

## ANNUAL PROGRAM PLANNING WORKSHEET (APPW)

**Program:** General Services    **Planning Year:** 2014-15    **Last Year CPPR Completed:** 2010-11

**Unit:** Reprographics/Mailroom/Shipping/Receiving    **Cluster:** Administrative Services

**Next Scheduled CPPR:** 2015-16

### NARRATIVE: APPW

Use the following narrative outline and be brief and concise:

- **Program-Level Outcomes:** List the outcomes established for your program.
  - The Mailroom will provide effective and timely mail services for the District as assessed by staff, student and community surveys. (ASOs 1 and 6)
  - Reprographics will provide efficient, cost effective reprographic services for the District as assessed by cost comparisons and staff surveys. (ASO 1)
  - Shipping and Receiving will provide timely and accurate distribution of goods throughout the District. (ASO 1)
- **Program Contributions to Institutional Goals, Institutional Objectives, and/or Institutional Learning Outcomes:** Identify how your program, within the past year, has helped the District achieve its Institutional Goals and Objectives, and/or how it has helped students achieve specific [Institutional Learning Outcomes](#) (ILOs), and provide data or evidence that demonstrates the progress. Please refer back to the [Planning Documents](#) section of this document.
  - The Mailroom provides a service to the district and students by mailing out and picking up important documents such as transcripts for students. This assists in student success by getting the materials to the student needed to take the next step in their educational process.
  - Reprographic department prints instructors examinations and coursepacks in a timely manner and less expensive than taking products to other printers. This gets the end product to the students and saves the District money thus assisting in students success in the classroom.
  - Shipping/Receiving distributes products to both campuses in a timely manner, many of these products are for use in the classroom, assisting students with the completion of their course
- **Analysis of Measurements/Data:** Provide a brief narrative analyzing the institutional, program and site-specific measurements (data and evidence) that are most relevant to your current program status. Program data is available on the [SLOCCCD Institutional Research](#)

[and Assessment website.](#)

- **Program Outcomes Assessment and Improvements:**
  - Attach an assessment cycle calendar for your program.
  - Attach the most recent program-level Course or Program Assessment Summary (CPAS) or the Student Services Student Learning Outcomes Assessment Report (SSSLOAR)
  - Summarize in one to two paragraphs program improvements that have been implemented since the last APPW or CPPR.
  - Identify and describe any budget requests that are related to student learning outcomes assessment results or institutional/programmatic objectives.
    - Reprographics, Mailroom and Shipping/Receiving assessments will be done on a yearly cycle
    - Since the last APPW, there have really been no improvements done in these departments.
    - We are looking at leasing new equipment for the Reprographics Department which would give us more flexibility in what we can do, i.e. more binding options, more color options, etc. If this is completed it would also lower the cost of items we currently have to send off campus. The bookstore would be able to send more jobs to reprographics rather than off campus and it cost would be less, thus lowering the price of instructor produced textbooks to the students.
    - We are asking for a newer delivery truck which would enable us to make more deliveries back and forth to each campus. Having a safer vehicle, we could have everything delivered in a more timely manner.
    - We are asking for a new cover for the Mailroom golf cart and this would help keep important documents drier during wet weather.

- **Program Development/Forecasting for the Next Academic Year:**  
Create a short narrative describing the development forecasting elements, indicating how they support efforts to achieve any of the following, where applicable: Program Outcomes, Institutional Goals, Institutional Objectives, and/or Institutional Learning Outcomes.
  - New or modified action steps for achieving Institutional Goals and Objectives
  - New or modified action steps for achieving Institutional Learning Outcomes
  - New or modified action steps for achieving program outcomes
  - Anticipated changes in curriculum and scheduling
  - Levels or delivery of support services
  - Facilities changes
  - Staffing projections
  - Strategies for responding to the predicted budget and FTES target for the next academic year
    - The mailroom will again look into the possibility of applying barcodes to outgoing mail. With the upgrade of our postage meter, this may enable us to barcode, saving up to 50% of mailing costs.
    - Replacing old delivery truck will ensure that deliveries will be made to all campuses in a timely manner.
    - Review Reprographics procedures to ensure we are doing all we can on campus and investigate new capabilities such as tabbing to keep from having to outsource. With the possibility of leasing equipment, this should lead to less outsourcing.

## **UNIT PLAN**

**Unit:** Reprographics/Mailroom/Shipping/Receiving    **Cluster:** Administrative Services

**Planning Year:** 2014-15

### **NARRATIVE: UNIT PLAN**

The end of 2011-12 brought huge cuts to the General Services Department. After almost two years of these cuts we are finding it increasingly difficult to keep all departments open all of the time. If we were able to bring back at least one more full time General Services Tech as a rover, scheduling of vacations and sick days would not leave the college in the lurch. There have been multiple times when one person is scheduled to work NCC and someone calls in sick that we have no one to cover and must close a department, which creates problems for the college, all departments are important in the daily running of the college. We have been able to acquire some new equipment in Reprographics and the Mailroom, but it takes a trained employee to run them efficiently. We could also increase our services to the North County Campus if we able to add another one or two employees. Currently we only have someone in North County one day per week. We would be able to do more of the Reprographics jobs at Reprographics rather than on the self serve copiers which ultimately cost more due to the per page costs.