organizations, or promotional offers where the card may be useful. Staff members who want an ID card should contact Admissions and Records to make arrangements to have their photo taken. Times and locations may vary during the semester.

BB. Language and Computer Labs

The on-campus labs offer a wealth of resources in graphic and word-processing software, as well as computer tutorials in various discipline areas including languages, music, math, physics, psychology, accounting/economics, statistics, computer science, and more. Employees should refer to the Class Schedule for more information on specific software available and individual lab hours. All labs are generally open to employees as long as students do not need workstations and software. Employees should check with each lab site and its staff members for specific use requirements in that lab.

CC. Learning Center

The Learning Center, located in AD 232, includes the Computer Assisted Learning (CAI) Lab, the Writing Center, and Tutoring Services. The facility offers help in building or improving skills in subjects throughout the academic curriculum and in study skill techniques. Tutorial videos, videos for telecourses, and audiotapes on a variety of subjects are available for borrowing or on-site use, as well as materials placed there by faculty for class assignments. Student tutors are available at no cost to a staff member who is enrolled in a GCC course. Tutors acting as independent agents provide private tutoring for non-GCC students. Staff members should contact Betty Myers at Ext. 5330 for specific information on how to use resources in the Center.

DD. Library

The Library is located in the center of campus. Facility hours are 8:00 a.m. to 9:00 p.m. Monday through Friday, and 10:00 a.m. to 2:00 p.m. on Saturdays. Services are also available remotely 24 hours a day, 7 days a week, on the Library's website at www.glendale.edu/library. Librarians or the website have information on how to use the on-line catalog collection and on-line databases, and tips on researching particular topics. Staff can borrow library materials for one semester without paying fines or fees. The library faculty also teaches information competency courses and workshops every semester. Staff members should consult the GCC class schedule or look for flyers in the library for enrollment information.

EE. Lost and Found

This service is housed in the GCC Police station. Items are kept there for 90 days. If not claimed, they are sold at the end of the semester. The proceeds from the sale benefit the Associated Students of Glendale Community College.

FF. Mail Room and Mail Routing

The Mail Room is located on the lower floor of the AD building, across from Admissions and Records. Human Resources maintain worksite addresses for all employees; however, if mail emanating from other sources is being misdirected to employees at the wrong worksite, employees should contact that sender directly to correct mail routing.

GG. Parking

This office, located in the Campus Police Office, administers all parking concerns on campus. Space assignments are made based upon seniority and any disabilities. Parking permits are mailed out before the beginning of each semester and must be correctly displayed in vehicles to avoid ticketing. Staff should direct any requests for location reassignment, temporary evening parking, and guest parking and ticket dismissal for citations to the Parking division of GCC Police. See the separate section in this Handbook for parking procedures and rules, or call Ext. 5925 for more information.

HH. Police Department

The GCC Police Station is located in the first floor of the Sierra Madre Building between the Bookstore and the Food service area. The department's staff consists of sworn POST-certified police officers and cadets who are enrolled in GCC's Administrative Justice Program. The GCC Police function with full state authority over criminal actions on campus and are also responsible for enforcing all Federal, State, and Local ordinances. In general, they maintain active communication with staff, administration, and students to keep the campus environment as safe as possible.

In case of an emergency, employees are advised to contact the GCC Police first at Ext. 4000. The GCC Police has a faster response time than calling 9-911, and they are able to coordinate with and give access to outside emergency responders. All non-emergency calls should be made to Ext. 5925.

Other functions and services of the GCC Police include: parking administration (see section above), compiling campus crime statistics (available on the campus web page); compiling and revising GCC's Emergency Procedures, available at most worksites; and providing staff with evening escorts, battery jumps, and lock-out access to non-electric car doors.

II. Recycling

The college's recycling program is currently aimed at recouping 20% of waste. Currently there are three components: white paper recycling, cardboard, and other disposables. Student workers collect white paper from the blue wastebaskets at employee worksites throughout campus. Facilities maintenance staff and a contracted disposal company collect cardboard and other recyclables such as cans from campus sites and dumpsters. Employees who wish to donate their recyclables can drop them off in the dumpsters, or Facilities Management for appropriate site pick-up.

JJ. Swap Meet

This large outdoor event, in the college's upper parking lot, is held every 3rd Sunday of the month from 8:00 a.m. to 3:00 p.m. There is no admission cost. Dealer/seller space is \$35.00 pre-registered, \$45.00 day of event. No state seller's permit is necessary for "occasional sellers" who typically include individuals who have cleared out their closets and garage of their own used items and sell only those items. Employees are welcome to attend as either buyers or sellers. Contact the Swap Meet office at Ext. 5805 or the website at www.glendale.edu/cse for more information and/or rental rates for college employees.

KK. Telephone/PBX Switchboard/FAX

The Division Chairperson and Secretary assign new telephone extensions. Instructions on how to use the campus voicemail system are in the front of the Telephone and Email Address Directory, which is distributed and updated each year. Employees can also dial "0" to reach the Campus Operator for further assistance. Calls from outside campus will ring with a short double ring; calls from campus will ring with one ring. To place a long-distance call, contact the campus operator first. Contact your supervisor for information on specific phone use policies and limitations at your worksite. If your worksite does not have a dedicated FAX machine, the main campus FAX is located in AD 117. FAX forms are available there.

LL. Translation Services

Various members of college staff are available on a volunteer basis and subject to availability to provide translation services for various college offices' needs. Refer to the front of the Telephone and email Address Directory for a list of where to contact these employees directly.

MM. Vending Machines

These are located throughout the campus at most major buildings. Contact the ASGCC Bookstore Business Office for refund requests or complaints.

NN. Volunteer and Service Learning Center

Located on the second floor of the Sierra Madre building, this facility serves as an information resource and volunteer placement center to students, faculty, and employees. Employees are encouraged to use the facility to explore volunteer service opportunities for the purposes of exploring career options and/or for personal satisfaction in fulfillment of civic participation and social responsibility. Available resources include a database of over 200 local non-profit agencies where service with service opportunities. For more information and operating hours, employees can call Ext. 5789 or 5790.

OO. Website

The college website address is www.glendale.edu, and contains links to information and departments on-campus, as well as to organizations and data sources off campus that are of relevance to community college faculty and staff. Staff may also create personal web pages. The site has a Sitemap and a “Staff and Faculty” link with helpful information to various on-campus and off-campus links, and employees are encouraged to explore the site.

The website is created and maintained by staff within the ITS Department of the college. Call the HELP Desk for questions about navigating the site, adding or updating information, content, or accessing links that may require password access.

PP. Writing Center

The Writing Center, located in AD 226, is part of the Learning Center. It offers a variety of resources for assisting with grammar and composition issues: handouts, computer tutorials, grammar books, and links to Internet websites on writing issues. Staff members are welcome to come in and use these resources for business or personal purposes. The Writing Center staff members will also assist staff members by appointment.