SAN DIEGO MESA COLLEGE

Program Review

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

Administrative Services - College Events and Operations

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.

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

Summary and Reflection

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

YEAR 2 Updates (2023 - 2024)

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

Summary and Reflection

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.
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.

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.
The Events & Operations team is proactively implementing strategic measures to improve service delivery and logistical management while addressing the challenges of rapid growth.

The team continues to refine its online event planning process to bolster campus-wide accessibility and efficiency. This system provides requestors with the critical ability to view live calendar updates, ensuring their planning is strategically aligned with major institutional events throughout the year.

While the addition of the Administrative Technician has provided necessary operational relief, the department faces persistent challenges in accommodating all requests due to limited event space coupled with a rising volume of events. The team is actively collaborating with campus partners to ensure timely event submission, which is critical for the effective securing of spaces and resources.

To directly address the space constraint, a new dedicated event space has been established in the former art gallery, D-101. This space has been fully utilized since Spring 2024 and has provided more opportunities for large events to celebrate our students' successes.

The strategic efforts to manage and grow external usage have delivered exceptional financial results, seeing significant increases in annual revenue from FY 2022-23. This remarkable growth underscores the team's ability to drive external revenue and contribute substantially to the College's financial health.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.
The volume and frequency of campus events continue to escalate, placing significant strain on logistical resources. This sustained increase in demand is occurring concurrent with critical staffing shortages specifically within the College Operations and Facilities teams.

Summary and Reflection

While the Administrative Services division has successfully hired new personnel in other departments over the past year, these gains have not mitigated the core capacity deficit in Operations and Facilities, which is essential for managing the increased event load.

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.

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

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:

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

administrative units (✓)

- **Scholarship - Objective 3:** Assess impact of prerequisites and corequisites on student success and revise curriculum, as needed (✓)
- **Scholarship - Objective 4:** Expand the use of innovative and high-quality teaching, learning, and support practices that achieve equitable outcomes and increase student success (✓)
- **Scholarship - Objective 5:** Reduce costs associated with instructional materials to support the elimination of equity gaps (✓)
- **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 (✓)
- **Stewardship - Objective 2:** Support processes and initiatives that prioritize environmental sustainability and reduce Mesa College's impact on climate change (✓)
- **Stewardship - Objective 3:** Increase student access and schedule efficiency by coordinating schedules among departments/disciplines (✓)
- **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 (✓)
- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (✓)
- **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 (✓)

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

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

Unit Goals, Action Plans, and Updates

Mesa College Strategic Plan: Roadmap to Mesa2030:

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

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

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:

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

Unit Goals, Action Plans, and Updates

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