

Administrative Services Program Review 2019/20 UPDATE

Printing and Mail Services

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General Information (Administrative Services Program Review 2019/20 UPDATE)

2019/20 Administrative Services Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

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

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Administrative Services Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

2018 2019 Goals for Printing and Mail Services

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.

Mapping

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 a more efficient and paperless process.

Mapping

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 FOR GOALS (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 objective:

Research plotters that are able to print high quality print jobs.
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 to 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 needed to achieve this objective:

Conduct an analysis of current process workflow 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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Allocation of existing resources

GOAL STATUS REPORT (REQUIRED)

Action Statuses

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 objective:	Research plotters that are able to print high quality print jobs. 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	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.

and effective:

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Funding for Equipment

Status for Purchasing new large format plotters

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Continue to monitor the effectiveness and efficiency of the current hardware.

Goal: Implement new web based infrastructure

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

Action: New in house Store Front

Describe the actions needed to achieve this objective:

Conduct an analysis of current process workflow 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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Allocation of existing resources

Status for New in house Store Front

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Continue to monitor the effectiveness and efficiency of the current system.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

MANAGER'S REVIEW

Form: Administrative Services Manager's Review 2019/20 UPDATE

Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Administrative Services Analysis Section** (Form)
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Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: Printing and Mail Services

(REQUIRED) Program name

Print and Mail services

(REQUIRED) Are you on target with your assessment schedule?

yes

(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?

1 - To deliver and support exemplary teaching and learning in the areas of transfer education, associate degrees, career and technical education, certificates, and basic skills by delivering all necessary resources to faculty, staff, administrators and students.

-Assessment Plan: assessment by major are service metrics via the following methods. Mail and parcel delivery to faculty and staff will be measured for delivery accuracy. Accuracy of print jobs will be measured by accuracy. This assessment has revealed that our error rate is very low, perhaps one piece of mail per month was misdirected.

2 - To explore new technology and streamline practices by reviewing and refining existing procedures in order to achieve greater efficiency and clarity as it relates to the operation within the college.

-Assessment of new technology (to achieve greater efficiency) will be measured via the following methods. Staff will be interviewed about the use of walkie talkie effectiveness during mail delivery and other out-of-office activities. The walkie talkies have helped, but were borrowed from the Technology group on an ad-hoc basis. Other new technologies that were introduced were the creation of a copier database that holds records of Mesa's copier fleet. The assessments revealed that better communication (via walkie talkies) helped little in mail delivery efficiencies. The new database has helped track the location, leases and other details with regard to the copier fleet.

3 - Provide sustainability and accountability in all materials/services supplied to faculty, staff and students, and by meeting obligations from vendors, accounts payable, and any other campus office requesting information.

-Assessment of materials/services to faculty/staff and students will be measured via a questionnaire instrument. The instrument project was not created during this cycle as the department relied on charge back reports and the Digital Storefront to track supplied materials. In addition, a weekly materials and stocking report is published that helps all team members gauge the usage of materials consumed.

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

No resource needs are needed at this time.

Please provide any other comments.

No answer specified

Form: "2019/20 Program Review Administrative Services Analysis Section"

Created with : Taskstream

Participating Area: Printing and Mail Services

Administrative Service Area Name

(REQUIRED) Type your service area name.

Print and Mail Services

Part A: In this section, please analyze your service area in terms of its role in promoting equity and excellence as well as its contribution to the College's identity of being a Hispanic Serving Institution.

(REQUIRED) A1. How does your area help foster equity and excellence across the campus?

The Print and Mail group fosters equity and excellence across the campus by delivering flawless services at the times requested. according to Mesa's Equity plan, "Our commitment to equity requires that marginalized students have access and support across all campus systems, from application to completion."

This means requests for approved services shall be provided and supported in a manner that is flawless: execution, performance and compatibility. With this self-imposed expectation, Mesa Print and Mail Services exceeds the role of promoting equity and excellence: mail deliver, Parcel intake and disbursement, color & large format materials tracking and copier oversight and maintenance.

(REQUIRED) A2. How does your area contribute to the College's identity of being an Hispanic Serving Institution (HSI)?

Mesa College's status of HSI (eligible and at least 25% of the enrolled students are Hispanic) means that the group of students identified as Hispanic are historically marginalized and thus the department endeavors to make its services accessible to these and all other students. As such, it is important that the department does its part to ensure this as well as all other marginalized groups be brought to parity with respect to available products and services that are offered from a printing and mail services point of view.

Areas of contribution include, but are not limited to, color and large format printing delivery and support, delivery and support for specialized printing orders. We offer in-person, telephone and email support for placing orders and for help in designs of printed materials.

(REQUIRED) A3. Have you made any changes to services or procedures in support of the topics discussed in A1 and A2? Explain.

For A1 we revised the mail routing so that we can increase time spent by personnel in the print areas (so that we can provide more help to our user base). In support of A2, we have coordinated efforts with the Technology group to setup and track usage of student pay-for-

print stations in the new BT building as well as placement of a station in the Student Services Building.

(REQUIRED) A4. What data do you collect to inform your practices, policies, and procedures? How do you use this data? What have you learned from this data? If you don't collect any data, how can the Mesa Research Office support you in this area?

Data are collected in three areas:

1. Mail operations: mail delivery accuracy
2. Package intake and disbursement
3. Print job intake and delivery (employee and student)

This data are used to establish quality control metrics such as process mapping, measuring escapes/turnbacks, mistake-proofing, etc. These concepts are part of a larger plan to ensure Printing and Mail services conform to modern manufacturing methodologies as the department is a manufacturing center. As we move towards the 'cultural' changes in transitioning the department to a true manufacturing center, we will be able to reduce wasted manpower and materials and operate with greater efficiency and adaptability.

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

This focus has been developed such that the department looks at our processes and examines how products and services can be delivered on time with perfect accuracy. Environmental factors that may affect the latter are the shop area's upkeep and preparedness so we have instituted the lean manufacturing principle of 5S workplace optimization: Sorting, Set in order, Shine/cleaning, Standardization and Sustaining of the environment. 5S has helped us to keep the work areas and shop ready to conduct our work with minimal distractions and associated waste - keeping work flow optimized thus reducing product errors.