

SAN DIEGO  
MESA COLLEGE



## **Program Review**

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

**Administrative Services - Business Office Support**

## Executive Summary

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**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

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**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

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**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

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### 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.

# Unit Goals, Action Plans, and Updates

## 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
<p><b>Action Plan Status:</b> Active</p> <p><b>Action Plan:</b> Goal 1 Action List</p> <ol style="list-style-type: none"> <li>1. Setup meetings every semester with campus departments to dialogue and answer questions regarding employment, payroll and other related topics.</li> <li>2. Conduct survey(s) to departments to focus on topics that are most important to the campus.</li> </ol> <p><b>Action Plan Cycle:</b> 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	

## 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
<p><b>Action Plan Status:</b> Active</p>	

## Unit Goals, Action Plans, and Updates

Action Plans	Action Plan Update
<p><b>Action Plan:</b> Goal 2 Action List:</p> <ol style="list-style-type: none"> <li>1. As our office is informed of changes, update the website with the latest information.</li> <li>2. Conduct survey(s) to gather information on what the campus needs most on the website.</li> </ol> <p><b>Action Plan Cycle:</b> 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	

### 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
<p><b>Action Plan Status:</b> Active</p> <p><b>Action Plan:</b> More meetings with district to clarify new and existing policy</p> <p><b>Action Plan Cycle:</b> 2024 - 2025</p>	