

**SAN DIEGO MESA COLLEGE
PROGRAM REVIEW COMMITTEE
COMMITTEE REPORT TO PRESIDENT'S CABINET
For Year One 2008-2009
Program/Service Area Summaries (Alphabetic Order)**

Admissions/Records/Veterans

- This summary will be included in the final report that is read by the Academic Affairs Committee and President's Cabinet.

We are characterized by being the first point of contact for most new, returning and potential students. The Admissions staff members provide a centralized source of information and guidance for students on campus and are the primary troubleshooting and information resource for students in person, on the phone and via email. We assist with application and registration issues and an array of other student needs on campus and any off site location needed by our community. We collaborate with campus deans and faculty chairs to clear prerequisite challenges. The International Program staff and faculty assist in most immigration matters as it relates to visitor status in the United States. Residency staff interprets Federal regulations, California Educational Code and Title V as it relates to college acceptance and tuition purposes. The Veterans office certifies students for VA educational benefits.

Budget:

- Two classified positions are currently pending retirements and since these two positions are of critical nature to maintain student services in the area of residency determination and the second position in the area of high school honors, we must ensure that these positions are rehired.
- Reinstate funding of 1.0 FTE Senior Student Services Assistant position.
- The Admissions and Records Program needs to have an increase in the classified salaries budget in order to convert as many of the five .45 FTES positions to .60 FTES in order to better serve students during the registration periods. Funds for classified hourly would assist program in the interim period.
- Additional resources are necessary to cover the campus cost of school identification cards. Although we have been generating some revenue through the sale of replacement and lost cards, this revenue is not sufficient to make the task self supportive. Approximately \$ 8,000.00 to \$10,000.00 is estimated per year depending on replacement ID revenue.

Staffing:

- Furthermore the current hiring freeze throughout the district prevents vacant classified positions from being filled.
- Part-time contract positions are very difficult to permanently staff as they offer no medical benefits to employees therefore, we are constantly hiring and training new staff to ensure continuity of services.

Technology:

- Our existing computers are all out of warranty, should something happen, we would need replacement immediately.

Business Services

Significant Features

- Collaborative efforts district wide and with outside entities to provide the best financial services to support student learning success.
- "Open door" policy. This provides one-on-one support to the college community to communicate and improve financial procedures to support student learning success.
- We provide creative thinking to maximize total value of the college's financial resources.
- We provide group and individual training to navigate the college and district financial systems. We utilize the on-line web services to place and update financial forms facilitating timely and effective processing of all related matters.

Most Pressing Needs

- More support and communication from the District Office relating to district wide unified business practices and procedures. The sites are satellite offices of the District Office. Therefore, the District Office needs to establish and update their policies and procedures regarding all business practices and relay this information in writing to the sites. This would allow for more structure and simplicity in the process of doing business. The District Office needs to understand how and why the sites function to support educational goals and student learning success. This would allow internal and external business practices and procedures to be established and applied towards those goals. These practices, policies and procedures need to be in writing and accessible to the college community.

Employment/Payroll & Administrative/Technical Support & Information Services

Significant Features

- Collaborative efforts district wide and with outside vendors to provide the most responsive resource services for Mesa College to support student learning success. This collaborative effort extended to evaluating customer service through the District Point of Service surveys. Since the integration of Administrative Services into the Accreditation and subsequent Program Review process during the summer of 2008, there was a need to complete the involvement by developing, assisting in the implementation and accepting the results of several Administrative Services surveys which was completed by the Senior Office Manager of Mesa Administrative Services (results attached).
- "Open door" policy: to provide one-on-one support to the college community communicating and improving human resources, administrative technical support & informational services procedures in support of student learning success.
- Provide group and individual training to navigate the myriad of forms, processes and procedures related to their District employment and payroll as well as the EProgram (web-based TAO/Program Card system).
- Utilize the on-line web services to make available and update human resources forms facilitating timely and effective processing of all related matters. MTI the telecommunications web site can also be viewed for invaluable communications information.

Most Pressing Needs

- More support and communication from the District Office relating to district wide business practices and procedures in the Human Resources area. The sites are satellite offices of the District. Therefore, the District Office needs to establish and update policies, and procedures,

relay this information in writing to the sites and respond to all inquiries in a timely manner. This would allow for structure and simplicity in the process of doing business. The District Office needs to understand how and why the sites function to support educational goals and student learning success. This would allow internal and external business practices and procedures to be established and applied towards those goals. These practices, policies and procedures need to be in writing and accessible to the college community.

- *A more responsive Human Resources payroll system* to support the seamless service we offer to Mesa College in support of student learning success. Currently we spend an exorbitant amount of time forwarding systems complaints to the District Office and receiving “tweaking” instructions to the payroll screens than should occur. This is a direct result of the fact that Colleague clearly was not meant to support a multiple college district. This time should be spent assisting Mesa employees with the human resource needs as well as improving services.
- *Replacement of obsolete inkjet printers* for faculty and staff is imperative to keep work continuing for employees and to bring their equipment into the 21st Century equal to what is being taught and worked with in the classroom.

Hospitality Cluster

One of the programs most significant features is the retail food service laboratory. Its operation is the focal point for training students for the mental and physical challenging industry ahead. The culinary laboratory and curriculum currently have the most pressing needs.

First and foremost is a need for more training spaces in the laboratory. There is also a great need to update equipment in the laboratory area. The current industry is depending on continuing education to prepare these students for high expectations of knowledge and leadership skill in modern kitchen setups.

Including in the need for updated laboratory equipment in the Career Tech/Lab is also a need to update the Culinary Arts curriculum to reflect the current model of business and the changing nutrition, sanitation and green initiatives that will dominate future business expenses. This is an extensive amount of work with more than 58 units to research, review and make committee decisions on all of them, the hiring of a consultant or allowing reassign time would make for a more timely change to quickly reflect new business model and not train on antiquated curriculum for this sector of our economy.

Future Outlook

The direct employment needs of the food service industry are enormous drawing more than 9% of the national workforce and 4% of the national economy, topping more than \$1.3 trillion dollars in market capitalization for fiscal year 2007-2008. This highly adaptable industry has been historically short of more than 250,000 qualified workers on a yearly basis. With more than 75 million cases of food-borne illnesses reported on a yearly basis, a properly trained workforce will help reduce liabilities and be able to promote safety and nutrition as these areas continue to be in the forefront of this industry.

This industry is also a strong pipeline for minorities and women into the management workforce. Three out of five first-line supervisors of food preparation and service workers in 2003 were women, 16 percent were of Hispanic origin, and 14 percent were African-American and more than one-quarter (26 percent) of foodservice managers in 2003 were foreign-born. More than ever, the hospitality industry needs a highly trained and motivated workforce to compete in a global economy.

Reprographic Center/Mailroom

Reprographics has the capability of printing in color using high quality media. A large majority of publications are printed on this device which provides high quality communication for the Mesa college campus. This promotes up to date materials for the faculty, staff and students as well as the community.

Staff ratio needs increased, computers are all out of warranty and the software is not updated as necessary to get the job done in a timely manner.

Stockroom

Provide the campus with supplies and services in the classroom.

Square footage for materials is minimal.

Student Accounting

Most Significant Features

- The Student Accounting Office provides the Associated Students via a PowerPoint presentation during the AS retreat with information regarding the specifics of the clubs, the AS budget, scholarships and agency accounts.
- The Student Accounting Office provides Fiduciary Trust information via a brochure to respective college custodians of the accounts to improve understanding and use of the process.

Most Pressing Areas

Better communication from the District Office. Our questions are left unanswered or evaded. We are not kept apprised of changes that effect our operations. We are not included in critical discussions regarding business practices district wide, especially when they involve registration processes.

Student Health Services

A. The program area's most significant features are:

1. Integrated systems approach to care that improves student access, retention and success. This means that all three programs (medical/nursing, psychological and community health) are integrated to support each other. The student client moves easily through all three programs with clear communication and follow through. Both the medical/nursing and Psychological Counseling programs overlap with the Community Health program. This overlap enables us to coordinate efforts both in and outside of the office. The continuity of care planning is fluid and continuous so as to keep continuous quality improvement moving forward constantly.
2. Excellent, highly educated Community Health (peer educators, RN's with BSN degrees), Nursing (Master's prepared Nurse Practitioners), Medical (Medical Doctor) and Psychological professionals (MFT's and LCSW) practice within this system. They have excellent professional talents and a passion for their work. The synergy created by these great minds is astounding, creative and innovative.
3. Research based care is a priority. All of our professionals attend clinical seminars that teach us the newest research based diagnostics and treatments. Our front office remodel was based upon research of how students feel about experiences here on campus. We have had 3 research surveys completed to guide us with our plans of care for our

community. We have texts and policies/procedures that are annually updated that are research based.

4. Community relationships both within and outside of our campus have brought new innovations to our programs and services especially in the area of diversity.

B. Our most pressing needs are:

1. Full time faculty Counselor
2. New front office position for a senior student services assistant. Although we have saved the appropriate monies to support hiring these positions, the District hiring freeze prevents us from moving forward on this position.
3. Increased space for all three programs to flourish. We need a minimum of an additional 1,000 sq. ft. to accommodate the community health program and to expand the counseling program.
4. Increase front office support to release time for the Director to apply for grant funding and prepare curriculum for academic programs.
5. Equipment: New chair and computer lift to meet needs of front office personnel. New refrigerator that has water (for taking medication) and ice maker (for cold packs when students are injured). Exam room computers (2) for bedside computer charting.
6. Funding and space for outside psychological referrals or in house psychiatrist/psychologist.
7. Improved patient data tracking system so reports are easy to compile.
8. Efficient office function is challenged by required release time for classified medical assistant/front office receptionist leaving the office for union related business three or four times per month. There is a significant cost to us for this release time, this is not in consonance with our Title 5 regulations, (that our student health fee is inappropriately paying for). Attempts to correct this major concern have been ongoing and are not yet resolved.

Increase the full time contract NP to 11 months (from 10 months) to cover for the increased student attendance and health care needs during the summer.