

2022-23 Program Review: Events & Operations

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 & Executive Summary</i>		
Prompt	Guidance	Program Response
Describe the successes and challenges your unit has faced since the last comprehensive review.		<p><u>Success:</u></p> <p><u>2022-23 Event Planning Calendar</u></p> <p>The Events & Operations team has implemented an online event planning process, beginning with Spring 2023. This new online format replaces a hard copy process in which department/program representatives had to physically visit the President’s Office in order to view/add to the event calendar for the year. The online format now improves accessibility, campuswide, and gives requestors the opportunity to view calendar updates live, in consideration of major events that they are planning for the year. This format also improves communication between the President’s Office, the Events & Operations team, and the campus as a whole, as it provides an at-a-</p>

glance view of the entire year to allow for scheduling conflicts to be addressed early, and equitable opportunities for use of space and resources. Transparency is increased, allowing the campus to see how spaces and resources are being used to support student engagement, success, and retention.

Departmental Re-Org

Events & Operations has added a new position of Administrative Technician, reporting to the Director of College Facilities and Operations. This change allows the Director to have a greater focus on operations, construction-related projects, safety and emergency planning, and long-term facilities planning. The Administrative Technician supports both internal and external events, coordinates day-to-day operations with Facilities, and has begun working to increase and document revenue generated from Civic Center rentals on campus. The has also allowed an opportunity to begin to streamline processes for events, site improvements, and other areas in Operations.

Admin. Services/Facilities Communication/System Building

The Events & Operations team has worked closely with Facilities Services, a District function, to improve communication and processes for coordinated efforts between the two teams. Through these efforts, Mesa College has benefited from faster response times, increased efficiency, and collaboration.

Facilities/Affinity Space Request Process

Events and Operations is engaging in a collaborative effort with the campus community, particularly Administrative Services, to identify and renovate areas for approved campus-wide facilities and requests

		<p>for affinity spaces.</p> <p><u>Challenges:</u></p> <p><u>Staffing Levels</u> There has been a decrease in personnel on our Shipping and Receiving team due to retirement. An increase in campus events related to campuswide efforts to enroll, engage, and retain students has also created a higher demand for resource setup for events. Event setup requests pull custodians from their regular duty, including cleaning and maintaining the campus, leading to the need for personnel dedicated to setting up for campuswide events.</p> <p><u>Technology Planning</u> The large-scale computer rotation project has highlighted the need for comprehensive technology planning and project execution. The division of authority and labor between district and campus employees will need to be addressed.</p>
<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.</p>	<p>Optional</p>	<p>N/A</p>
<p>If applicable, describe the impact of any new resources (human, fiscal, etc.) on the unit and/or action plan implementation.</p>	<p>Optional</p>	<p><u>Departmental Re-Org</u> The addition of an Administrative Technician in Events & Operations has allowed an opportunity to begin to streamline processes for events, site improvements, and other areas in Operations. This change allows the Director to have a greater focus on operations, construction-related projects, safety and emergency planning, and long-term facilities planning.</p>

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
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Data Reflection

Prompt	Guidance	Program Response
Describe the trends you see in your program/service area's data.	<p>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</p> <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><u>Increased Events</u> Post-pandemic, there have been an increasing number of events on campus. Though there has been some staffing augmentation, the increase of events is reaching an unsustainable level. Concerns include staff for event set up, AV, and availability of event space.</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.)?	Equity gaps refer to disparities in educational outcomes and student success metrics across race/ethnicity, socioeconomic status, gender, and other demographic traits and intersectionalities.	N/A
Describe the discussion(s) that took place about the unit's learning outcomes assessment data.	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.	N/A

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.	N/A
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.	N/A
<i>Unit Goals and Action Plans</i>		
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: Culture Assessment and Implementation Goal 2: Increase Access to Funding Goal 3: Revenue Generation
Mesa2030 Roadmap Strategic Objective (SO) Alignment	Review Mesa2030 and the Roadmap to Mesa2030 , 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: Culture Assessment and Implementation SO: In agreement with Administrative Services, Events and Operations will contribute to the advancement of activities, spaces, and programs that foster a sense of inclusivity, with a particular emphasis on promoting equity and addressing the needs of historically marginalized groups. Goal 2: Increase access to opportunities for funding campus projects SO: Make recommendations to eliminate barriers to year-end funding through the BARC process. Revamp the process timeline and award guidelines to increase access to funding to the campus community. Goal 3: Revenue generation SO: The objective is to implement and improve existing programs with the aim of generating unrestricted funding that can be utilized to provide support for the campus

		community.
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 1. Develop Goals for Events and Operations to continue to improve efficiency and streamline processes.</p> <p>Goal 2 1. Work with Admin Services and the BARC Committee to eliminate barriers to funding.</p> <p>Goal 3 1. Develop an outreach program to increase Civic Center rental interest.</p>
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)	Giovanni Garcia	
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Submission Date of Program Review Draft to Manager for feedback	7/22/2023	
Submission Date of Program Review Final Draft to Office of Institutional Effectiveness	7/27/2023	