SAN DIEGO MESA COLLEGE

Program Review

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

Administrative Services - Printing and Mail Services

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.
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. We were, however, able to hire a part time printing staff member and this has helped our efforts

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

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.
Not Applicable

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

Summary and Reflection

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

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:

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

Action Plans	Updates
Action Plan Status: Active **Action Plan:** Determine errors associated with mail system **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 12/02/2025 **Action Plan Update**: Printing error reduction **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track
	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:

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

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan Status: Active **Action Plan:** Determine effectiveness of print system. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 12/02/2025 **Action Plan Update**: Update web-based printing **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track