

## 2022-23 Program Review Template

**Directions for Lead Writers:** Please use this template to complete your Unit’s Program Review for this cycle. Instructions for submitting your completed template at the end of the spring semester will be provided in a few weeks. Click [here](#) to view our Glossary of Terms.

Other Resources:

[Program Review Handbook](#)

[Acronym Dictionary](#)

[Resource Link Library](#)

[Mesa 2030](#)

[Program Review Archives](#)

**DEI Discussions:** as part of your reflection with your unit, a workgroup has developed a Diversity, Equity, Inclusion, and Accessibility Discussion Guide. Please use this in your unit-level discussions as we move toward becoming more diverse, equitable, inclusive, and accessible through intentional and ongoing campus-wide reflections and revisions of policies and practices.

View the guide [here](#). Have reflections or feedback to share? Click [here](#).

<i>Program Information &amp; Executive Summary</i>		
Prompt	Guidance	Program Response
Describe the successes and challenges your unit has faced since the last comprehensive review.		<p>Business Services was successful by being able to provide full service to campus while working remotely during the COVID pandemic (2.5-3 years).</p> <p>The department is effectively providing more 1 on 1 or group trainings on Business Services and Purchasing procedures. This helps the campus better prepare for upcoming purchases and better manage their budgets.</p> <p>Dedicated email accounts have been created for travel and reimbursement requests. Having the separate email accounts have provided better organization for the department staff, and allow the department to focus on and process requests more efficiently.</p> <p>Below are the challenges the department faces:</p> <p>-Understaffed for the past 8 years. Department is in need of a supervisor/manger and an additional Administrative Technician in order to continue to provide effective and superior customer service.</p>

		<p>-Mesa has acquired additional (more funds/grants), and with limited staffing able to manage. Grants are more complex due to regulations and additional reporting</p> <p>-Challenged by District's continuous lack of communication when it comes to policy and procedure changes and enforcement.</p> <p>-District is delegating more tasks to the campuses that they once managed.</p> <p>-With new procedures in place there is push back from campus to follow process.</p> <p>-People Soft continuously glitchy, reports are not accurate, and has created more manual work</p>
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.	Optional	n/a
If applicable, describe the impact of any new resources (human, fiscal, etc.) on the unit and/or action plan implementation.	Optional	
Please confirm that the department has reviewed the Course Learning Outcomes listed in CurricuNet for each course and verify accuracy.	Select One	<input type="checkbox"/> Reviewed and accurate <input type="checkbox"/> Reviewed not accurate, update in progress <input type="checkbox"/> Reviewed not accurate, need support N/A
<b>Data Reflection</b>		
<b>Prompt</b>	<b>Guidance</b>	<b>Program Response</b>
Describe the trends you see in your program/service area's data.	Instructional Data you may consider: enrollment trends, course & program learning outcomes, Institutional Learning Outcomes, course success and retention rates, degree completion, transfer, employment, labor market analysis, other data relevant to your unit's work	Trend 1: There is an increase of outreach to and from the department for training, providing updates on policy and procedure, assistance with managing additional funding, and accessing People Soft. The department continuously receives requests to provide one on one trainings for new and current employees. Also, the department has been asked to participate on more committees and

	<p>Service/Admin Area Data you may consider - service usage, service access, demand for services, student service/administrative unit outcomes, types of services offered and used, headcount of services usage, trends in reason for service use, other data relevant to your unit's work</p>	<p>attend more meetings to provide guidance on budget and policy and procedure. On an average employee spends up to 3-5 hours a month providing one on one trainings. Employees spend in the fall semester average 4 hours a month and in spring 8 hours a month on various committees to provide fiscal guidance. In order to provide departmental information the Business Services webpage has been updated with current forms and information sheets regarding requisition and travel process. This aligns with AUO 3 (provide on-line business information access to the college). The additional outreach, participation and trainings aligns with AUO 2 (improve open door policy to increase customer service) but can be challenging due to the staff shortage.</p> <p>Trend 2: Every year District Finance and Business Services has delegated more tasks to the campus. This includes additional paperwork, data input into People Soft, and monitoring of funds. This increases the workload for the department staff and director and takes time away from completing existing tasks. These additions also increase the workload of the entire campus since the District requires more paperwork from those requesting purchase orders, travel, and payment for student aid.</p> <p>* data from number of transactions of reqs, Pos, JEs, BTs, TA/ER</p>
<p>Describe any equity gaps you see in these data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender, age, etc.)?</p>	<p>Equity gaps refer to disparities in educational outcomes and student success metrics across race/ethnicity, socioeconomic status, gender, and other demographic traits and intersectionalities.</p>	<p>N/a</p>
<p>Describe the discussion(s) that took place about the unit's learning outcomes assessment data.</p>	<p>Department Outcomes Coordinators (DOCs) facilitate a department wide discussion on learning outcomes data each year during "Outcomes Across Campus". DOC's may helpful in supporting this section.</p>	<p>n/a</p>

*Practice Reflection*

Prompt	Guidance	Program Response
Describe current practices your unit has engaged in that you believe impact the above data trends and equity gaps.	Items to consider: new actions specifically focused on issues of equity, major curricular changes, professional learning, policy or process changes, data-informed unit dialogue, community outreach.	Currently the department works overtime during peak seasons to complete the normal and additional workload given by the District and the campus demands. Also the department works a 4/10 schedule to have longer office hours on days where the campus is busier and needs more support.
What other factors (internal or external) might also impact the above data trends and equity gaps?	Items to consider: legislative changes, fiscal changes, staffing changes, recruitment, hiring, and retention practices.	-additional grant funding increases the workload due to managing, monitoring, processing expenses of funds. -there continues to be more faculty and staff hired at Mesa, therefore the department is requested to provide more training and support to new employees -the department has been short staffed for the past 7 years. Due to the shortage staff the workload is increased for each employee
<b><i>Unit Goals and Action Plans</i></b>		
Prompt	Guidance	Program Response
Unit Goals	Goals should connect to Data and Practice Reflections. Goals should be Specific, Measurable, Attainable, Relevant, and Time-bound.	Goal 1: Hire/add position an administrative technician and Business Office Support Supervisor Goal 2: provide more training re policy, procedure and budget Goal 3: improve Business Services website
Mesa2030 Roadmap Strategic Objective (SO) Alignment	Review <a href="#">Mesa2030</a> and the <a href="#">Roadmap to Mesa2030</a> , only link to SO's that your goal clearly and intentionally is meant to contribute to, each goal should link to 1 or more SOs	Goal 1: SO: Increased campus understanding, communication of and transparency in budget and resource allocation. SO: Goal 2: SO: Increased campus understanding, communication of and transparency in budget and resource allocation. SO: Goal 3: SO: SO:

Identify specific actions your program/service area will engage in to accomplish this goal.	Examples may include: policy or practice changes; unit initiatives, curricular changes, etc.	<p>Goal 1</p> <ol style="list-style-type: none"> <li>1. Continue to apply for additional position via CHP</li> <li>2. Continue to strategize with team on how to manage workload</li> </ol> <p>Goal 2</p> <ol style="list-style-type: none"> <li>1. send out survey to ask campus what areas they need training on</li> <li>2. Coordinate with NFI and NCI to provide trainings on Business Services policy and procedure for new hires</li> <li>3. Coordinate with departments at the beginning of each semester to reach out to provide trainings at school or department meetings</li> </ol> <p>Goal 3</p> <ol style="list-style-type: none"> <li>1. send out survey to ask what is needed on website</li> <li>2. send out ongoing notifications of when website is updated</li> </ol>
Does this Action Plan require resources	if yes, complete resource request form	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Lead Writer and Manager Information		
Lead writer Name(s)	Virginia Enriquez	
Name of Program/Unit	Business Services	
Manager Name	Erica P. Garcia	
Submission Date of Program Review Draft to Manager for feedback		
Submission Date of Program Review Final Draft to Office of Institutional Effectiveness	6/14/2023	