

Events/mailroom & Duplicating

2019 Program Review

MJC Program Review 2019

Modesto Junior College's Program Review process is divided into 3 sections:

- Program Analysis (SWOT Analysis)
- Goal Setting and Activities
- Resource Request

Program Analysis

Internal Strengths

1. What strengths does the analysis of student data reveal?

n/a

2. Are there specific aspects of the program that are exemplary or could serve as a model?

n/a

3. What do others see as the program's strengths?

Both offices had positive feedback on customer service, timely responses to peoples needs, knowledge in their area of expertise and overall service was good.

4. How well are students meeting program learning outcomes, skills, or competencies; and how are they relevant to careers in your discipline or industries for which you help prepare students?

n/a

Internal Weaknesses

5. What gaps are observed by reviewing the student data?

n/a

6. What disproportionate gaps need to be addressed?

n/a

7. What are areas in which the program could improve? (curriculum, scheduling, modality, other?)

Duplicating software program to receive and process duplicating orders. New machine equipment. Events would be to update scheduling system for better efficiency on scheduling.

8. Where are there gaps in the program on how students are meeting learning outcomes, skills, or competencies?

n/a

External Opportunities

9. Where are potential opportunities for expansion, improvement, or new program development?

Both areas = more staff to increase hours in offices. In duplicating update some print machines and new computers for better efficiency.

10. What are some industry or disciplinary trends that could enhance the program?

Software program for Duplicating to enhance production. Events current software program to update and work more with other areas for more efficient ways of scheduling.

External Threats

11. How are changing resources, technology, employer, or transfer requirements affecting the program's ability to serve students?

n/a

12. What are some current industry or disciplinary trends that could have a negative impact on the program?

n/a

13. What other obstacles does the program face?

n/a

Goal Setting and Activities

Goals

| Program Goal | Mission Alignment | Area of Focus |
|--|------------------------------|---------------|
| Enhance duplicating with software that | Programs / Services based on | Program |

| | | |
|---|---|----------------|
| can deliver better service to the campus community | Scholarship of Teaching and Learning | Design |
| Update and enhance scheduling software to better schedule rooms for classes and events. | Programs / Services based on Scholarship of Teaching and Learning | Program Design |
| Increase 11 month personnel to 12 months permanently | Equity | Program Design |

Activities

| Activities | In Support of Goal # | Outcome or Deliverable |
|---|----------------------|--|
| Purchase and build software program for duplicating shop | Goal #1 | Improve efficiency to help support classes with duplicating for students. |
| Have IT update the system and then get additional training for Instruction to use the EMS academic scheduling system. | Goal #2 | Improve efficiency in scheduling and to help with new guided Pathways initiatives. |
| Increase one personnel position from 11 month to 12 month position. | Goal #3 | Both offices and programs are 12 month operations, need additional personnel to cover workload |

Resource Requests

| Category | Request | Activity # | Estimated Cost |
|--------------|---|------------|----------------|
| Prof. Devel. | Software training | 2 | 2000 |
| Equipment | 4 new computers to replace very old systems currently using | 1 | 5000 |
| Personnel | Increase 11 month personnel to 12 months | 1 | 3881 |