



PART 1: BASIC UNIT INFORMATION

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions:

Unit Name:	Mail Services
Department Name:	Business Support Services
Division Name:	Finance & Administrative Services

Please list all participants in this Program Review:

Name	Position
Diane Cummins	Supervisor, Business Support Services
Angie Valenzuela	Mail Services Technician

SECTION 1: Program/Unit Mission Statement

What is your Program/Unit's mission statement ([click here for information on how to create a mission statement](#)):

The mission of Mail Services is to provide postal assistance to District faculty and staff by receiving, distributing and metering District mail. We provide assistance and advice to faculty and staff with general questions about postal regulations and methods, USPS, UPS, and other mail and shipping vendors.

Describe how your mission aligns with and contributes to the College's Vision and Mission.

Mail Services supports faculty and staff in providing an engaging teaching and learning environment for students of diverse origins, experiences, needs, abilities, and goals.

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SECTION 2: Program/Unit Description

Staffing

<u>Full-time Staff</u>		<u>Part-time Staff</u>	
Total Number of Full-time Staff	2	Total Number of Permanent Part-time Staff	
Number of Classified Staff	1	FTE of Part-time Staff	
Number of CAST Staff	1	FTEF of Part-time Faculty	
Number of Administrators			
Number of Full-time Faculty			

As part of this PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. Attach a copy of the chart when you are submitting your review.

OR

If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C; Supervisor Position A with direct reports, Position A, Position B, Position C)

Supervisor, Business Support Services
Mail Services Technician

What additional temporary hourly or contract staff support this unit and/or department:

One part-time employee

Program/Unit Description

Who utilizes your services?

Faculty, staff, and occasional students

What services does your program/unit provide (Describe your program/unit)?

Oversee the District's mail services operations, including sorting, preparing, processing, metering, and distributing USPS mail, campus mail and packages to all District departments and sites.

Process shipments using outside vendors.

Ensure funding is available for all postal activities of the District.

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PART 2: PROGRAM/UNIT ASSESSMENT

SECTION 1: Service Area Outcomes

List the Service Area Outcomes (SAOs) for your program/unit.

Mail and packages are processed accurately with same-day service if received on time.
 Records of shipments are kept and easily accessed as needed.
 Our folder/inserters services provide automation of mail preparation to the District.
 Bulk mail services are available to assist departments with mailings and save District funds.
 Provide excellent customer service.
 Hours open are maximized in order to provide service and information to the campus.

For each SAO, describe when the SAO was last assessed and summarize what you learned from the assessment. (If you plan to assess the SAO this year, identify when you plan to assess it.)

A survey will be prepared and sent out to assess effectiveness of the department.

What improvements have you implemented or plan to implement as a result of your SAO Assessments?

NA

SECTION 2: Other Assessment Data

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit:

Quantitative Data

Measure	Values					Definition/Description of Measure
	2012-13	2013-14	2014-15	2015-16	2016-17	
Postage	149,414	144,930	138,958	135,116	135,018	Number of first-class mail pieces metered.
Bulk Mail	1,228,669	915,521	800,004	858,288	823,713	Number of standard-class mail pieces processed
UPS Shipments	\$6,941.16	\$9,316.11	\$6,571.03	\$5,493.85	\$6,252.85	Cost of shipments by UPS
Folder/Inserter	83,228	78,070	87,483	73,823	97,795	Number of mail pieces utilizing the folder/inserter

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Qualitative Data:

Describe any qualitative measures you use and summarize the results.
NA

What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above.
NA

SECTION 3: Achievements and Other Relevant Information

Describe your program's achievements or proudest moments this past year. Where possible, describe how these achievements are related to our students and their success!
NA

Describe any recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit? What effect will these changes have on your program/unit?
USPS regulations change often and Mail Services makes adjustments to our processes and informs the District as needed. The most impactful changes are increases to postage rates. While these rates are easily implemented, the increased cost causes the District to send out fewer pieces of mail and fewer shipments.

In addition to (or in response to) the changes listed above, what in-house policies, procedures, and processes need to be updated, created, or deleted?
Updates to faculty and staff about rate and regulation changes.

PART 3: PROGRAM/UNIT EVALUATION AND THREE YEAR PLANNING

Program Evaluation and Planning is completed in two steps.

Section 1: Overall Evaluation of Program
Reflect on your program/unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

1. What are our greatest strengths?
2. What are our best opportunities?
3. What is our preferred future, what do we aspire to do?
4. What are the measurable results that will tell us we've achieved that vision of the future?

Section 2: Establish Goals and Strategies for the Next Three Years
Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing your goals for this upcoming three year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for

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completion.

SECTION 1: Overall Evaluation of Program

1. Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results (SOAR) and summarize your discussion below.

Strengths:	High level of accuracy in mail distribution; mail is distributed very quickly when received so that the District receives their mail as quickly as possible; open hours are expanded due to the availability of a short-term employee.
Opportunities:	
Aspirations:	Additional staff so that more services can be offered in the areas of bulk mail preparation and addressing services. Obtain new location so that Mail Services and Print Services can be housed in the same location and staff can be shared across the departments.
Results:	Overall positive survey results from the campus community.

SECTION 2: Progress on Prior Goals

List current or prior goals your program/unit has been working on and provide an update by placing an "X" in the appropriate status box.

Goal	Completed	Ongoing	No longer a goal
Remain up-to-date on postal regulation changes.		X	
Maintain the list of faculty/staff and their mailbox locations.		X	

Add any comments related to your work on prior goals, if needed (e.g., successes, challenges, reasons for eliminating a goal).

NA

SECTION 3: Establish Goals and Strategies for the Next Three Years

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1. New Goals: Please list all goals for this three-year planning cycle:

Goal #1

Goal	Replace postage machine (current one purchased in 2012)
Strategies for implementation	Determine model needed
Timeline for implementation	Purchase by 2021
Outcome(s) expected (qualitative/quantitative)	New machine, fewer breakdowns, more functions if available.
Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.	Research time for machines, companies
Of the resources described above, which ones are reallocated and which ones are new or needed?	Reallocated

Goal #2

Goal	Replace folder/insertor (current machine purchased in 2012)
Strategies for implementation	Determine model needed
Timeline for implementation	Purchase by 2021
Outcome(s) expected (qualitative/quantitative)	New machine, fewer breakdowns, more functions if available.
Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.	Research time
Of the resources described above, which ones are reallocated and which ones are new or needed?	Reallocated

Goal #3

Goal	
Strategies for implementation	
Timeline for implementation	
Outcome(s) expected (qualitative/quantitative)	
Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.	
Of the resources described above, which ones are reallocated and which ones are new or needed?	

Goal #4

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Goal	
Strategies for implementation	
Timeline for implementation	
Outcome(s) expected (qualitative/quantitative)	
Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.	
Of the resources described above, which ones are reallocated and which ones are new or needed?	

2. How do your goals align with your unit's mission statement?

In order to provide postal service to the District we have to ensure that equipment used is reliable.

3. How do your goals align with the College's Strategic Plan Goals & Values? [Click here for 2019 Strategic Plan](#)

By providing reliable service to the District we are better able to support faculty and staff in providing an engaging teaching and learning environment for students of diverse origins, experiences, needs, abilities, and goals.

4. How do your goals align with the College's value of diversity?

Provide service to staff, faculty and students

PART 4: RESOURCES

Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, changes in policies or procedures). How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program

SECTION 1: Reallocation or Reassignment of Resources

Summarize any reallocation of resources you are making based upon your three-year plan, your current operations, and any upcoming factors in legislation. Describe the impact of the reallocation of resources to your unit.

NA

SECTION 2: Need for Additional Resources

As a result of this program review and planning process, describe any additional resources you need to improve the effectiveness of your unit/program.

Resource	Which goal/strategy in your three-year plan does this resource request support?	Which goal/objectives in the college's Strategic Plan does this resource request support?	Brief description of the need for this resource / Impact on other areas of the college (see technology, equipment, other needs)
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Staffing Needs - If you have a staffing need, identify if the staffing need is to replace a position or if the need represents a new position. Further explanation /prioritize. How does it align with North and South Centers/ Define what it is you need staff to do.

NA			

Technology Needs - If you have a technology need, use the last column to describe both the need for the resource AND identify if the technology need may require any of the following:

- 1) Extra wireless access
- 2) Integration with existing technology (hardware and software, such as PeopleSoft)
- 3) Operational maintenance and support

NA			

Equipment Needs (other than technology) - If you have equipment needs, use the last column to describe both the need for the resource and any possible impact to facilities.

Postage Machine replacement	1	1	Current machine is 6 years old;nNo impact on Facilities
Folder/Inserter replacement	2	1	Current machine is 6 years old;nNo impact on Facilities

Other Needs - If you have identified other needs, use the last column to describe both the need for the resource any any possible impact to facilities or other units on campus.

NA			
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PART 5: FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Division / Planning Council

Person/Group/Council Who Reviewed PRP	Department/VPFAS/FAS Leadership Team
Date	October 24, 2018

Feedback

1. Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:

Provide customer service

2. Areas of Concern, if any:

None

3. Recommendations for improvement:

None

