Administrative Services Program Review 2018/19 (Comprehensive)

Printing and Mail Services

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General Information (Administrative Services Program Review 2018/19 (Comprehensive))

2018/19 Administrative Services Program Review

Program Review Data and Resources

Submission Information (REQUIRED)

- Name of Lead Writer: David Fierro
- Name of Liaison: Kevin Branson
- Name of Manager/Service Area Supervisor: Lorenze Legaspi

Faculty/staff (REQUIRED)

- Number of Full-Time Classified Professionals: 4
- Number of Part-Time Classified Professionals: 0
- Number of NANCE: 1
- Number of Students: 2 (MET high school students)

Service Area Mission (REQUIRED)

The Mission of Printing and Mail Services is to provide printing, graphic and mail services to faculty, staff and students while observing the District's policies and procedures in support of Mesa's educational mission.

Printing and Mail Services seeks to support the Mesa College Mission of access, success and equity to for both students and employees by expanding hours of operation, personalized services and online as well as in-office help and services.

Service Area Overview (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Overview Section (See appendix)

Outcomes and Assessment (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section (See appendix)

Service Area Analysis (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Analysis Section (See appendix)

Service Area Goals (REQUIRED)

2018 2019 Goals for Printing and Mail Services

Goal

Goal	Mapping
Reduce Production Errors Printing and Mail Services will reduce production errors by increasing efficiencies in mail and delivery services to faculty, staff, and students. This is a 2 year plan and it will improve quality of service.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 4.2, Strategic Goal 6.1, **Institutional Learning Outcomes 2016/17:** Communication, Information Literacy
Implement new web based infrastructure Printing and mail services will implement new web based infrastructure within 2 years. The will be the first step towards to a more efficient and paperless process.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.6, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 6.3, **Institutional Learning Outcomes 2016/17:** Communication, Information Literacy

Action Plans (REQUIRED)

Actions

2018 2019 Goals for Printing and Mail Services

Goal

Goal: Reduce Production Errors

Printing and Mail Services will reduce production errors by increasing efficiencies in mail and delivery services to faculty, staff, and students. This is a 2 year plan and it will improve quality of service.

▾ **Action:** Purchasing new large format plotters

Describe the actions needed to achieve this	Research plotters that are able to print high quality print jobs.

objective:	Allocate proper budget source of funding. Enter the requisition request Training the department staff Review the processes and protocols
Who will be responsible for overseeing the completion of this objective:	David Fierro and Paul Palomares
Provide a timeline for the actions:	2 years
Describe the assessment plan you will use to know if the objective was achieved and effective:	Reviewing the quality of printouts pre and post implementation of the new plotters. Evaluating levels of productions errors pre and post implementation. Implement customer feedback survey.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Funding for Equipment

Goal: Implement new web based infrastructure

Printing and mail services will implement new web based infrastructure within 2 years. The will be the first step towards to a more efficient and paperless process.

▾ **Action:** New in house Store Front

Describe the actions	Conduct an analysis of current process workflow

needed to achieve this objective:	provided in StoreFront (Third Party Vendor). Identify key staff members with skills necessary to replicate the workflow with improvements and create a web based in house service. Identify staff member who will maintain new web based service
Who will be responsible for overseeing the completion of this objective:	David Fierro Paul Palomares
Provide a timeline for the actions:	2 years
Describe the assessment plan you will use to know if the objective was achieved and effective:	Evaluate the reduction in cost for new storefront compared to the use of third party vendor. Evaluate the level of efficiencies and paper usage compared to current store front processes
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Allocation of existing resources

Closing the Loop (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Closing the Loop (See appendix)

Request Forms

- **BARC & Facilities Requests**
- **Classified Position Request**
- **Faculty Position Request**

Reviewers

Liaison's Review

Form: Administrative Unit Program Liaison's Review 2018/19 (Comprehensive)

Manager's Review

Form: Administrative Unit Program Manager's Review 2018/19 (Comprehensive)

Appendix

A. **2018/19 Comprehensive Program Review Administrative Services Program Overview Section** (Form)
B. **2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section** (Form)
C. **2018/19 Comprehensive Program Review Administrative Services Program Analysis Section** (Form)
D. **2018/19 Comprehensive Program Review Administrative Services Closing the Loop** (Form)

Form: "2018/19 Comprehensive Program Review Administrative Services Program Overview Section"

Created with : Taskstream
Participating Area: Printing and Mail Services

(REQUIRED) Service Area Name

Printing and Mail Services

(REQUIRED) Service Area Strengths

Discuss strengths of the service area.

Printing and Mail Services quickly and accurately responds to requests for printing and mail services. This department offers a wide range of support materials for the faculty to disseminate in the classroom as well as Departments to use for promoting the college to others:

Core competency for range of printing products (syllabi, booklets, etc)

Adequate shop tooling for color/BW products (posters, signage, etc)

Organized mail delivery system

Comprehensive parcel tracking and delivery system

Highly trained personnel

(REQUIRED) Service Area Challenges

Discuss challenges to the service area.

Peak delivery times in nearly all segments overlap (mail delivery, parcel check-in, etc)

Just-in-time product model means materials for production are sometimes delayed

Staff is at parity with workload, but if a member has an unplanned absence, then the workload can be challenging

Many orders to the print group come in "at the last minute" thus pacing stress on the operation

(REQUIRED) External Influences

Discuss external influences (Collegewide and beyond).

Inputs or requests from the college or related District offices such as complex printing needs from less well equipt locations (Continuing Education, Miramar, etc).

(REQUIRED) Areas of Focus

Describe one or more areas that your department is focusing on. You will refer to this response in the Program Analysis Section.

Increasing efficiency of service for the mail operation

Increasing efficiency for the Printing operation

Form: "2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section"

Created with : Taskstream
Participating Area: Printing and Mail Services

(REQUIRED) Service Area Name

Print and Mail Services

(REQUIRED) We are halfway through our 6-year cycle. Is your area on target to complete assessment by Spring 2022? Please attach your schedule for assessment, with explanations as needed.

Refer back to Direction #3 on how to attach documents.

assessment on target to complete by SP2022.

Schedule:

1. Mail Deliver Accuracy: assess and measure each term.

2. Package Queuing Effectiveness: assess and measure each term.

3. Reprographics Queuing Effectiveness: assess and measure each term.

(REQUIRED) Please list your AUOs.

1. Print and mail Services will ensure students, faculty and staff have access to high quality printing services and materials.

2. Print and mail Services will provide accurate and timely mail and reserve-parcel services to Mesa College.

(REQUIRED) What have your completed assessments revealed about your area?

1. Training should be recurring as well as gathering customer inputs.

2. Mail operations has inherent built in inefficiencies.

3. Reprographics workload is skewed by late requests.

(REQUIRED) If issues or problems were identified, what is your plan for implementing change?

The most significant change was to document the mail routing as well as to institute continuous improvement on the mail operation system.

(REQUIRED) Based on your assessments, have you identified resource needs?

- None

Please provide any other comments.

No answer specified

Form: "2018/19 Comprehensive Program Review Administrative Services Program Analysis Section"

Created with : Taskstream
Participating Area: Printing and Mail Services

(REQUIRED) Service Area Name

Printing and Mail Services

(REQUIRED) Given your stated area(s) of focus in Part 4, has your service area introduced new or different actions that have changed how you do your work? Please describe.

Yes, in order to improve efficiency and productivity, a variety of processes have been introduced. The production area has added a computer that is able to take in print jobs from the storefront and print directly to black-and-white and color large format printers.

Orders inputted into the storefront are now 24-hour turnaround time. The new mailroom in MC first floor is organized alphabetically and color coded to the department. This has increased efficiency and decreased the amount of time spent on sorting mail. The mail route has also been rerouted to allow for prompt delivery of mail with less stops per building. The time for the mail delivery is now printed on the mail reprographics website.

The production area is currently in the process of being segmented for printing materials, instructional computing, research and development area, audio-visual editing, and staging.

(REQUIRED) How do you create an environment that fosters equity, diversity, and inclusion?

The environment is made equitable by ensuring all employees, students and community members are provided access to the same opportunities. Employees are provided opportunity to grow no matter their backgrounds; growth opportunity come through training opportunities as well as selection for job tasks according to qualification and classification.

Diversity in the environment is realized by the makeup of our team - gender, backgrounds and cultural expressions, etc. Diversity in our group is the collection of backgrounds - and this environment fosters this goal of celebrating differences. This environment has been achieved and created by the commitment to hiring practices in our workplace.

Inclusion is one of our greatest strengths here. This is about our group feeling valued and included in what we want to do to make mesa a better place for all people. We hold regular planning meetings and team activities, celebrate birthdays, holiday meals together, etc.

(REQUIRED) Do you see trends in access to your services? What changes might you foresee in the next 2-3 years?

Yes I see trends in access to digital services. I see faculty and students needing access to more customized print jobs that require staff members to have the latest skills in digital editing. In the next 2 or 3 years I see a need for more print services to merge with the new student print system which allows accessibility to more web based features. I see the need to purchase new large format printers to be able to create high quality outdoor posters and banners. I also see a move towards more eco-friendly options such as electronic syllabi and more environmentally friendly alternatives.

(REQUIRED) Do you have a vision for your areaâ€™s future? Do you have ideas for changes to services or procedures? Please explain.

My vision is that mail and printing services area can offer a variety of products such as design assistance, mailing options, short turnaround time at a cost-effective price. Ideally, the area would also be able to provide samples or mockups for review and a system can be developed where customers are informed about the production status of their order. Staff would also attend industry workshops and keep up to date on photo editing, proofing, and equipment such as printers and plotters.

(REQUIRED) Describe how your area interacts and collaborates with other College areas/programs and the effects of that interaction

The mail delivery system interacts with the entire faculty and staff by facilitating delivery of mail to each department, mail forwarding, faxing, and adjunct voicemail services. This area provides services to faculty, staff, and students in terms of printing, copying, and mailing.

Form: "2018/19 Comprehensive Program Review Administrative Services Closing the Loop"

Created with : Taskstream
Participating Area: Printing and Mail Services

(REQUIRED) Service Area Name

Printing and Mail Services

(REQUIRED) Which one(s) of the following were received in past year?

- None

(REQUIRED) How have these resources benefited your service area?

No special services received this past cycle.