Administrative Services Program Review 2018/19 (Comprehensive)

Shipping

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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)

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Faculty/staff (REQUIRED)

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Service Area Mission (REQUIRED)

The Mesa College Administrative Services Division provides professional, responsible, diversified, innovative and quality services, which complement the instructional and student services functions of the college to assist the institution in achieving its educational mission. We are a customer service and support function of the College, serve as fiscal stewards of resources, and we strive for improvement and excellence.

The San Diego Mesa College Stockroom strives to provide the highest quality customer service and support to the faculty by supplying materials necessary for instruction in order to support student success. In addition, the Stockroom provides critical support to Facilities to ensure the successful operation of Mesa College.

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)

2018/19

Goal

Goal	Mapping
Increase customer satisfaction Shipping and receiving would like to see some tangible metric around customer satisfaction. Staff will conduct a survey at the start of the Fall and Spring semesters. The survey will be related to on time delivery of good and/or services	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 4.4
POS Implementation With the POS system we will be able to track inventory, process charge back and manage our day to day operations.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 4.3

Action Plans (REQUIRED)

Actions

Stockroom Outcome Set

Outcomes

Goal: 1

San Diego Mesa College Stockroom/Shipping & Receiving will continue to provide high quality educational supplies and services to faculty, staff and administrators to support student success.

Action: Process Improvement

Describe the actions needed to achieve this objective:	Improve order and delivery practices for greater efficiency and accuracy. Link to Goal 1

Who will be responsible for overseeing the completion of this objective:	Stockroom Staff
Provide a timeline for the actions:	Ongoing
Describe the assessment plan you will use to know if the objective was achieved and effective:	The measure of time between deliveries, number of deliveries, and targeted surveys. Link to AUO #1
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	POS system, certification updates, time and additional clerical support.

Goal: 2
San Diego Mesa College Stockroom/Shipping & Receiving will improve the supplies ordering process which will enable the college community to receive accurate, up to date materials for the teaching and learning environment.

Action: New Technology

Describe the actions needed to achieve this objective:	Acquire a POS system to accurately and efficiently track orders and transactions to improve current practices.
Who will be responsible	Stockroom staff

for overseeing the completion of this objective:	
Provide a timeline for the actions:	Ongoing
Describe the assessment plan you will use to know if the objective was achieved and effective:	Measure by ease of use and processing time for standard functions of the Stockroom and by targeted surveys. Link to AUO #2
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	POS System, Time, and Staffing

Goal: 3

San Diego Mesa College Stockroom/Shipping & Receiving will provide on-going customer and computer software training to its department staff for improved customer service to campus personnel.

No actions specified

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: Shipping & Receiving

(REQUIRED) Service Area Name

Shipping & Receiving

(REQUIRED) Service Area Strengths

Discuss strengths of the service area.

The Shipping & Receiving department has a strong team dedicated to meeting the operational needs of the college. We pride ourselves on our prompt response time and our ability to build strong relationships with our partners at the district such as the warehouse and purchasing departments.

(REQUIRED) Service Area Challenges

Discuss challenges to the service area.

The Shipping & Receiving department is without any clerical support and, in addition, using an antiquated record keeping system that impacts their ability to process chargebacks, keep accurate inventory, and manage day to day activities. In addition to the aforementioned challenges we are also key partners with the district functions of the campus such as Facilities. While we have no issue assisting wherever needed, it does create a bit of a backlog from time to time as the external (to Shipping & Receiving) requests take us away from our assigned duties.

(REQUIRED) External Influences

Discuss external influences (Collegewide and beyond).

As previously mentioned, Shipping & Receiving is the primary operational point of contact with the campus at large and various departments within the district structure.

(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.

Implementation of a new Point of Sale (POS) system to track inventory.

Implementation of a new POS system for online ordering for the campus at large.

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

Created with : Taskstream
Participating Area: Shipping & Receiving

(REQUIRED) Service Area Name

Shipping & Receiving

(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.

No answer specified

(REQUIRED) Please list your AUOs.

1. Shipping & Receiving team will provide quality educational supplies and services to faculty, staff and administrators to support student success.
2. Shipping & Receiving team will implement a web based Point of Sale (POS) system.
3. Shipping & Receiving team will provide customer and computer software training to its department staff for improved customer service to campus personnel.

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

With the much needed support of the Shipping & Receiving team to stand up the Center for Business and Technology and Fine Arts building as well as numerous office moves, we did not have the opportunity to conduct any campus-wide assessments during the 17/18 program review cycle. However, the team as a whole believes our ability to provide quality customer service has not been diminished considering all of the support we provided throughout the year.

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

As mentioned during the 17/18 cycle there is significant crossover between Facilities Services and the Stockroom. Our teams work well together, but we see an ongoing need for more effective communication between the two at time impacting our ability to provide the highest level of customer service.

The other area of challenge is the lack of a POS however we are implementing that system in the Spring of 19 and will conduct a Customer Satisfaction Survey during the fall semester to gather feedback on the newly implemented POS system as well as the quality of our overall customer service.

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

- Budget
- Equipment
- Facilities
- Classified Professionals

Please provide any other comments.

Shipping and Receiving had the pleasure of being an integral part of the campus mantra #allinforstudents.

Some of the other areas we support outside of our day to day duties are as follows:

- Monthly assistance to the The Stand - Farmers Market
- Deliver Fashion student projects for the Golden Scissors Fashion Show
- Purchase supplies, help construct and drive float for the Martin Luther King Jr. Parade
- Deliver awards and props for the Scholarship Award ceremony
- Commencement logistics
- New furniture installation and assembly
- Obtain quotes for furniture upgrades/purchases for various departments
- Facilitate Faculty office moves
- Procurement of specialty supplies with external vendors

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

Created with : Taskstream
Participating Area: Shipping & Receiving

(REQUIRED) Service Area Name

Shipping & Receiving

(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.

n/a

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

Faculty, staff and students are encountered by the Shipping & Receiving team on a daily basis. Our environment is welcoming and supportive of all groups. All are treated with the utmost level of respect. The Shipping & Receiving team participates in a wide variety of campus events supporting inclusion, equity and diversity such as the Martin Luther King Jr. celebration and Pride Parade.

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

There are currently no known trends in accessing our services.

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

With the implementation of the POS system, Shipping & Receiving envisions a higher level of customers will be provided. The goal is for the campus to use the online POS to submit their supply requests prior to arrival at the Stockroom. When the order is submitted, the team will fulfil the order within 24 hours. The customer will receive an alert that either the order is ready for pick up or it's been delivered to their mailbox/work station - whichever they indicated for delivery.

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

Shipping & Receiving interacts with every team on and off campus. We support various projects such as commencement, the Golden Scissors, and Scholarship banquet to name a few.

While we know the events will happen with or without us, it is our strong belief the we play and integral role in their success.

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

Created with : Taskstream
Participating Area: Shipping & Receiving

(REQUIRED) Service Area Name

Shipping & Receiving

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

- None

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

N/A