Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Administrative Services - Business Office Support

2022 - 2026

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
Successes:
1. The Business Office Support unit was able to immediately transition from working on campus to working remotely for 2.5 years due to COVID-19.
Challenges:
1. One of the major challenges facing the unit is the communication on changes to policy, procedures and forms from the District Office.
2. Meeting the District's deadlines is also a challenge when the campus' departments submit their hiring paperwork late and expect to have their hires start work right away.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
N/A

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
N/A

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
With additional funding being requested by the campus, there is an increase in hiring of NANCE, adjuncts, contract classified, faculty, supervisors and managers. This puts a greater workload on the unit.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
N/A

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
N/A

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
N/A

What other factors (internal or external) might also impact the above data trends and equity gaps?
N/A

Summary and Reflection

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.
No

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.
No

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.
No

YEAR 3 Updates (2024 - 2025)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.
No

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.
No

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.
No

YEAR 4 Updates (2025 - 2026)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Campus Trainings

Unit Goal: Outreach to the campus, via zoom or in person meetings, on various topics related to employment, payroll and related topics.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Goal 1 Action List 1. Setup meetings every semester with campus departments to dialogue and answer questions regarding employment, payroll and other related topics. 2. Conduct survey(s) to departments to focus on topics that are most important to the campus. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	

Website Updates

Unit Goal: Improve Business Office Support website with updated forms, hiring procedures, job aids and other related material.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active	

Action Plans	Action Plan Update
Action Plan: Goal 2 Action List: 1. As our office is informed of changes, update the website with the latest information. 2. Conduct survey(s) to gather information on what the campus needs most on the website. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	

Communication

Unit Goal: Transparency in communication with district
Goal Status: Active
Beginning Year: 2024 - 2025
Projected Completion Year: 2026 - 2027

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 3:** Build a culture of communication that is evidence based, race conscious, institutionally focused, systemically aware, and equity advancing (**X**)
- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** More meetings with district to clarify new and existing policy **Action Plan Cycle:** 2024 - 2025	

Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Administrative Services - Business Services

2022 - 2026

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
Business Services was successful by being able to provide full service to campus while working remotely during the COVID pandemic (2.5-3 years).
The department is effectively providing more 1 on 1 or group trainings on Business Services and Purchasing procedures. This helps the campus better prepare for upcoming purchases and better manage their budgets.
Dedicated email accounts have been created for travel and reimbursement requests. Having the separate email accounts have provided better organization for the department staff, and allow the department to focus on and process requests more efficiently.
Below are the challenges the department faces:
-Understaffed for the past 8 years. Department is in need of a supervisor/manger and an additional Administrative Technician in order to continue to provide effective and superior customer service.
-Mesa has acquired additional (more funds/grants), and with limited staffing able to manage. Grants are more complex due to regulations and additional reporting
-Challenged by District's continuous lack of communication when it comes to policy and procedure changes and enforcement.
-District is delegating more tasks to the campuses that they once managed.
-With new procedures in place there is push back from campus to follow process.
-People Soft continuously glitchy, reports are not accurate, and has created more manual work

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
N/A

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
N/A

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
Trend 1: There is an increase of outreach to and from the department for training, providing updates on policy and procedure, assistance with managing additional funding, and accessing People Soft. The department continuously receives requests to provide one on one trainings for new and current employees. Also, the department has been asked to participate on more committees and attend more meetings to provide guidance on budget and policy and procedure. On an average employee spends up to 3-5 hours a month providing one on one trainings. Employees spend in the fall semester average 4 hours a month and in spring 8 hours a month on various committees to provide fiscal guidance. In order to provide departmental information the Business Services webpage has been updated with current forms and information sheets regarding requisition and travel process. This alings with AUO 3 (provide on-ling business information access to the college). The additional outreach, participation and trainings aligns with AUO 2 (improve open door policy to increase customer service) but can be challenging due to the staff shortage.

Trend 2: Every year District Finance and Business Services has delegated more tasks to the campus. This includes additional paperwork, data input into People Soft, and monitoring of funds. This increases the workload for the department staff and director and takes time away from completing existing tasks. These additions also increase the workload of the entire campus since the District requires more paperwork from those requesting purchase orders, travel, and payment for student aid.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
N/A

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
N/A

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
Currently the department works overtime during peek seasons to complete the normal and additional workload given by the District and the campus demands.

What other factors (internal or external) might also impact the above data trends and equity gaps?
-additional grant funding increases the workload due to managing, monitoring, processing expenses of funds.
-there continues to be more faculty and staff hired at Mesa, therefore the department is requested to provide more training and support to new employees
-the department has been short staffed for the past 7 years. Due to the shortage staff the workload is increased for each employee

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

<u>YEAR 2 Updates (2023 - 2024)</u>
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.
Business Services is still understaffed but continues to provide support to the campus with one NANC and one Work Study employee that were temporarily added to the team. The department is providing regular campus trainings related to purchasing and travel. The trainings had high attendance, and attendees have provided feedback on what they learned and additional information they need.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.
No updates.

Review Outcomes Report. Review the unit’s outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.
No updates.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.
The department continues to work overtime during peak season even with the additional part time employees.

Summary and Reflection

YEAR 3 Updates (2024 - 2025)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Hiring

Unit Goal: Hire/add position an administrative technician and Business Office Support Supervisor
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Goal 1 Action Plan List 1.Continue to apply for additional position via CHP; 2. Continue to strategize with team on how to manage workload **Action Plan Cycle:** 2022 - 2023	**Submission Date**: 11/30/2023 **Action Plan Update**: The department's request for an Administrative Technician and Business Services Supervisor were not approved via CHP. Administration also explained that currently there is not enough funding in the budget to support these positions, and many not be available in the future. The department is now down to 2 fulltime employees, and the director to support the campus. The department will continue to request these positions through CHP, continue to work overtime as needed to complete workload, and seek temporary assistance from other staff members when available. **Update Year**: 2023 - 2024 **Action Plan Progress**: Barriers Encountered

Campus Training

Unit Goal: Provide more training re policy, procedure and budget.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active	**Submission Date**: 11/30/2023

Action Plans	Action Plan Update
Action Plan: Goal 2 Action Plan List 1. Send out survey to ask campus what areas they need training on; 2. Coordinate with NFI and NCI to provide trainings on Business Services policy and procedure for new hires; 3. Coordinate with departments at the beginning of each semester to reach out to provide trainings at school or department meetings **Action Plan Cycle:** 2022 - 2023	**Action Plan Update**: Business Services has coordinated with DIstrict Purchasing to have a training for the campus regarding SDCCD's policy and procedures for purchasing and budget. We will continue to work with District and other departments to provide training for the campus. The department has started to do several trainings/workshops on Purchasing and Travel processes throughout the semester. These are separate from any collaboration with District. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track

Business Services website

Unit Goal: Improve Business Services website
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2023 - 2024

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Goal 3 Action Plan List: 1. send out survey to ask what is needed on website 2. send out ongoing notifications of when website is updated **Action Plan Cycle:** 2022 - 2023	**Submission Date**: 12/03/2024 **Action Plan Update**: The Business Services website has been updated with Purchasing and Travel processes, required documents/forms, and training information. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track

Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Administrative Services - College Events and Operations

2022 - 2026

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
Success:

2022-23 Event Planning Calendar

The Events & Operations team has implemented an online event planning process, beginning with Spring 2023. This new online format replaces a hard copy process in which department/program representatives had to physically visit the President's Office in order to view/add to the event calendar for the year. The online format now improves accessibility, campuswide, and gives requestors the opportunity to view calendar updates live, in consideration of major events that they are planning for the year. This format also improves communication between the President's Office, the Events & Operations team, and the campus as a whole, as it provides an at-a-glance view of the entire year to allow for scheduling conflicts to be addressed early, and equitable opportunities for use of space and resources. Transparency is increased, allowing the campus to see how spaces and resources are being used to support student engagement, success, and retention.

Departmental Re-Org

Events & Operations has added a new position of Administrative Technician, reporting to the Director of College Facilities and Operations. This change allows the Director to have a greater focus on operations, construction-related projects, safety and emergency planning, and long-term facilities planning. The Administrative Technician supports both internal and external events, coordinates day-to-day operations with Facilities, and has begun working to increase and document revenue generated from Civic Center rentals on campus. The has also allowed an opportunity to begin to streamline processes for events, site improvements, and other areas in Operations.

Admin. Services/Facilities Communication/System Building

The Events & Operations team has worked closely with Facilities Services, a District function, to improve communication and processes for coordinated efforts between the two teams. Through these efforts, Mesa College has benefited from faster response times, increased efficiency, and collaboration.

Facilities/Affinity Space Request Process

Events and Operations is engaging in a collaborative effort with the campus community, particularly Administrative Services, to identify and renovate areas for approved campus-wide facilities and requests for affinity spaces.

Challenges:

Staffing Levels
There has been a decrease in personnel on our Shipping and Receiving team due to retirement. An increase in campus events related to campuswide efforts to enroll, engage, and retain students has also created a higher demad for resource setup for events. Event setup requests pull custodians from their regular duty, including cleaning and maintaining the campus, leading to the need for personnel dedicated to setting up for campuswide events.

Technology Planning
The large-scale computer rotation project has highlighted the need for comprehensive technology planning and project execution. The division of authority and labor between district and campus employees will need to be addressed.

Summary and Reflection

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
N/A

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
Departmental Re-Org
The addition of an Administrative Technician in Events & Operations has allowed an opportunity to begin to streamline processes for events, site improvements, and other areas in Operations. This change allows the Director to have a greater focus on operations, construction-related projects, safety and emergency planning, and long-term facilities planning.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
Increased Events
Post-pandemic, there have been an increasing number of events on campus. Though there has been some staffing augmentation, the increase of events is reaching an unsustainable level. Concerns include staff for event set up, AV, and availability of event space.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
N/A

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
N/A

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
N/A

What other factors (internal or external) might also impact the above data trends and equity gaps?
N/A

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

<u>YEAR 2 Updates (2023 - 2024)</u>

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.

<u>YEAR 3 Updates (2024 - 2025)</u>

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.

The Events & Operations team has continued with the online event planning process to continue to improve accessibility, campuswide, and give requestors the opportunity to view calendar updates live, in consideration of major events that they are planning for the year. While the addition of the Administrative Technician has provided some relief to the department, it has been a challenge to accommodate all events, due to limited event space and the rising number of events. The team is also working to ensure that events are entered on time by the campus, to ensure that spaces and resources are secured.

An event space has been added in the former art gallery, in D-101. The room has been used since spring 2024 and is scheduled to be outfitted with an upgraded A/V system in spring 2025.

Civic Center Rental annual revenue has tripled since FY 2022-23

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.

The number and frequency of events has continued to increase. While there have been staffing shortages within the College Technology and Facilities teams, new staff members have been hired in the past year.

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.

<u>YEAR 4 Updates (2025 - 2026)</u>

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Culture Assessment and Implementation

Unit Goal: Culture Assessment and Implementation: In agreement with Administrative Services, Events and Operations will contribute to the advancement of activities, spaces, and programs that foster a sense of inclusivity, with a particular emphasis on promoting equity and addressing the needs of historically marginalized groups.
Goal Status: Active
Beginning Year: 2023 - 2024
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (**X**)
- **Community - Objective 2:** Develop activities, spaces, and programs that support a sense of belonging with a focus on antiracism, historically minoritized groups, and inclusion. (**X**)
- **Community - Objective 3:** Build a culture of communication that is evidence based, race conscious, institutionally focused, systemically aware, and equity advancing (**X**)
- **Community - Objective 4:** Remove barriers to equitable participation by developing, incentivizing and creating structures for all employees to engage in and design professional learning (**X**)
- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (**X**)
- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (**X**)
- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (**X**)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (**X**)
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (**X**)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (**X**)
- **Pathways and Partnerships - Objective 2:** Expand partnerships with K-12 institutions to enhance program offerings and increase access for minoritized students. (**X**)
- **Pathways and Partnerships - Objective 4:** Expand intersegmental pathways to create a seamless transition between Mesa and k-12, non-credit, Universities, and careers (**X**)
- **Pathways and Partnerships - Objective 5:** Develop and implement technologies, including website redesign, that will make pathways information available to students so that they can effectively utilize this information in their educational and career planning (**X**)
- **Scholarship - Objective 1:** Expand and prioritize professional learning experiences for all employees that create parity in outcomes across racial/ethnic groups and all disproportionately impacted groups (**X**)

- **Scholarship - Objective 2:** Evaluate and improve Diversity, Equity, and Inclusion practice in classroom environments, campus activities, departments, schools, and administrative units (**X**)
- **Scholarship - Objective 3:** Assess impact of prerequisites and corequisites on student success and revise curriculum, as needed (**X**)
- **Scholarship - Objective 4:** Expand the use of innovative and high-quality teaching, learning, and support practices that achieve equitable outcomes and increase student success (**X**)
- **Scholarship - Objective 5:** Reduce costs associated with instructional materials to support the elimination of equity gaps (**X**)
- **Stewardship - Objective 1:** In collaboration with students, develop a climate action plan aligned with state and city goals that includes a timeline to reduce Mesa College's carbon footprint, focuses on climate literacy and student action, and mitigates Mesa's impact on climate change (**X**)
- **Stewardship - Objective 2:** Support processes and initiatives that prioritize environmental sustainability and reduce Mesa College's impact on climate change (**X**)
- **Stewardship - Objective 3:** Increase student access and schedule efficiency by coordinating schedules among departments/disciplines (**X**)
- **Stewardship - Objective 4:** Establish a college-wide practice and schedule that addresses routine maintenance and renewal of equipment, facilities and technology to ensure access to adequate resources and better serve students (**X**)
- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (**X**)
- **Stewardship - Objective 6:** Develop a proactive hiring plan that includes a review of advertising, screening, and interviewing with a goal of establishing a diverse and competent workforce that is reflective of the student population and the local community (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Develop Goals for Events and Operations to continue to improve efficiency and streamline processes. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025	

Increase Access to Funding

Unit Goal: Make recommendations to eliminate barriers to year-end funding through the BARC process. Revamp the process timeline and award guidelines to increase access to funding to the campus community.
Goal Status: Active
Beginning Year: 2023 - 2024
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*
- **Community - Objective 4:** Remove barriers to equitable participation by developing, incentivizing and creating structures for all employees to engage

in and design professional learning (**X**)

- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (**X**)
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (**X**)
- **Pathways and Partnerships - Objective 2:** Expand partnerships with K-12 institutions to enhance program offerings and increase access for minoritized students. (**X**)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (**X**)
- **Scholarship - Objective 5:** Reduce costs associated with instructional materials to support the elimination of equity gaps (**X**)
- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Work with Admin Services and the BARC Committee to eliminate barriers to funding. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025	

Revenue Generation

Unit Goal: The objective is to implement and improve existing programs with the aim of generating unrestricted funding that can be utilized to provide support for the campus
Goal Status: Active
Beginning Year: 2023 - 2024
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (**X**)
- **Scholarship - Objective 5:** Reduce costs associated with instructional materials to support the elimination of equity gaps (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Develop an outreach program to increase Civic Center rental interest. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025	

Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Administrative Services - College Technology Services

2022 - 2026

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
Successes – Non-discretionary obligations for setups, modifications and software services were met for instructional requests. AV support for planned events and special occasions occurred on time.
Challenges - Staffing shortages hindered the completion of many discretionary projects. Academic computing and Planning/AV groups have several stalled projects that are awaiting manpower allocations; as unplanned work continues to happen, other planned projects are delayed.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
Major service changes have occurred in the areas of equipment modernization and sustained maintenance. Although these are not entirely new since the last review, some aspects such as supporting LR laptop services, AV support and accessory upgrades.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
No impact of new resources.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
Trends are observed in three areas:
1. Trouble tickets for failed equipment: a significant spike has been realized during the fall term. As of this date, 214 trouble tickets have been logged with a continuous number (approximately 20) remaining open.
2. Planned workload has significantly risen making this a busier than usual term for technical support.
3. AV events has increased moderately this term with students returning to campus.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
Although we have no accurate data for those students checking out equipment, we do realize the 'digital divide' affects citizens of all ages and backgrounds, but mostly those of lower income. Within the college environment, some students lack exposure and resources for computing applications – thus necessitating college sponsored laptop checkouts and classroom technologies.

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
Discussions are continual and mostly informal and in team meetings as to the issue of reliability and AV support. The most persisting and overwhelming comments are that of support – or the lack thereof – and the need for additional technical support.

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
The primary practice we have adopted is to make our services known and accessible to all users of our equipment.

What other factors (internal or external) might also impact the above data trends and equity gaps?
We are currently a number of man-months of work outstanding due to retirements and promotions in the group. This means we have a large quantity of work that will not be completed in a timely manner.

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.
2023-2024: no updates

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.
2023-2024: no updates

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.
2023-2024: no updates

YEAR 3 Updates (2024 - 2025)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.
Update: One AV technician and one Computer technician have been hired. At this time we will conduct re-assessment of labor needs. However, a recurring issue with non-standard start times for AV needs continues.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.
we have been averaging nearly 75 trouble calls per month (weighted) at the peak, which is about the same that we have been seeing term over term. This past season there was an urgent need from the District IT department to help students and employees with their multi-factor authentication for enterprise systems (such as Canvas, email , etc). The College Tech department had to divide human resources from normal computing/Print-mail tasks to help desk resolution. The College recognizes the importance of the assistance, but some normal college tech department tasks were delayed.

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.
n/a

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.
internal/external factors that have changed are those of outstanding work - a number of man-months of work remains outstanding, though the hiring of two technicians and one NANCE employee has alleviated some of the burden. Much of the work that has yet to be completed are in the areas of inventory management, material(s) obsolescence, Computing refresh, network topology mapping and server domain maintenance. in fact, as of this writing, server maintenance has elevated to non-discretionary status.

YEAR 4 Updates (2025 - 2026)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Summary and Reflection

Review Outcomes Report. Review the unit’s outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Technical Support for Audio Visual and Computational Systems

Unit Goal: Will provide technical support for Audio Visual and Computational systems for students, faculty and staff.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (**X**)
- **Stewardship - Objective 6:** Develop a proactive hiring plan that includes a review of advertising, screening, and interviewing with a goal of establishing a diverse and competent workforce that is reflective of the student population and the local community (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Provide immediate service and, if possible, corrective action for classroom needs. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	**Submission Date**: 11/27/2024 **Action Plan Update**: Will provide technical support for Audio Visual and Computational systems for students, faculty and staff: goals are realized for computing support as all requests for software modifications, hardware relocations, new hardware placements have occurred. Although support has been provided to AV systems and setups, the pressure to allocate human resource coverage has been challenging in some cases. We recently hired a ILT-Media production personnel and this has helped. The AV group has, in the past number of months, been more in demand due to increased employee extra-curricular dealings. Many of these support requests arrive in queue within days of the actual need, which sometimes causes service disruptions. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track
Action Plan Status: Active **Action Plan:** Coordinate root-cause fixes for chronic equipment failures. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	**Submission Date**: 11/27/2024 **Action Plan Update**: root cause for many AV failures has been traced to the failure of the Switch. The switch is integral to the I/O of classroom technology and is critical to system operation. Due to manufacturer's proprietary design and repair capability, the switch can only be corrected in their repair station and not under local means. At this time we a have a few spares in our inventory and this should suffice for the short term. With respect to computing failures, most failures related to classroom PCs have been traced to image development and lack of product testing. Field failures has decreased significantly as the result of standardized image development as well as better testing; most notable improvements have been seen in the library laptops as a one-stop image has been deployed for library personnel.

Action Plans	Action Plan Update
	Update Year: 2023 - 2024 **Action Plan Progress**: On Track

Access to Reliable Academic Computing Services and Systems

Unit Goal: The Technology Services group will ensure students, faculty and staff have access to reliable academic computing services and systems.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** 1. Ensure equipment is operational upon start of new terms. 2. Provide check-out computing to students. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	**Submission Date**: 11/27/2024 **Action Plan Update**: laptops for students have been completed for library lending: students can check out units, have them returned to the library when completed - then the library personnel are able to update the units with a self-service program that was developed by the Tech services department. Although this goal can be considered 'complete,' we want to establish more time on this new library deployment. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track

Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Administrative Services - Printing and Mail Services

2022 - 2026

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
Successes – We are meeting our print and mail obligations at this time.
Challenges - Staffing shortages creates a bottleneck during a handful of days per year, though this is alleviated by pre-planning higher than normal workload

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
A group member promoted to a position outside the department and another member has health limitations.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
No new resources.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
Increase in activity are observed in three areas:

1. Black and white jobs
2. Color jobs
3. Large format jobs

The increase has occurred after the pause in operation during the pandemic.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
Although we have no accurate data for print jobs from these demographics, we do realize that customers are from two groups – employees and students. Student requests are at a rate far less than those of employees. It should be noted that students, especially from lower incomes may have difficulty procuring their jobs due to resource limitations.

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
Discussions are continual and mostly informal and in team meetings as to the issue of customer support.

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
Remain open and accessible to phone and office calls. This is an important aspect as we offer direct, no delay of services while minimizing non-access practices like voicemail and email only services.

What other factors (internal or external) might also impact the above data trends and equity gaps?
Lack of labor during peak times has been problematic. However, we are studying level-loading strategies such as earned value performance mapping of job management.

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.

YEAR 3 Updates (2024 - 2025)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.

YEAR 4 Updates (2025 - 2026)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Reduce Printing Errors

Unit Goal: Reduce printing errors in mail services.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Determine errors associated with mail system **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	**Submission Date**: 12/04/2024 **Action Plan Update**: error reduction on track **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track

Web-Based Print System

Unit Goal: Implement web-based print system.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Stewardship - Objective 2:** Support processes and initiatives that prioritize environmental sustainability and reduce Mesa College's impact on climate change (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Determine effectiveness of print system. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	

Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Administrative Services - Student Accounting

2022 - 2026

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
One of the successes that Student Accounting Office has faced since the last comprehensive review was the batch online credit card refunds that are processed weekly. This success has sped up our online credit card refund process compared to our prior manual one-by-one refund process between two systems (PeopleSoft and Touchnet) that took each staff at least 15-30 minutes to process a single refund.

Another success was the launch of the PRONTO bus passes. In the past, students would get a sticker on their Student ID cards. Now, students can use a virtual card when they download the PRONTO app. They don't have to worry about losing their physical card and it's reloadable whenever the pass expires. Currently, students are eligible for a free HEERF semester/monthly bus pass if they apply and are eligible through Basic Needs/STAND.

Yet another success our Student Accounting department was reclassifying our Senior Account Clerk to an Accounting Technician. The type of work has changed with our new PeopleSoft Campus Solutions. It requires more analytical and technical work. Handling the ever-increasing and demanding workload of the new integrated student system requires the staff to be classified as technicians.

Despite some successes, there are some challenges that our Student Accounting Office has faced since the last comprehensive review. One of the challenges is the staffing/manpower in the office. There are currently many vacant positions. With the vacant posts, it created some Acting positions. Having acting positions between different departments have significantly impacted the office's workload. The reason is that the position is temporary and still determining how long it would last. It causes a domino effect within the District, leaving some departments with less staffing, requiring the department to hire temporary NANCE workers.

Another challenge is the credit card payment issues for parking permits online purchase as well as at our Accounting windows. At the beginning of every term, students having problems purchasing the permits online. During Covid pandemic, we didn't charge student for parking permits. Last Fall 2022, permits were required; but our credit card feature for the purchase was not functional. Our District team worked with Touchnet to fix the issue. So for Fall 2022, District used the JIRA ticket system for all the students requesting permits. Toward the end of Fall semester, the system got fixed. But in Spring 2023, students were charged more than once when they tried to purchase their permits There needed to be integration from our credit card merchant Touchnet to our student system PeopleSoft Campus Solutions. Due to the error, Touchnet was unable to automatically resolve the issue. Both the District staff and campus Student Accounting staff had to manually fix all the errors and process the refunds.

Yet another challenge that our department faces daily is the handling of our Financial Aid warrants. We need to have a better communication with Financial Aid and District Office. We need to streamline the process with District Office Accounts Payable and Financial Aid. This is to ensure a smooth operation so students can receive their warrants in a timely manner. If a business process changes, then it must be reflected and shared immediately with all involved parties.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
A major service change that our Student Accounting Office engaged is the way how our third parties want to be invoiced using certain online systems. By doing so, it requires staff members to personally register an account and go through trainings. Examples of third-party billings are: Retail Management programs, Amazon Choice, the Veterans Chapter 31 Vocational Rehabilitation program, and the Military programs (Post 911/GI Ch33, Navy, Marine, Army, Air Force).

Another major change was the HEERF funding for student outstanding debts which have created an abundance of work for not only our department but for the entire district. The decision was made to pay prior student enrollment debt but it impacted the Financial Aid students. At the beginning, it was not clearly defined how the HEERF funding would work to pay the student debt. This was not communicated well to students and the departments. Student distribution of HEERF funds went through the Edquity website. Unfortunately, this did not integrate with our current system which caused issues with auditing and reporting purposes. Later the transactions posted in Campus Solutions for HEERF reporting purposes. It created confusion for the student regarding their accounts. It would have been a better process for everyone if management met with all involved parties.

Since the last comprehensive review, there is a lack of communication that affects departments when decisions/ideas are made for new work processes. The decisions made by other departments or external organizations has greatly impacted the amount and type of work for the receiving department who handles the work process. For example, our department have new trainings to use external org systems for third party invoicing and payment tracking. Another example, the last-minute decision for not dropping students greatly impacts and stresses our students. Yet another example, having new grants without a clear plan of disbursement.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
Our Student Accounting Office is impacted by not having enough office personnel. The department's workload has increased but our staffing has decreased. Our department has assisted with more duties and new work processes that impacts our campus, our District, and external organizations.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
Since returning from the COVID pandemic, the use of our Student Accounting Office emails has increased which requires ongoing monitoring and responding. We receive up to 50 emails/week from students, staff, faculty, and third parties. We have gotten an abundance of students with HEERF bus pass requests. The number of students for the EOPS and College Promise programs have increased in paying for student tuition and fees and parking permits. New scholarships and grants (i.e. CalKIDs, ECMC-Project Success, Pantry, Grocery Cards, Golden State Education & Training Grant) have been introduced. They require monitoring and maintaining accurate information and processing disbursement/reimbursement requests to our students, staff, and faculty. Also, new programs or grants have caused an increase in newly created Fiduciary accounts (i.e. Region X EOPS) to support the process of how funds are used.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
We service a diverse group of students with different race/ethnicity, socioeconomic status, gender and other demographic traits. For example, the number of students we serve for these student programs in processing payments are: EOPS (which pays for students' health fees, Associated Student fees, and parking permits): Fall 2022 – 511 students/Spring 2023 – 484 students; HEERF monthly/semester bus passes: Fall 2022 – 173 students/Spring 2023 – 200 students; and College Promise Emergency grants: Fall 2022 – 180 students/Spring 2023 – 172 students. We are responsible to disburse Project Success ECMC funds of $80K+ to eligible students. We have invoiced and received tuition fees from the Department of Veterans Affairs for our VA Ch31 students: Fall 2022- 60 students/Spring 2023 – 62 students and for our VA Ch33 students: Fall 2022 - 353 students/Spring 2023 - 572 students.

Related Documents for Charts and Graphs
Student Accounting Office Survey _ Fall 2023_FA Fair part2.pdf;
Student Accounting Office Survey _ Fall 2023_FA Fair.pdf;
Student Accounting Services Survey 2023 Report.pdf;

Summary and Reflection

[Student Accounting Services Survey SP24 Report.pdf];
[Student Accounting Survey Report _Fall 2024.pdf]

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
N/A

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
With the new programs and grants, our department constantly has to adapt to new changes in policies and procedures. We have to modify our processes in order to accommodate the students, staff, and faculty. We have to request new PeopleSoft reports in order to reconcile all the student accounts related to the third-party accounts and programs.

What other factors (internal or external) might also impact the above data trends and equity gaps?
Staffing changes have affected our office operations because the duties are temporarily given to new staff to handle, which requires time and training. Our department has to recruit and hire new employees to temporarily fill the vacant acting positions.

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.
Updates for 2023-2024: One of the success this year is that our Student Accounting department collaborated with the Financial Aid Office to streamline the process for all incoming external scholarship checks. All external scholarship checks will first go directly to our Financial Aid Office so they can be recorded and included in PeopleSoft as the student's award packaging. Then our Student Accounting department will deposit the check and disburse the funds appropriately.
One of the challenges that we currently face is the mail service is too slow for our department needs. The mail comes twice a week Monday and Wednesday. It is already an inconvenience that our mail does not get directly dropped off/picked up in our office. We have to go to another department to drop off/pick up mail. By doing so, it delays the process of all incoming/outgoing mail. Students are waiting for their scholarship/Financial Aid checks or our department not receiving the requests (AS/Fiduciary/Agency/Student Rep/Clubs) to process payments in a timely manner. Going directly to the mailroom is an inconvenience because we do not have sufficient staffing and sometimes the mail is not ready. The mailroom needs to have a better schedule to streamline the mailing service for our department needs.
Another challenge is Ch.33 Post 9/11 checks. Currently we have to request a special handling to AP to send us these warrants and then we would turnaround and include the debt letters with the checks. Due to the slow mail process, we get them almost a week later after we post the refund in PeopleSoft. Recently, we had an issue where the checks were erroneously mailed out by District without the debt letters. Sometimes the VA Debt Management Center would return the checks because they cannot identify who the debt belongs to.
In addition, another challenge is the availability of check signers for our special funds account (AS/Fiduciary/Club/Agency/Student Rep). This delays the process of disbursing our reimbursement checks or paying invoices since we are unable to get immediate signers for the checks.
The challenge that we still face is the parking permit issue where students are unable to purchase their permit online before the semester starts. Students are having issues due to compatibility and server overload. There should be a grace period for students to purchase their permit online or in person. We recommend having at least 1-2 weeks to help ease the student stress and to avoid students from paying daily permits.
Toward the end of last Spring 2023, our department function was impacted by the bank merger from Union Bank to

US Bank. It caused issues with our deposits going to other campus bank accounts and checks being cashed twice or cashing an overage check. It also required more funding to purchase new bank supplies.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.
Updates for 2023 -2024: Starting new fiscal year 2023, free bus pass program is no longer valid using HEERF funds. We currently are using Student Retention grant to fund eligible Mesa College students. Data is provided below using the current grant for free bus pass.

- July 2023 – 4 monthly bus pass for Retention
- Aug 2023 – 84 semester bus pass for Retention
- Sept 2023 – 63 semester bus pass for Retention
- Oct 2023 – 11 monthly bus pass for Retention

A new Financial Aid grant called Dream Act Service incentive grant program has surfaced which requires us to give the check directly to students.
The number of FA returned check warrants have increased due to invalid addresses by 10-20 checks.
The number of Amazon students have increased from about 6 to 20 students.
The number of sponsors for the Retail Management program have increased from 3 to 5. Food 4 Less and Ralphs were recently added to our third-party billing process. We recently had one special sponsor Smart and Final who continues to pay for a specific student after completing the Retail Certificate program.

In additions for this Fall 2023, our department participated in the Financial Aid Fair. It was held on November 15th for just a couple of hours. For the duration of this fair, we asked students who came to our Student Accounting booth to complete our department survey. The number of students who completed our survey was very low. We did not offer any good incentives to motivate all students to complete the survey. We have attached the survey questions and results for Fall 2023. We plan to participate in the Spring 2024 Financial Aid fair and give the same survey. Hopefully, we can get more and better results.

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.
Updates for 2023-2024: In addition to last year's program review practice reflection, we need to streamline the procedure for handling Financial Aid warrants (checks). Our department needs to have a structured procedure and timeline from Accounts Payable for different scenarios. Our department needs to have a consistent workflow and what documentation to provide with what communication method.

In collaboration with District and other Student Accounting Offices and Financial Aid Offices, we need to improve R2T4 school portion by processing a mass group post school portion after Financial adjust the award to avoid students paying for it and generating more refunds to process.

With agreement with District and the Financial Aid Office, we should channel the disbursements of Cal Kid grants through PeopleSoft Campus Solutions similar to how the Cal Grant is handled. This new grant has occurred frequently and the numbers of students have increased. This will also assist in better reporting than to have each campus handle them differently.

There are several departments who are giving students stipends using grant funding; but not enough communication is sent out to our Student Accounting department. Student Accounting Office will be the first department whom the student contacts about their disbursements.

<u>**YEAR 3 Updates (2024 - 2025)**</u>
Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.
Department Successes:
1. Staffing Achievements: The Student Accounting department successfully filled three contract positions—two 1.0 FTE roles and one 0.75 FTE role. This addition has strengthened our team's capacity and contributed to improved operations.

2. New Payment System Implementation: Our department collaborated with several key departments to integrate

Square as a new credit card processor. This allows for more efficient payment collection for both the Fiduciary and Associated Students accounts, enhancing the student payment experience.

Department Challenges:
1. Credit Card System Transition: The implementation of Nelnet as our new credit card processor presented challenges due to the timing of the transition. We are still in the process of finalizing configurations to ensure its full functionality. This system change has impacted our parking permit issuance process, as we have shifted from using the dedicated parking permit page to utilizing the comment page for these transactions. Continued adjustments are being made to optimize this new workflow.

Department Updates 2024-2025:
1. Child Care Fee Collection: This Fall 2024, we began collecting child care fees from parents utilizing services at our Child Development Center. This change ensures more accurate tracking and streamlined financial processes for the center. We're also working on a method for parents to make their payments online.

2. Basic Needs Lottery: In Fall 2024, we introduced a new item type for the Basic Needs Lottery, which enables direct disbursement of funds to students, providing timely support for those in need.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.
Data Reflection Year 3 Updates:
1. CalKIDS Scholarship Growth: The number of CalKIDS scholarships has seen a significant increase this Fall 2024, rising from 25 checks to 300 checks. This substantial growth reflects a higher demand for financial support and an expansion of the program's reach.

2. Third-Party Billing Increases:
Department of Rehabilitation: Billing from our third-party Department of Rehabilitation has increased, primarily due to the addition of multiple new locations. This growth in service locations has led to a rise in associated billing volumes. Retail Management Program: Our third-party Retail Management Program has also experienced an uptick, with a notable increase in the number of new vendors involved in the program. This expansion has contributed to an increase in financial transactions and program activity.

3. Student Check Refunds: Due to the transition from Touchnet to Nelnet, there has been an increase in student check refunds. This change arose because we no longer have the ability to return funds directly to the original payment card, resulting in a higher volume of refunds issued by check.

4. Our Student Accounting participates in the Financial Aid fair every Fall and Spring term. Comparing Fall 2023 to Fall 2024, the number of student participating in our department surveys have increased from 34 to 81 responses. Last Fall 2023, we only used QR code. This Fall 2024, we used QR code as well as have paper surveys printed in case students have technical difficulties with their mobile devices. According to our department surveys, we assist students from different ethnic and socio economic backgrounds. The Fall 2024 survey report is included in the data reflection section with the prior Fall 2023 survey.

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.
Practice Reflection - Year 3 Updates:
1. Streamlining the CalKIDS Process: We continue to work on streamlining the CalKIDS scholarship process to ensure seamless posting to students' accounts in PeopleSoft. Successfully integrating this step will significantly enhance our sustainability and operational efficiency moving forward.

2. R2T4 Process: The Return to Title IV (R2T4) process has yet to be addressed. This remains an area for improvement that will require attention in the coming year to ensure compliance and efficiency.

3. FA Warrant Process Collaboration: The Student Accounting Office worked closely with both the District and

Summary and Reflection

Financial Aid Offices to streamline the Financial Aid (FA) warrant process. We have successfully transitioned to using Teams for communication, eliminating the need to submit affidavits for overage FA warrants. This collaboration has resulted in improved workflows and better coordination between departments.

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Professional Learning

Unit Goal: Professional growth opportunity and training for department staff to better support and monitor our students with new programs and/or grant funding.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (**X**)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (**X**)
- **Scholarship - Objective 1:** Expand and prioritize professional learning experiences for all employees that create parity in outcomes across racial/ethnic groups and all disproportionately impacted groups (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Goal 1 Action List: 1. Request for the position through Classified Hiring Priority process 2. Encourage and support the staff in applying for the reclassification process. 3. Engage in professional trainings **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	**Submission Date**: 12/02/2024 **Action Plan Update**: Two Senior Account Clerks have been hired. Still working on reclassifying Senior Account Clerks to Accounting Technicians due to the technical difficulties of using PeopleSoft Campus Solutions and Finance. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track **Submission Date**: 11/29/2023 **Action Plan Update**: Just hired a new Accounting Tech. Transfer one staff from .75FTE to 1.0 FTE. In progress on hiring the replacement of 2 Senior Account Clerks. Planning to have staff attend trainings/conferences when department is fully staff. Need to work with other campuses to reclass the Senior Account Clerks to be Acct Techs due to the complexity of PeopleSoft. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track

Streamline the Check Warrant Processes

Unit Goal: Collaboration with District Office and Financial Aid Office to streamline the check warrant processes.
Goal Status: Completed
Beginning Year: 2022 - 2023
Projected Completion Year: 2024 - 2025

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (**X**)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (**X**)
- **Stewardship - Objective 3:** Increase student access and schedule efficiency by coordinating schedules among departments/disciplines (**X**)

<table>
<tr><th>Action Plans</th><th>Action Plan Update</th></tr>
<tr><td rowspan="2">Action Plan Status: Active
Action Plan: Goal 2 Action List:
1. Work with the Financial Aid Office on different scenarios and propose the plan for each scenario.
2. Request a “All Hands On” meeting with all parties/department involved and discuss the proposed plan and implement it.

Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</td><td>Submission Date: 12/02/2024
Action Plan Update: Worked with District and Financial Aid and agreed on the process. No affidavit required for overage warrants. AP cancel overage warrants and notifies Special Funds who will send the form to Financial Aid for review. Financial Aid will complete the form and notify Student Accounting to cancel the overage Financial Aid refunds in Campus Solutions.
Update Year: 2024 - 2025
Action Plan Progress: Completed</td></tr>
<tr><td>Submission Date: 11/29/2023
Action Plan Update: In agreement with Financial Aid for overage check cancellation, Student Accounting will verify any on-hand checks and give them to FA to adjust award and any other non-physical checks will be handled by FA based on District's email. District agrees to not enforce the 30-day FA check cancellation. Still need to complete other scenarios with FA.
Update Year: 2023 - 2024
Action Plan Progress: On Track</td></tr>
</table>

New Contract Position

Unit Goal: Establishment of new contract positions and continuous project assistants (preferably full-time, if possible) to assist with new projects related to student retention, success, and equity.
Goal Status: Active
Beginning Year: 2022 - 2023
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*
- **Stewardship - Objective 4:** Establish a college-wide practice and schedule that addresses routine maintenance and renewal of equipment, facilities and technology to ensure access to adequate resources and better serve students (**X**)
- **Stewardship - Objective 6:** Develop a proactive hiring plan that includes a review of advertising, screening, and interviewing with a goal of establishing a diverse and competent workforce that is reflective of the student population and the local community (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** Goal 3 Action List: 1. Keep the current project assistants 2. Allow for Project Assistants to work full-time 3. Approval to hire new contract positions with appropriate job classification. **Action Plan Cycle:** 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	**Submission Date**: 11/29/2023 **Action Plan Update**: If funding is available next year, we need project assistant (PAs) especially during busy registration time; but hiring part-timers are not easy because everyone wants to work full-time. Need approval for PAs to work full-time. **Update Year**: 2023 - 2024 **Action Plan Progress**: On Track

Centralization of CalKIDS funds

Unit Goal: Channel all CalKIDS funds to District for Posting and Disbursement
Goal Status: Active
Beginning Year: 2024 - 2025
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (**X**)
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (**X**)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active	**Submission Date**: 12/02/2024 **Action Plan Update**: 1. CalKIDS Checks Sent to District General Accounting: All checks will be sent to the District General Accounting office for deposit. 2. Posting to Student Accounts by District Student Financials: After the checks are deposited, the District Student Financials office will be responsible for posting the funds to the appropriate student accounts. 3. Disbursement Process Similar to Financial Aid Refunds: The disbursement of CalKIDS funds will follow a process similar to the Financial Aid refund process, meaning the funds will be distributed according to the same procedures used for financial aid disbursements. This likely involves issuing refunds or credits to students based on their accounts. This process centralizes the management of CalKIDS funds, streamlining the workflow between the two departments to ensure funds are properly deposited and posted to student accounts.

Action Plans	Action Plan Update
Action Plan: 1. Send Checks and List to District: All checks (CalKIDS or similar) and the accompanying list of students (including necessary information) should be sent to the District office for processing. 2. Abatement Process: The checks will undergo an abatement process, which typically refers to verifying and adjusting the funds as necessary (e.g., ensuring the correct amounts are allocated for each student). 3. Posting to Student Accounts: After the checks are abated, the funds will be posted to the appropriate student accounts in the District's system, ensuring each student receives the appropriate credit or deposit. 4. Disbursement to Students' Accounts: The final step involves disbursing the funds to the students' accounts, either through refunds, credits, or other methods aligned with the District's financial aid procedures. This process ensures centralized handling and proper allocation of funds to student accounts. **Action Plan Cycle:** 2025 - 2026	**Update Year**: 2024 - 2025 **Action Plan Progress**: On Track

Student Accounting Reorganization

Unit Goal: To reorganize the Student Accounting Offices to align with other colleges and District
Goal Status: Active
Beginning Year: 2024 - 2025
Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030: *(X - Highlight the X to Align)*

- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (**X**)
- **Scholarship - Objective 1:** Expand and prioritize professional learning experiences for all employees that create parity in outcomes across racial/ethnic groups and all disproportionately impacted groups (**X**)
- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (**X**)

Action Plans	Action Plan Update
Action Plan Status: Active **Action Plan:** To collaborate with all 3 college Student Accounting Offices **Action Plan Cycle:** 2024 - 2025	**Submission Date**: 12/02/2024 **Action Plan Update**: To align with the broader goals of District and other colleges, ensuring we are better positioned to serve our students. To be integrated into the District's strategic goal 2030. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track