Program Efficacy Report
Spring 2015 (Carryover)

Name of Department: CBO/Mailroom and Switchboard

Efficacy Team: Sheri Lillard, Todd Heibel, Program Review Committee

Overall Recommendation (include rationale): Continuation

The service areas have made substantial progress in terms of program review reporting. The committee commends their efforts. Data shows overall satisfaction with service provided in these areas.

Strategic Initiative	Institutional Expectations	
	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 <u>analysis</u> of the demographic data and provides an interpretation in response to any identified variance.* *If warranted, discuss the plans or activities that are in place to recruit and retain underserved populations.*

Efficacy Team Analysis and Feedback: <mark>Meets</mark>
The program provides demographic data of the college and indicates that the service areas provide service to the college as a whole, therefore, area demographics match the college demographics. It is recommended that the area explore strategies for gathering more program specific data during the next program review cycle. The office of research and planning may be able to assist with this task.

Pattern of Service	*The program's pattern of service is not related to the needs of students.*	*The program provides <u>evidence</u> that the pattern of service or instruction meets student needs.* *If warranted, plans or activities are in place to meet a broader range of needs.*

Efficacy Team Analysis and Feedback: <mark>Does Not Meet</mark>
The document reports hours of operation and provides information regarding strategies for covering the program during employee absences. However, there is no analysis regarding whether this pattern of service meets the needs of the employees and students utilizing services. Based on the report, there appear to be some staffing shortages which may be addressed through the needs assessment process

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 <u>analysis</u> of the data which indicates progress on departmental goals.* *If applicable, supplemental data is analyzed.*

Efficacy Team Analysis and Feedback: <mark>Meets</mark>
The program indicates it supports student success by providing service in the critical areas of financial transactions, communication and parking services. The area further reports that these services are provided in collaboration with instruction, student services and administrative services.

Student Learning Outcomes and/or Student Achievement Outcomes	*Program has not demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.*	*Program has demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.*

Efficacy Team Analysis and Feedback: <mark>Meets</mark>
The program has developed and assessed its SAOs and is to be commended for these efforts. The Program Review Committee looks forward to continued evaluation and assessment of SAOs on a regular cycle.

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: <mark>Meets</mark>
The program has a mission and it links with 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: <mark>Meets</mark>
 The area has evaluated its productivity in terms of budget and satisfaction. With increases in enrollment and headcount, the program has maintained a flat budget, yet satisfaction has remained high as regards these service areas. It was noted that faculty satisfaction was not included in the data and should be sought for the next review.

Relevance, Currency, Articulation	The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate. Out of date course(s) that are not launched into Curricunet by Oct. 1 may result in an overall recommendation no higher than Conditional.	The program provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses have been articulated or transfer with UC/CSU, or plans are in place to articulate appropriate courses.

Efficacy Team Analysis and Feedback: <mark>Meets</mark>
Not Applicable as there is no curriculum, however, the committee recommends a careful review of all catalog pages that refer to the services provided for accuracy and currency, on an annual basis.

Part IV: Planning		
Trends	The program does not identify major trends, or the plans are not supported by the data and information provided.	The program identifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support.

Efficacy Team Analysis and Feedback: <mark>Meets</mark>
The areas have identified trends and reported forecasted data.

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: <mark>Meets</mark>
The accomplishments of the department are many and the area has clearly identified and implemented strategies to improve. The committee commends the area for the well thought-out and written component of the review.

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: <mark>Meets</mark>

The program is encouraged to participate in the needs assessment process in order to address some of the weaknesses/challenges presented.

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: <mark>Meets</mark>

The areas have incorporated significant technology in their day-to-day functions.

Part VI: Previous Does Not Meets Categories	
Program does not show that previous deficiencies have been adequately remedied.	*Program describes how previous deficiencies have been adequately remedied.*

Efficacy Team Analysis and Feedback (N/A if there were no "Does not Meets" in the previous efficacy review): <mark>N/A</mark>