

## 2022-23 Program Review Template

**Directions for Lead Writers:** Please use this template to complete your Unit's Program Review for this cycle. After you complete this template, please click [here](#) to upload this word document.

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.		Successes – We are meeting our print and mail obligations at this time. Challenges - Staffing shortages creates a bottleneck during a handful of days per year, though this is alleviated by pre-planning higher than normal workload
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	A group member promoted to a position outside the department and another member has health limitations.

If applicable, describe the impact of any new resources (human, fiscal, etc.) on the unit and/or action plan implementation.	Optional	No new resources
Please confirm that the department has reviewed the Course Learning Outcomes listed in CurricuNet for each course and verify accuracy.	Select One *not applicable for this unit*	<input type="checkbox"/> Reviewed and accurate <input type="checkbox"/> Reviewed not accurate, update in progress <input type="checkbox"/> Reviewed not accurate, need support
<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	<p>Increase in activity are observed in three areas:</p> <ol style="list-style-type: none"> <li>1. Black and white jobs</li> <li>2. Color jobs</li> <li>3. Large format jobs</li> </ol>
	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	The increase has occurred after the pause in operation during the pandemic.
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.	Although we have no accurate data for print jobs from these demographics, we do realize that customers are from two groups – employees and students. Student requests are at a rate far less than those of employees. It should be noted that students, especially from lower incomes may have difficulty procuring their jobs due to resource limitations.
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	Discussions are continual and mostly informal and in team meetings as to the issue of customer support.

	this section.	
<b><i>Practice Reflection</i></b>		
<b>Prompt</b>	<b>Guidance</b>	<b>Program Response</b>
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.	Remain open and accessible to phone and office calls. This is an important aspect as we offer direct, no delay of services while minimizing non-access practices like voicemail and email only services.
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.	Lack of labor during peak times has been problematic. However, we are studying level-loading strategies such as earned value performance mapping of job management.
<b><i>Unit Goals and Action Plans</i></b>		
<b>Prompt</b>	<b>Guidance</b>	<b>Program Response</b>
Unit Goals	Goals should connect to Data and Practice Reflections. Goals should be Specific, Measurable, Attainable, Relevant, and Time-bound.	Goal 1: Reduce printing errors in mail services Goal 2: Implement web-based print system
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: Use technology to improve communication and accessibility across campus. Goal 2: SO: Support processes and initiatives that prioritize environmental sustainability and reduce Mesa College's impact on climate change

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. Determine errors associated with mail system</li> <li>2.</li> </ol> <p>Goal 2</p> <ol style="list-style-type: none"> <li>1. Determine effectiveness of print system</li> <li>2.</li> </ol> <p>Goal 3</p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> </ol>
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Does this Action Plan require resources	if yes, complete resource request form	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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**Lead Writer and Manager Information**

Lead writer Name(s)	David R. Fierro
Name of Program/Unit	Printing and Mail Services
Manager Name	David R. Fierro
Submission Date of Program Review Draft to Manager for feedback	
Submission Date of Program Review Final Draft to Office of Institutional Effectiveness	5/4/2023 9:13:14 AM