

INSTITUTIONAL PROGRAM REVIEW 2010-2011

Program Efficacy Phase, Spring, 2011

Purpose of Institutional Program Review

Welcome to the Program Efficacy phase of the San Bernardino Valley College Program Review process. Program Review is a systematic process for evaluating programs and services annually. The major goal of the Program Review Committee is to evaluate the effectiveness of programs, and to make informed decisions about budget and other campus priorities.

The Institutional Program Review Committee is authorized by the Academic Senate to develop and monitor the college Program Review process, receive unit plans, utilize assessments as needed to evaluate programs, recommend program status to the college president, identify the need for faculty and instructional equipment, and interface with other college committees to ensure institutional priorities are met.

The purpose of Program Review is to:

- Provide a full examination of how effectively programs and services are meeting departmental, divisional, and institutional goals
- Aid in short-range planning and decision-making
- Improve performance, services, and programs
- Contribute to long-range planning
- Contribute information and recommendations to other college processes, as appropriate
- Serve as the campus' conduit for decision-making by forwarding information to or requesting information from appropriate committees

Our Program Review process is two-fold. It includes an annual campus-wide needs assessment in the fall, and an in-depth review of each program every three years that we call the Program Efficacy phase. Instructional programs are evaluated the year after content review, and every three years thereafter, and other programs are placed on a three-year cycle by the appropriate Vice President.

An efficacy team of two disinterested committee members will meeting with you to carefully review and discuss your document. You will receive detailed feedback regarding the degree to which your program is perceived to meet institutional goals. The rubric that the team will use to evaluate your program is included with this e-mail

When you are writing your program evaluation, you may contact efficacy team assigned to review your department or your division representatives for feedback and input. The list of readers is being sent to you with these forms as a separate attachment.

Forms are due back to the Committee Chairs, Reviews and Division Dean by **March 17, 2011.**

It is the writer's responsibility to be sure the Committee receives the forms on time.

In response to campus wide feedback that program review be a more interactive process, the committee piloted a new program efficacy process in Spring 2010 that included a review team who will interviews and/or tour a program area during the efficacy process. Another campus concern focused on the duplication of information required for campus reports. The efficacy process will incorporate the Educational Master Plan One-Page Summary (EMP Summary) and strive to reduce duplication of information while maintaining a high quality efficacy process.

Program

Efficacy, Spring 2011

Please complete and attach this cover sheet as the first page of your report.

Name of Program:

Mailroom

Name of Division

Administrative Services

Name of Person Preparing this Report

James Hansen

Extension

8958

Name of Department Members Consulted

Heidi Walker
Janet Johnson

Name of Efficacy Team

Caleab Losee, Andee Alsip Edward Jones

Program Review Committee Representatives

Dena Murillo-Peters, Caleab Losee, Rose King, Rocio Delgado

Work Flow	Due Date	Date Submitted
Date of initial meeting with department		
Final draft sent to the dean		4/4/2011
Report submitted to Program Review Team		
Meeting with Review Team		

Staffing

Please list the number of full and part-time employees in your area.

Classification	Number Full-Time	Number Part-time, Contract	Number adjunct, short-term, hourly
Managers			
Classified Staff	1		
Total	1		1 (FWS student)

Part 1. Questions Related to Strategic Initiative: Access

Access

How does the department provide access to the college for students, staff, and the community?

The SBVC mailroom is an integral part of San Bernardino Valley College. Through the process of sending and receiving mail and packages of all sorts, our mailroom helps the college and its faculty, staff, and students function efficiently and communicate effectively.

The SBVC mailroom helps to facilitate admissions to the college, provides a means of communication between staff and the community, and enables the college to make the community aware of the programs and services it provides.

Pattern of Service

Describe the pattern of service and/or instruction provided by your department, and how it serves the needs of the community.

The SBVC mailroom is an integral part of the exchange of information between the college and the community. From mailing class schedules and financial aid documents to receiving admission application packets, the mailroom helps ensure that the community and the college are able to communicate effectively with one another.

We are constantly mindful that mail we send and receive must be handled in a timely manner so that our faculty, staff, students and the community will fully benefit from their interactions with SBVC.

Hours of operation/pattern of scheduling

The mailroom's normal hours of operation are Monday through Friday from 7:30 A.M. until 4:00 P.M. In addition, the mail room lobby provides staff and faculty access to their department mailboxes until 9:00 P.M., Monday through Thursday and until 6:00 P.M. on Fridays.

Alternate Delivery Methods

All SBVC presort mail is picked up by presort facilities such as Inland Presort and Mailing Services. This enables SBVC to take advantage of lower presort mailing rates.

Weekend and evening services

The mailroom's normal hours of operation are Monday through Friday from 7:30 A.M. until 4:00 P.M. In addition, the mail room lobby provides staff and faculty access to their department mailboxes until 9:00 P.M., Monday through Thursday and until 6:00 P.M. on Fridays.

Part II. Questions Related to Strategic Initiative: Student Success

Describe the services and/or instruction provided by your program and how the services in your program support student learning.

In addition to providing a general means of communication between faculty, staff, and students, the SBVC mailroom regularly receives assignments submitted by students and sorts them into the correct instructor's mailbox.

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Part III. Questions Related to Strategic Initiative: Institutional Effectiveness

Mission and Purpose:

SBVC Mission: San Bernardino Valley College provides quality education and services that support a diverse community of learners.

What is the purpose of the program?

The SBVC mailroom's purpose is to serve all students, staff and faculty members, and the community as whole by ensuring the prompt and accurate delivery of many different kinds of materials including newsletters, class schedules, transcripts, financial aid documents, and other forms of communications which keep all interested parties in touch and informed.

Our office processes all outgoing presorted, first class, media, certified, and express mail for the SBVC campus, transportation offices, and computer center. Each day we sort incoming and interoffice mail into the appropriate department mailboxes or prepare mail to be picked up by special couriers. In addition, we track the number of pieces sent and the cost of all outgoing mail by department. The Mailroom is the campus fax location.

How does this purpose relate to the college mission?

The SBVC mailroom is one of the quality services promised by the college's mission statement. It serves all members of our community by providing an open and effective means of communication between the college and the community.

Productivity

How does your department measure productivity and customer satisfaction? Provide a chart or table with three-years of data. What does the data reveal about the productivity of your program over a three year period? Relevant data to your program might include:

- Relative status of the department at SBVC in comparison to the same department at other multi-campus districts in terms of
 - i. staffing levels
 - ii. compliance with state, local, and federal regulations
- Average time to respond to requests for service
- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

As noted in the graph even with budget constraints the number of mail items processed through the SBVC Mailroom has stayed comparable over the last three years. All but two individual categories went up for 2009-2010.

The multi-campus districts surveyed were Chaffey College District, Riverside Community College District, and the South Orange County Community College District.

- The Riverside Community College District consists of three campuses. These are, Riverside City College, Norco, and Moreno Valley. The Riverside City College mail center employs 2 full time mail clerks and 6 part-time workers. The Norco and Moreno Valley campuses employ 1 full-time mail and 1 part-time employee.
- The Chaffey College District consists of three campuses, Rancho Cucamonga, Fontana, and Chino. The Chaffey College mail center is located on the Rancho Cucamonga campus and employs 3 full time workers, 1 Federal Work Study student and 3 employees that can be called in as needed.
- The South Orange County Community College District consists of three campuses, Saddleback Community College, Irvine Valley College, and the Advanced Technology & Education Park in Tustin. Both Saddleback and Irvine Valley College each employ 1 full time worker in their respective mail centers.

In general, all outgoing First Class and Express Envelopes received by the mailroom before 11:30pm and Pre-sort mail received by 1:30pm is sent out the same day.

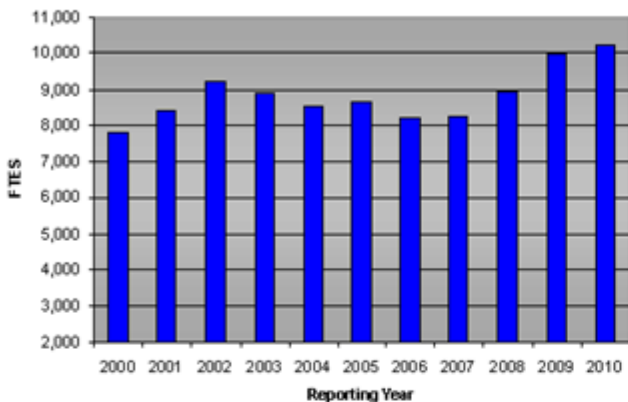
Complaints received by the mailroom within normal business hours are addressed immediately.

There is no college or district established benchmark or regular program quality review procedure in place specific to the mailroom. The benchmarks for excellence are, therefore, self-imposed standards of performance which include completing all mail-related duties expediently and with a dedicated sense of urgency and a high level of concern.

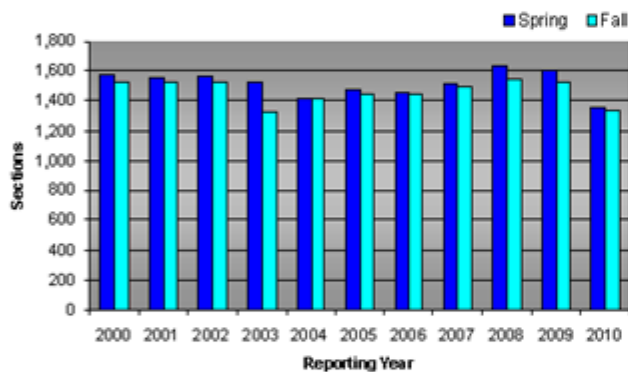
There are no campus surveys that have been conducted for the Mailroom. There has been some concern with surveys being conducted that can be directed to one individual.

Mailroom

San Bernardino Valley College FTES



Campus Section Count



Mailroom



Description:

The Mailroom processes campus mail, US mail services and package deliveries for the campus community. Received mail is separated and delivered to department mailboxes, and out-going mail is processed for delivery to the postal annex. Package deliveries are received and signed for as necessary. The Mailroom is staffed with one full-time employee and is supervised by the Administrative Services department.

Assessment:

Assessment of the Mailroom operations is based on direct customer feedback, academic departments and student services departments campus surveys and a Comment box located in the Campus Business Office.

Program Goals:

- Provide a central point of access for campus mail, US mail, package deliveries and faxes.
- Facilitate the performance of normal campus business functions by providing accurate and timely service.

Challenges and Opportunities:

- Current staffing levels do not allow for coverage during staff leaves. A Student Worker is helpful in maintaining quality of service during hours of operation.
- Updating of Mailroom policies.
- Scheduling of large mailings along with the regular daily duties.

Action Plan:

Administrative Services will continue to assess the quality of service it provides to the campus community, ensuring that outstanding customer service will continue to be provided. Work study student workers will be utilized when possible.

Part IV. Planning

What are the trends, external to the institution, impacting your student enrollment/service utilization? How will these trends impact program planning?

There has been a trend toward sending out more bulk mailings due to the lower postage rates available. As the college and campus grows and as new programs are added, the expectation is that more pieces of mail will be processed through our facility. This is supported by the growth which has occurred over the past three years. In the 2007-2008 fiscal year the mailroom processed 190,752 pieces of mail. In 2008-2009, that number grew to 197,850 pieces. For 2009-2010 the number had a small decrease with processing 181,653 pieces of mail with the decrease falling in the Express and Presort areas only.

Accomplishments and Strengths

Referencing the narratives in the EMP Summary, provide any additional data or new information regarding the accomplishments of the program, if applicable. In what way does your planning address accomplishments and strengths in the program?

The most important recent accomplishment of the mailroom has been to keep pace with increased numbers of bulk mailings. Other significant achievements include:

- Mailing financial aid checks to students so that they are able to purchase books and other materials.
- Consistently processing mail in a timely fashion.
- Maintaining a high level of customer service.
- Back-up training with Administrative Services staff.

Weaknesses

Referencing the narratives in the EMP Summary, provide any additional data or new information regarding planning for the program. In what way does your planning address trends and weaknesses in the program?

There are no significant barriers to the success of the SBVC mail facility at this time.

The only weakness is the increase in costs by the US Postal service. If they are not timely, than a request for increase funding cannot occur, causing the program to be over budget.

Currency

Follow the link below and review the last college catalog data. Is the information about your program correct? If not, how does the program plan to remedy the discrepancy? *[In lieu of College Catalog entry, please verify that information on Research and Development website is correct]*

http://www.valleycollege.edu/Instruction/Files/Catalog/2010-2011/SBVC_Catalog_1011_Complete.pdf

N/A

**Part V. Questions Related to Strategic Initiatives:
Technology, Campus Climate and Partnerships.**

Describe how your program has addressed the strategic initiatives of technology, campus climate and/or partnerships.

The mailroom regularly utilizes the following technology resources to perform its functions:

- Pitney Bowes DV00 Mailing System
- Fax currently HP Officejet 1410
- Email. Used to advise staff and faculty of special issues regarding use of the mailroom and to perform customer service functions such as answering questions and responding to concerns, should they arise.
- Word processing software. Microsoft Word is used for document creation and Microsoft PowerPoint is used to create signs and displays as needed.

As postal regulations and changes occur, it will be necessary to make periodic upgrades to the Pitney Bowes DV00 Mailing System (postage meter). There are other upgrades to the machine such as barcode scanning which are available now and would improve the efficacy of the mailroom. However, since the system was purchased in 2006, there is no immediate need to replace the machine.

SBCCD couriers' pick-up and make deliveries.