FULLERTON COLLEGE ELEVATING. EXCELLENCE.

Administrative & Operational Services
2022 - 2023 Self-Study
Three-Year Program Review Template
Mailroom/Production Center

Administrative Services

Statement of Collaboration

The department/office staff listed below collaborated in an open and forthright dialogue to prepare this Self Study. Statements included herein accurately reflect the conclusions and opinions by consensus of the department/office staff involved in the self-study.

Participants in the self-study

Layna Santana
Nick Lopez

Authorization

After the document is complete, it must be signed by the Principal Author, the Department Manager, and (when appropriate) the Dean or appropriate Immediate Management Supervisor (IMS) prior to submission to the Program Review Committee.

	LSantana LSantana (Jan 23, 2023 12:53 PST)		
Layna Santana		Coordinator	11/10/22
Printed name of Principal Author	Signature	Title	Date
	LSantana LSantana (Jan 23, 2023 12:53 PST)		
Layna Santana		Coordinator	11/10/22
Printed name of Department Manager	Signature	Title	Date
Printed name of Dean or Immediate Management Supervisor (IMS)	Signature	Title	Date

1.0   Mission and Goals

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 paper production 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 copy 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 produced 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.

2.0   Department/Office /Data & Trends Analysis

2.1   Describe the purpose, components, and staffing of this department/office.

The Office Coordinator and Production Center Specialist together serve 1175 which include Fulltime, Adjunct Faculty and all classified employees on Fullerton Campus. The office guarantees all received production requests, first class mail from United States Postal of Service, books and packages from Amazon, Fed-Ex, Fed-Ex Ground, GLS, Grainger, Office Solutions, UPS, campus and inter-district mail, all flyers from other departments on and off campus, be sorted, processed and completed within a day or two.

The Mailroom / Production Center tracks material being delivered by 10 different vendors on a daily basis to appropriate Faculty offices, maintaining and ordering supplies for the three Toshiba copy machines to lessen the down time for photocopy services, deleting and updating combination cards for mailboxes for all new faculty at the beginning of every semester and preparing the monthly budget statement for all departments that order from our campus.

In addition to the daily operations of Mailroom/Production Center, we also accept student assignments and take phone messages on behalf of instructors and answer questions at the counter.

2.2 Staffing – complete the table below. Please list the total number of personnel in each type of position in the department/office. Within each classification in the first column, please list the position titles. For confidentiality, **do not** include the names of any people in the position.

	CURRENT STAFF				
Classification (Include position titles)	# of staff in each position title	Percent of employment	Months per year of employment	Source of funding (General / Categorical)	FTE
Managers					
None					
Classified					
Layna Santana, Production Ctr Coordinator	1	100%	12		1
Nick Lopez, Production Center Specialist	1	100%	12		1
Hourly - Adult					
None					
Hourly - Student					
None					
Professional Experts					
None					
				Total FTE	2

2.3 Other Resources

	OTHER RESOURCES			
Please list each position by classification in the department/program	Services Provided	Number of Hours	Overall Cost	Source of funding (General / Categorical)
Independent Contractors				
None				
Volunteers				
None				
Interns				
None				
Total Hours & Costs				
			Total FTE	2

2.4 Utilize the data provided in the tables above in a discussion of the appropriateness of the staffing levels of this department/office.

• The office utilizes one coordinator and one production specialist to serve 1175 employees on campus and students turning in assignments to their instructor's mailboxes.

• Office operation hours for faculty and students attending early morning and late evening classes are Monday – Friday 7:00 a.m. to 5:00 p.m.

- The office is challenged every day to maintain its services with its current two classified employees because of lack of coverage in the office. Scheduled vacations, appointments, and lack of overlap time, leaves the other staff member solely to complete all daily duties. The office is not operational during the hours of one's schedule when one of the two staff members calls in sick, is on vacation or is on lunch break.

2.5   How does this department/office serve the population of the college?

The Mailroom/Production Center assistance continues to be high in demand serving all 835 full-time and adjunct instructors. We are the main source for all deliveries to all faculty and staff to receive packages, mail, books, and production.

2.6   Since the previous Program Review Self-Study what significant changes have occurred that impact the services of this department/office?

Since the previous Program Review Self-Study, we have accomplished getting the production requests done in two days. In addition, we added four sectional double stack mailboxes to accommodate Adjunct Faculty in the mailroom lobby on January 2016. In February 2017, three new Toshiba copiers were bought to maintain our high demand on copy volume. For 2022, the copy count for the three machines are Estudio 1057 (C14096) 5,335,920, Estudio 1057 (C14097) 5,312,988 and Estudio 7506AC (C14098) 410,413.

2.7   Describe any laws, regulations, trends, policies and procedures or other influences that have an impact on the effectiveness of your department/office.

The increase of class courses causes an increase in instructors therefore has an impact on the effectiveness of our department.

2.8   Provide any other data that is relevant to your self-study, for example, if you collected data to assess an outcome.

The decrease of instructors using our production service due to Covid-19 in March 2020, the instructors had to go strictly online. The copy counts for the three Toshiba machines from Fiscal Year 2017/2018 to Fiscal year 2022/2023 is only a 1.07 % increase. Our production office only printed 3,586,815 copies in the past four years compared to Fiscal year 2017/2018 copy count 3,643,383.

3.0   Strengths, Weaknesses, Opportunities, Challenges (SWOC)

3.1   Based on your analysis in 2.1 through 2.8, what are the strengths of your department/office?

Great teamwork between the staff is the major strength. Staff's lunch breaks are staggered so the office is always covered. The Mailroom/Production staffs are always prompt and professional in assisting staff, faculty and students with any questions at the counter. Also, raising the bar for excellent customer service has resulted in being nominated for the Classified Employee Recognition Award.

3.2.   Based on your analysis in 2.1 through 2.8, what are the weaknesses of your department/office?

The office is challenged every day to maintain its services with its current two classified employees because of lack of coverage in the office. Scheduled vacations, appointments, and lack of overlap time, leaves the other staff member solely to complete all daily duties.   The office is not operational during the hours of one's schedule when one of the two staff members calls in sick, is on vacation or is on lunch break.

3.3   Based on your analysis in 2.1 through 2.8, what opportunities exist for your department/office?

Adding an extra person part time working 4 hours for four days, will help tremendously by having more hours of overlap to cover the office and maintain office daily duties.

3.4   Based on your analysis in 2.1 through 2.8, what challenges exist for your department/office?

The office is challenged to maintain overall operational efficiency and effectiveness with the increase of faculty and staff. From semester to semester, an increase of production has occurred and one staff member is operating the office maintaining all duties solely from 7:00 a.m. to 10:30 a.m. (major traffic of the day). The office must carefully schedule vacations, lunch hours and participation on campus committees.

4.0   Outcomes Assessment

4.1   List your outcomes and complete the expandable table below.

	What are your program outcomes?	When was the Assessment completed?	When did you analyze the data?	When were the changes made?	Number of Cycles Completed
1.	Deliver information to assist Faculty within 24 hours	Nov. 2022	Nov. 2022	Jan. 2023	
2.					

4.2   Assessment: Complete the expandable table below.

	Intended Outcomes	How will you determine if the outcome is met?	How will you collect the data?	Can this data be disaggregated at the student level?	What will the results show?
1.	Deliver information within 24 hours to assist Faculty	Production request form records indicate when production request is received and completed	Once completed production requests are wrapped and place on shelf. A note is placed in their mailbox letting them know their job is completed and ready for pick- up.	N/A	The number count is collected from three Toshiba duplicating machines
2.					

4.3   How has assessment of outcomes led to improvements <u>in services</u> provided to students by this program?

Production is processed and deliver to Faculty's office within a day of completion to continue the satisfaction for instructors.

4.4   How has assessment of outcomes led to improvements <u>in student learning and achievement</u>?

The assessment of outcomes which led the improvement in the student learning and achievements are by making sure the three Toshiba copy machines are always running with minimal down time and making sure the three Toshiba machines have their regular maintenances and having needed machine supplies on hand. With the material being copied and handled out to the students, this is teacher's way to know that the students are reading and learning the material.

4.5   What challenges remain to make your department/office outcomes 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.

4.6   Describe how the department's/office's outcomes are linked to [college goals](#).

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 and 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 for their students.

4.7   Describe how the department's/office's outcomes support the achievement of the [institution level SLOs](#).

Always having the three reliable copy machines always running in our Mailroom Department helps support the achievement of the institution level SLOs.

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

A monthly production report is given to each department at the beginning of each month.

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

The monthly production report is given to show how much production was run for each department.

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

We use the assessment results for production monthly reports which gives us an idea of how to estimate for future copy counts by comparing copy counts from previous years. The data will help our office foresee future improvements such as getting two new copy machines when needed.

4.9   At least one outcome listed in 4.1 should address the following:

      A. List the outcome that focuses on individual student learning or actions.

         Material the instructors bring to us for duplication for their students to learn from.

      B. Identify methods to assess outcomes in such a way that the data can be disaggregated.

         The methods to assess outcomes in such a way that the data can be disaggregated is by getting a tallying of all department totals and making a total copy count for the month.

      C. Identify a process for using outcome assessment data to improve your department's/office's services.

         Better and faster duplicating machines is process for using outcome assessment data to improve your department's/office's services.

      D. Identify a process for assessing outcomes and collecting data that can be used to build dashboards (where applicable).

         N/A

4.10   Outcomes Equity Analysis

      Looking at the one outcome from 4.9, do you find significant differences by race, ethnicity, gender, and other categories? N/A
      Describe here what the data shows. N/A
      What strategies will you use to close the attainment gaps among groups of students? N/A
      What kinds of professional learning would help? N/A

5.0   Evaluation of Progress Toward Previous Strategic Action Plans

5.1   List the strategic action plans from your last self-study/program review.

      Production request completed within 24 hours.

5.2   Describe the level of success and/or progress achieved in the strategic action plans listed above.

      Since our last program review in 2018, we have maintained our excellent customer service and getting the production request completed within two days for our faculty and staff.

5.3   How did you measure the level of success and/or progress achieved in the strategic action plans listed above?

      The volume level will increase in production due to increase in Faculty.

5.4   Provide examples of how the strategic action plans in the last cycle contributed to the continuous quality improvement of your department/office.

All three Toshiba machines are maintained monthly to stay at their high performance.

5.5   In cases where resources were allocated toward strategic action plans in the last cycle, how did the resources contribute to the improvement of the department/office?

By maintaining our supplies needed for production, we were able to improve 1.06%. We see room for improvement, by having additional staff support during the Semesters.

5.6.   If funds were not allocated in the last review cycle, how did it impact your department/office?

N/A

6.0   Strategic Action Plans (SAP)

Using the tables below, list the strategic action plans (SAPs) for your program. These plans should follow logically from the information provided in the self-study. Use a separate table for each SAP.

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name:	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 excellent customer service.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Layna Santana (Production Coordinator) and Nick Lopez (Production Specialist) will be the operators of the new Xerox Machines to process all production material that arrive to the mailroom on a daily basis.
What *Measurable Outcome* is anticipated for this SAP?	Production request completed within a twenty-four-hour service for our faculty and staff and continue our service without down time due to machine repairs.
What specific aspects of this SAP can be accomplished without additional financial resources?	N/A

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel		
Facilities		
Equipment	$ 60,000 est.	General Funds
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	$ 60,000 est.	

STRATEGIC ACTION PLAN # 2		
Strategic Action Plan Name:	N/A	
List College goal/objective the plan meets:	College Goal #: Objective #:	
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	N/A	
What *Measurable Outcome* is anticipated for this SAP?	N/A	
What specific aspects of this SAP can be accomplished without additional financial resources?	N/A	
If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.		
Type of Resource	**Requested Dollar Amount**	**Potential Funding Source**
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	N/A	

7.0 Long Term Plans

Describe the long-term plans (four-six years) for your program. Please consider future trends in your narrative. Identifying financial resources needed for these plans is optional.

> 7.1 Describe in detail your need for additional resources as listed above (if applicable)
>
> We will experience an increase of Faculty in our future which will demand on higher volume in copies and an increase in customer service so new machines will be very beneficial to our department.

8.0   Self-Study Summary

This section provides the reader with an overview of the highlights, themes, and key segments of the self-study. It should not include new information that is not mentioned in other sections of this document.

The Mailroom/Production center is the main core of duplicating production requests for all staff on campus. Even though the staff members are able to maintain overall operational efficiency and effectiveness in the office, expanding staff member will help tremendously by having four hours of overlap to cover the office and maintain office daily duties. The office is challenged to maintain overall operational efficiency and effectiveness with all faculty and staff. The decrease of instructors using our production service due to Covid-19 in March 2020, the instructors had to go strictly online. The copy counts for the three Toshiba machines from Fiscal Year 2017/2018 to Fiscal year 2022/2023 is only a 1.07 % increase. Our production office only printed 3,586,815 copies in the past four years compared to Fiscal year 2017/2018 copy count 3,643,383. One staff member is operating the office maintaining all duties solely from 7:00 a.m. to 10:30 a.m. (major traffic of the day). The office is challenged every day to maintain its services with its current two classified employees because of lack of coverage in the office. Scheduled vacations, appointments, and lack of overlap time, leaves the other staff member solely to complete all daily duties.   The office is not operational during the hours of one's schedule when one of the two staff members calls in sick, is on vacation or is on lunch break. The Mailroom/Production Center assistance continues to be high in demand serving all 895 full-time and part-time instructors. We are the main source for all deliveries to all faculty and staff to receive mail, books, and production. The excellent customer service in the Mailroom/ Production center can be fulfill by adding two new copy machines in the near future.

9.0   Publication Review

Fullerton College is committed to assuring integrity in all representations of its mission, programs, and services. As such, during the program review self-study process departments/offices are required to document their publications (websites, brochures, magazines, pamphlets, etc.) that are used to promote programs and services to the campus community and community at-large. This review should specify when the publication was last reviewed, if the information in the publication is accurate, and if the information correctly represents the college's mission, programs, and services.

Information on the college's graphic standards is available here: http://news.fullcoll.edu/campus-communications/web-help/graphics/.

In the far right column please provide the URL where the publication can be accessed. If it cannot be accessed via the Internet, please provide a sample of the publication with your program review self-study. If you have any questions about what type of publication should be included, please contact Lisa McPheron, Director of Campus Communications at lmcpheron@fullcoll.edu.

For publications that you have identified as inaccurate, please provide the action plan for implementing corrections below.

Publication	Date last reviewed	Is the information accurate?	URL of publication

Routing & Response Page
Originator → IMS → Program Review Chair → Appropriate President's Staff Member

Originator: *Electronically submit completed Program Review to Division Dean/IMS for review.*

Appropriate Immediate Management Supervisor (IMS): *Select one and provide response if necessary. Forward electronically to appropriate Vice President's Office.*

RESPONSE

Printed name of IMS	Title	Date

☐ *I concur with the findings contained in this Program Review.*

☐ *I concur with the findings contained in this Program Review with the following exceptions (include a narrative explaining the basis for each exception):*

Area of exception:

_____

_____

☐ *I do not concur with the findings contained in this Program Review (include a narrative explanation):*

_____

_____

Appropriate President's Staff Member: *Print Program Review, sign, and route both hard copy and electronic version to Program Review Chair.*

ACKNOWLEDGING RECEIPT

Printed Name	Signature	Title	Date

Fullerton College Mission Statement

MISSION

Fullerton College advances student learning and achievement by developing flexible pathways for students from our diverse communities who seek educational and career growth, certificates, associate degrees, and transfer. We foster a supportive and inclusive environment for students to be successful learners, responsible leaders, and engaged community members.

VISION

Fullerton College will transform lives and inspire positive change in the world.

Approved by Fullerton College President's Advisory Council and accepted by President Schulz May 2017.

VALUES

Community
We promote a sense of community that enhances the well-being of our campus and surrounding areas.

Diversity
We embrace and value the diversity of our entire community.

Equity
We commit to equity for all we serve.

Excellence
We honor and build upon our tradition of excellence.

Growth
We expect everyone to continue growing and learning.

Inclusivity
We support the involvement of all in the decision-making process.

Innovation
We support innovation in teaching and learning.

Integrity
We act in accordance with personal integrity and high ethical standards.

Partnership
We work together with our educational and community partners.

Respect
We support an environment of mutual respect and trust that embraces the individuality of all.

Responsibility
We accept our responsibility for the betterment of the world around us.