



Non-Instructional Program Review 2015-2016

Mailroom/Production Center:

Date: 05/13/2016

- Program Review Non-instructional Cycle F 2015_Mailroom and Production Center

Sorted by: Program

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

Mailroom/Production Center

PR Section 1.0

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1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

Mission: The Mailroom/Production Center maintains the goal to provide excellent customer service. Our office helps full and part-time Faculty be successful instructors by providing production request with in a two day time frame which helps faculty guide their students be successful learners. We also provide walk up service to full and part-time faculty, when their department copier machines are down.

Vision: To continue excellent customer service to instructors to help increase the lifelong appreciation for the power of learning to students

Core Values: We empower faculty to achieve at their fullest potential to encourage their students in ongoing learning with the material reproduced by the Fullerton College Production center.

College Goals: Mailroom/Production Center strongly supports the college goals of increasing student success. We are working passionately to accomplish our daily works in a timely manner for our Faculty to assist their successful students.

PR Section 4.1 - 4.2

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4.1 - 4.2

4.1 List your SAOs and complete the expandable table below.

| | Service Area Outcomes (SAO) | Date Assessment Completed | Date(s) Data Analyzed | Date(s) Data Used For Improvement | Number of Cycles Completed |
|----|--|----------------------------------|------------------------------|--|-----------------------------------|
| 1. | Deliver timely information and assistance to students | Nov.2015 | Nov.2015 | Jan.2016 | |
| 2. | Deliver information in timely manner to assist Faculty | Nov.2015 | Nov.2015 | Jan. 2016 | |

4.2 Assessment: Complete the expandable table below.

| Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College | | | |
|---|--|---|---|
| Intended Outcomes | Means of Assessment & Criteria for Success | Summary of Data Collected | Use of Results |
| 1. Deliver student papers to faculty mailboxes and assist students promptly | Student's works are received and date stamped, Faxes by students handed a print receipt of fax status. | Collected fax statement process papers and a written number of fax receipt is placed on paper with date, name, and dollar amount | The number count on faxes sent out |
| 2. Deliver completed production request in a 24hr time frame to assist Faculty | Production request form records indicate when received and completed. | Completed production request forms as soon as possible and place on self with a note placed in their mailbox letting them know their job is completed and ready for pick- up. | The number count on both Xerox duplicating machines metering device |

PR Section 4.3 - 4.6

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4.3 - 4.6

4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

To continue the satisfaction for instructor's by completing their Production request within 2 days and delivering production material to Faculty's office in a timely manner.

4.4 What challenges remain to make your SAOs more effective?

The office is limited for operation during the hours of one's schedule when one of the two staff members calls in sick or on vacation.

4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>)

We support the campus goal of promoting student success by completing the instructor's production request with in two days and having walk up service for those department copier machine which is down of out of service. We also have the ability to scan documents to faculty's email so they are able to up load to blackboard and gateway.

4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

Prioritizing the distribution of email production forms and completion them in a timely manner.

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

The Faculty regularly communicate their thanks and appreciation for the services we provide by sending thank you cards. We feel we provide great service to our faculty.

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

N/A

PR Section 6.0 SAP w/o Resource Requests

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Action Plans

SAPs for this three-year cycle:

| STRATEGIC ACTION PLAN # 1 | |
|---|--|
| Strategic Action Plan Name: (formerly called short-term goal) | Increase timely performance and communication to staff, faculty, and students. |
| List College goal/objective the plan meets: | College Goal #: maintain our excellent customer service and getting the production request completed within two days for our faculty and staff. Objective #: Improvement in customer service |
| Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less. | New staff will help with maintain our excellent customer service and assist with our daily duties such as United States postal mail, log our packages on our hand written logging clipboard, and assist with our production requests. Clarification for plan #1- The \$600.00 annually is to cover salary for the intention of hiring an hourly employee for the first two weeks of each Fall/Spring/ Summer/ Semester. \$10.00 X 2 hours per day=\$20.00 \$20.00 X 2 weeks (10 days) = \$200 \$200 each semester (3) = \$600.00 |
| What <i>Measurable Outcome</i> is anticipated for this SAP? | To maintained our excellent customer service to our faculty and staff during our high peaks of each semester. |
| What specific aspects of this SAP can be accomplished without additional financial resources? | None |
| | |

| STRATEGIC ACTION PLAN # 2 | |
|--|--|
| Strategic Action Plan Name: (formerly called short-term goal) | Salisbury Industries Mailboxes (8 units) |
| List College | College Goal #: The Mailroom/production department will be able to |

| | |
|---|--|
| goal/objective the plan meets: | expand in availability for the increase of faculty and spread out the faculty per mailbox. Objective #: Maintain our status in customer service |
| Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less. | Layna Santana (Production Coordinator) and Lisett Cazales (Production Specialist) will be the operators in distributing all production and other material that arrive to mailroom on a daily basis. Clarification plan #2 - Mailboxes have already been purchased and installed effective January 2016. |
| What <i>Measurable Outcome</i> is anticipated for this SAP? | Our faculty and staff will receive our continued daily service in receiving distributed material in their mailboxes in a timely manner. |
| What specific aspects of this SAP can be accomplished without additional financial resources? | None |
| | |

STRATEGIC ACTION PLAN # 3

| | |
|---|--|
| Strategic Action Plan Name: (formerly called short-term goal) | State of the Art Copy Machines |
| List College goal/objective the plan meets: | College Goal #: The production department will be able to produce more copies per minute and continue service without down time. Objective #: Maintain our status in customer service |
| Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less. | Layna Santana (Production Coordinator) and Lisett Cazales (Production Specialist) will be the operators of the new Xerox machines to process all production material that arrive to mailroom on a daily basis. Clarification plan #3- Copier Machines funds will be coming out of the general funds, and includes the lease and maintenance agreements for both machines. |

| | | |
|--|---|--|
| <p>What <i>Measurable Outcome</i> is anticipated for this SAP?</p> | <p>Production request completed within two days for our faculty and staff and continue service without down time due to machine repairs</p> | |
| <p>What specific aspects of this SAP can be accomplished without additional financial resources?</p> | <p>None</p> | |
| | | |