Golden West College

NON-INSTRUCTIONAL PROGRAM REVIEW

Spring 2016

Department Name: College Support Services (a part of Marketing and Creative Services)

Department Contact Information:

Division/Department Manager	*Phone #*	*Office Location*	*E-mail Address*
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NON-INSTRUCTIONAL PROGRAM REVIEW PROMPT

PROGRAM INFORMATION: College Support Services

Assume the reader doesn't know anything about your program/department. Briefly describe your department and how your department supports one or more of Golden West College's mission and goals. **This description will likely be used on your department's website**.

College Support Services is a combination of the Pressroom, Copy Center, and Mailroom at Golden West College. We support the campus community by providing quality copying, printing, and mailroom services to the areas of Instruction, Student Services, and Administrative Services.

We provide copying services in direct support of our faculty. This includes daily copying of their tests and handouts, which are distributed directly to their students. We provide copying and printing services to all of the departments on campus, both instructional and non-instructional in support of student success. These include many different types of items, for example: brochures, posters, event programs, flyers, business cards, letters, invitations, envelopes, signs, etc. We also provide the administrative support for telephone requests for the campus.

While we normally do not have direct contact with the students, we are an integral part in assisting and supporting the faculty and staff who do.

Program Contributions: Describe how your department contributes to the campus. Consider areas such as diversity, campus climate, student success, campus processes, student support, and other college goals below.

Our Department supports the college goals of Institutional Mission & Effectiveness and Instructional Programs.

External Requirements: Indicate any requirements that are imposed on your program/department by the state, federal regulations, or other external accrediting bodies (If applicable).

We have no external state, federal, or other external accrediting body requirements imposed on our department.

REVIEW OF LAST CYCLE PROGRAM REVIEW
Provide assessment of your previous program review initiatives. Summarize any accomplishments that your program/department achieved. (2 pg limit) Link to Previous Program Review Reports

We did not have an individual department program review in 2013, but were combined with the overall Marketing and Creative Services Program Review. One of the goals of Marketing and Creative Services was to create a new website for our combined department, but we were unable to complete this due to loss of staff and workload.

Department changes since 2013: The Switchboard was moved from College Support Services to the Enrollment Center's Call Center, and the Keys were moved to Public Safety.

SWOT ANALYSIS

Strengths
- Professional staff with numerous years of experience ranging from 12-32 years in this department
- Provides quality work in all areas of copying, printing, and mailroom services
- Serves the campus by successfully completing thousands of requests annually
- Provides fast and accurate turnaround of work/service (less than 24 hours for almost all jobs)
- Great customer service!

Weaknesses
- Need to create a new website and workflow system within our combined larger department of Marketing and Creative Services which would encompass all of our areas and allow faculty/staff to track a job from its inception to completion
- Aging billing system with a part of it that can no longer run on newer computer operating systems
- Need to create a better process for tracking the billing of off-campus jobs
- Need 'down time' of all staff members to improve or create better systems
- Since the combination of district computing systems from just our campus to the district as a whole, our billing program now takes almost a complete day to process rather than running in about 30 minutes
- Since the combination of the GWC Active Directory into a District-wide Directory, it has eliminated our campus phone directory

Opportunities
- Improvement in copier technology and equipment allows us to better meet the needs of our faculty and staff
- When Sharepoint is widely used on our campus it will hopefully improve our systems and allow for us to once again have a campus telephone directory
- We now have the ability to lighten the workload of other departments by utilizing our new color copier's variable data software to easily create their letters, certificates, etc.
- We continue to partner with the Coastline Community College Print Shop staff in the processing of both our jobs and theirs to keep the cost of equipment down, which is a better utilization of funds and resources
- Need to continue to centralize all campus copying into our department to reduce the need for expensive office copiers and laser printer on campus
- Possibility of offering copying to students and/or personal documents for staff—potential revenue generation

Threats
- Aging Equipment
- Retirements and resignations of experienced staff members
- More instructors using the web to disseminate material instead of copying handouts
- Campus departments purchasing larger copiers reducing or eliminating their need for our campus copiers
- Minimal staffing to accomplish our tasks
- Continued changes in District IT have negatively impacted our department (billing for jobs and telephone directory)

PROGRAM DATA AND ANALYSIS

Measures of Scope of Program (Who does your department serve? How many do you serve?)

Students
- We assist students on a daily basis as they enter our office asking for directions to other departments, but mainly the Enrollment Center
- We assist Nursing Students (Completion Ceremony Committee Members) directly to complete their graduation program materials as they wish

Faculty
- We assist numerous faculty on a daily basis with their scanning, copying, and printing needs both on the walk-up copiers and also by completing their jobs for them that are either dropped off or emailed to us for completion

Staff
- We assist staff members on a daily basis with their scanning, copying, and printing needs. We also assist them by proofreading their materials (those going to the color copier), and suggesting ways to best produce their jobs

Managers
- While we don't work with directly with managers on a daily basis, we do make suggestions as to how to improve the look of their printed materials and work indirectly by assisting the staff members within their departments

The Population we indirectly serve is everyone on campus and also those off-campus (potential students, and the community at large which we provide marketing materials)

While we do not have a 'count' of the actual number of those we serve on-campus, our work touches almost everyone who comes to Golden West College.

Total number of requests processed here on campus:
2013   12,171
2014   11,602
2015   11,494

Color copy jobs processed here on campus:
2013   464
2014   540
2015   631

Measures of Effectiveness/Customer Satisfaction?
We have not taken any surveys, however we consistently have faculty telling us personally how happy they are with our service.

Measures of Efficiency/Productivity
We have reduced our dependence on extra hourly help

Review of Budget/Expenditures

We have always tried to keep our expenses down by utilizing the talents of our own employees and also those from Maintenance and Operations and Technology Support Services (Dave Sams). Additionally we have a great partnership with the CCC Print Shop and trade services back and forth to keep the cost to our department and customers down.

PROGRAM PLANNING

What does your program want to accomplish in the next three years?
- Simplify the billing process
- Simplify the process for submitting copy jobs
- Create a new campus telephone directory
- Create a combined website with the Marketing and Creative Services Department
- Simplify communication to campus of what services (and the cost) we have to offer

What areas does your program plan to improve?
- The tracking of jobs throughout the entire Marketing and Creative Service Department so that our customers can see the progress of their job from inception to completion
- We are always striving to improve customer service
- The frequency of our billing periods

What specific actions will you take to improve upon those areas?
- Assist in the research of software to be able to track jobs through our system
- Work with Marketing and Creative Services staff to create a combined website for our two departments into one
- Continue to work with staff to improve customer service
- Process billing on a more frequent basis
- Acquire new software and hardware for our copy card and billing system
- Build Sharepoint form for submitting jobs
- Build website to include services we offer and prices

How will you assess whether your program has accomplished those goals?
- A customer satisfaction survey to distribute with each job
- The number of billing periods will increase
- Upon completion of website, create a focus group to test the site and give us feedback
- Upon completion of the job request form, create a focus group to test the form and give us feedback

RESOURCE ALLOCATION
In order to accomplish those goals, what resources do you need? You will need to fill out the resource request forms and include them with your Program Review Report. Link to resource request form.

We do not have any requests at this time

Program Updates Checklist

(X) Department Contact Information is up to date: Department Chairs, full-time faculty, classified
(X) Organization Chart: Verify that it is up to date: (q:\college information\org charts) Report necessary changes to the Director of Personnel CORRECTIONS WERE SENT TO HR

Program Manager and VP Review
Complete this section after reviewing all program review information provided. Mgr and VP are to separately indicate the level of concern for the program that exists regarding the following Program Vitality Review (PVR) criteria. Add comments for any item marked with a 1 or 2.
(Scale: 0 – No concern at all, 1 – Some concern, 2 – Serious Concern)
Mgr/VP
(0) (0) a. Significant declines in the quantity and/or quality of services from over multiple years

(0) (0) b. Precipitous decline in participation in the program

(0) (0) c. Significant change in facility and/or availability and cost of required or necessary equipment

(0) (0) d. Scarcity of qualified faculty, staff, or management

(0) (0) e. Incongruence of program mission with current college mission and goals, or state mandates, etc

(0) (0) f. Budgetary issues that warrant significant change in services provided

(0) (0) g. Negative impact on other programs caused by the organization or management of this program

(1) (1) h. Other: New Location of facilities may have a negative impact on services provided if equipment is reduced.

Signatures, Individual Comments

Department Supervisor: Sharon Jazwiecki   Date: 5-2-16

Comments:

Department Head: Debbie Bales   Date: 5-2-16

Comments:

President: Date:

Comments:

(x) No further review necessary

( ) We recommend this program for Program Vitality Review
Justification:

I have read the preceding report and accept the conclusions as an accurate portrayal of the current status of the program.

(mark (X) as a signature and type names)
(x) Sharon Jazwiecki
(x) Debbie Bales
( )
( )