SAN DIEGO MESA COLLEGE

Program Review

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

Administrative Services - Business Office Support

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.
No

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.
No

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.
No

YEAR 5 Updates (2026 - 2027)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 5.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 5.

Review Outcomes Report. Review the unit's outcomes assessment process for 2025 - 2026. 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 5.

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:

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

Action Plans	Updates
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:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 12/22/2025 **Action Plan Update**: Continue to offer trainings to campus. **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track
Action Plan Status: Active **Action Plan:** Continue to outreach to campus via various forms of communication. **Action Plan Cycle:** 2025 - 2026	**Submission Date**: 12/22/2025 **Action Plan Update**: Communicate via email, chat and in person on topics related to employment, payroll and related topics. **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track

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

Unit Goals, Action Plans, and Updates

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030:

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

Action Plans	Updates
Action Plan Status: Active **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:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 12/22/2025 **Action Plan Update**: Continue to add many resources to the website to facilitate employment/payroll Human Resources needs. **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track
Action Plan Status: Active **Action Plan:** Added many resources to the website and provided job aids. Have not yet conducted survey to see where the campus has needs that we can meet. **Action Plan Cycle:** 2025 - 2026	**Submission Date**: 12/22/2025 **Action Plan Update**: Will conduct survey to see where our office needs improvement. **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track

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:

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

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan Status: Active **Action Plan:** More meetings with district to clarify new and existing policy **Action Plan Cycle:** 2024 - 2025	**Submission Date**: 12/22/2025 **Action Plan Update**: Was not notified of this additional goal. Added after submitted. **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track
Action Plan Status: Active **Action Plan:** This was added by someone else that is not in the department and were not aware of this addition. **Action Plan Cycle:** 2025 - 2026	