**Program Efficacy Report
Spring 2011**

**Name of Department**: Mailroom & Switchboard

**Efficacy Team: Andee Alsip, Caleab Losee, Edward Jones**

**Overall Recommendation (include rationale): Continuation**

**Next Program Efficacy: 2013/2014**

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| **We recommend the continuation of these services. It is clear from the documentation that these services are operating at extremely high capacity.** |

| **Strategic Initiative** | **Institutional Expectations** |
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| **Does Not Meet** | **Meets** |
| **Part I: Access** |
| ***Demographics*** | *The program does not provide* *an appropriate analysis regarding identified differences in the program’s population compared to that of the general population*  | *The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance.**If indicated, plans or activities are in place to recruit and retain underserved populations.* |
| **Efficacy Team Analysis and Feedback: MEETS – Switchboard cites that it serves all students, past and present, as well as all faculty, staff, and community. There are no identified variances, as the service is all inclusive. The mailroom is similar in respects, serving everyone. There are no plans to recruit and retain underserved populations as there are no demographic that these programs do not serve.**  |
| ***Pattern of Service*** | *The program’s pattern of service is not related to the needs of students.* | *The program provides evidence that the pattern of service or instruction meets student needs.* *If indicated, plans or activities are in place to meet a broader range of needs.* |
| **Efficacy Team Analysis and Feedback: MEETS – Switchboards hours of operation are clearly stated and although there are no weekend hours, there is an automated service that will assist callers with requests.****Mailroom’s hours are limited to I fulltime employee’s 40 hour work week and one 1 FWS 20 work week. Presorted mail, however, is handled through “presort facilities” to lower postal rates. Mailroom notes that it processes class schedules, financial aid documents as well as admission applications indicating an activity in place that is meeting a broader range of needs.** |
| **Part II: Student Success** |
| ***Data demonstrating achievement of instructional or service success*** | *Program does not provide an adequate analysis of the data provided with respect to relevant program data.* | *Program provides an analysis of the data which indicates progress on departmental goals.* *If applicable, supplemental data is analyzed.*  |
| **Efficacy Team Analysis and Feedback: MEETS – Mailroom often receives student assignments and must relay them to faculty, whereas Switchboard “helps students” connect with departments. These demonstrate service success.**  |
| ***Student Learning Outcomes*** | *Program has not submitted student learning outcomes for all courses certificates or degrees. Does not have a three-year plan on file.**Program has not analyzed assessment results and implemented changes where appropriate.* | *Program has submitted student learning outcomes for all courses certificates or degrees. Program has a three-year plan on file.**Program has analyzed assessment results and implemented changes where appropriate* |
| **Efficacy Team Analysis and Feedback: N/A** |
| **Part III: Institutional Effectiveness** |
| ***Mission and Purpose*** | *The program does not have a mission, or it does not clearly link with the institutional mission.* | *The program has a mission and it links clearly with the institutional mission.* |
| **Efficacy Team Analysis and Feedback: MEETS – Mailroom and Switchboard cite that they provide quality service to all students, staff, faculty, and community. Clearly this links to the institutional mission.** |
| ***Productivity*** | *The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.* | *The data shows the program is productive at an acceptable level.* |
| **Efficacy Team Analysis and Feedback: MEETS –** **Production levels in the Mailroom have remained consistent, even during budget constraints and Switchboard continues to direct calls with average response to caller requests between 15 seconds and 1 minute. Programs are operating at an acceptable level.**  |
| ***Relevance, Currency, Articulation*** | *The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* | *The program provides evidence that curriculum review process is up to date. Courses are relevant and current to the mission of the program.* *Appropriate courses have been articulated with UC/CSU or plans are in place to articulate appropriate courses.* |
| **Efficacy Team Analysis and Feedback: MEETS – Both programs are current.** |
| **Part IV: Planning** |
| ***Trends*** | *The program does not identify major trends, or the plans are not supported by the data and information provided.* | *The programidentifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provides data from internal research or research from the field for support.*  |
| **Efficacy Team Analysis and Feedback: MEETS – Both programs cite an increase in enrollment as factors in an increase in calls and the processing of mail. Trends are only superficially identified.** |
| ***Accomplishments*** | *The program does not incorporate accomplishments and strengths into planning.* | *The program incorporates substantial accomplishments and strengths into planning.* |
| **Efficacy Team Analysis and Feedback: MEETS – Switchboard utilizes “backup” coverage from the CBO to show “strong customer service identity” while at the same time plans to incorporate a “Talk-A-Phone” plan which will allow students, faculty, staff, and community to use phones placed around campus to contact operators for information. Mailroom believes that keeping pace with increased bulk mailings yet maintaining a high level of customer service while providing backup training to Administrative Services as accomplishments and strength.**  |
| ***Weaknesses/challenges*** | *The program does not incorporate weaknesses and challenges into planning.* | *The program incorporates weaknesses and challenges into planning.* |
| **Efficacy Team Analysis and Feedback: MEETS – Mailroom cites unexpected increases in postal costs possibly forcing program to go over budget, and Switchboard states lack of information regarding campus events as well as duplicated work due to callers not getting through to departments thereby recalling operators, as a hindrance. Both programs cited “backup” from various sources, and so I saw this as a possible plan to rectify these weaknesses.**  |
| **Part V: Technology, Partnerships & Campus Climate** |
|  | *Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships or Campus Climate.* *Program does not have plans to implement the strategic initiatives of Technology, Partnerships or Campus Climate* | *Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.* *Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.* |
| **Efficacy Team Analysis and Feedback: MEETS – Mailroom utilizes postal equipment and coordinates with SBCCD couriers for mail deliveries, while Switchboard works with Cisco as needed to improve system features. Switchboard also states that it works with DCS to “increase and improve” operations.**  |