Beta Annual Program Review Questions 2019

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, copy and paste from last year's review.
If it exists, feel free to copy the brief description of your program from the college catalog:
http://www.smc.edu/CollegeCatalog/Pages/default.aspx

The Bursar's office falls under the umbrella of Enterprise Services. Its main functions are the collection of matriculation and tuition fees, issuing student ID cards, selling parking to students, and providing the uninterrupted services essential to the successful financial operation of the college.

As we move forward, the functions of Bursars will change (and the name: Now Cashier). As the new parking system is implemented by Fall 2019, 99% of parking permit sales will be done on line. And as the new student ID comes on board, the function of ID issuance will change dramatically.

The primary goals of Bursars are:

Effective and efficient processing of student payments and resolving related issues
Implementation of new student ID card (with other departments)
Implementation of new parking sales system (with other departments)

II. PARTNERSHIPS:

(CTE only):

Part 1:

Industry advisory meeting dates and attendance for 2018-2019. Insert additional rows as needed:

Date of meeting	# of SMC attendees	# of non-SMC attendees

Part 2:

Employer partnerships/collaborations in 2018-2019 (insert additional rows as needed):

Employer Name	Type of partnership or collaboration: • Advisory attendance • Internship site • Donations • Job placement • Other	Optional: Additional information about partnership or collaboration

III. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES):

Identify the original objectives from your last review as well as any new objectives that have emerged since then (if applicable).

For each objective, determine status and explanation for status.

Objective	Status (Completed, in progress, not started, no longer pursuing)	Status Explanation

Issue new Student ID Card	In Progress;	Unforeseen delays dealing with LA Metro and TAP. Expected implementation 2019-20.
Move to new Student Services Building	In Progress	Now scheduled for June 2019

IV. ACHIEVEMENTS:

(Optional) List any notable achievements your program accomplished in the last year.

Bursar's has played a key role in the set up and training for the new iParq District-wide parking system.

Enterprise areas received training in Customer Service and Communications.

V. ASSESSMENT AND EVALUATION

Part 1: Outcomes and Evaluation Results

A. Reflect on the outcome assessment (PLO, SLO, UO) data that your program reviewed in the current year (2018-2019) that have yielded **notable** or **actionable** findings. Insert additional rows as needed.

Note: It is not required that you mention every outcome assessed in your program.

What outcome were you assessing?	How was the outcome assessed?	What were the results of the assessments?	Describe any changes that are planned or in progress to address the results
Increase % of online payments	**Comparing with prior years**	We've probably reached the ceiling given the payment methods our students use	
Decrease wait times	**Visual observation**	Lines long on first day of term; then they rapidly diminish. Part of this was better line management (staff using iPads to take care of some students in line; part because of lower enrollment	These lines will diminish more as permit parking sales goes online Fall 2019

B. Reflect on other effectiveness data you collected and analyzed for the program this year.

1a: Course Success and Retention (Instructional Depts Only)
After reviewing the course success and retention rates for your program, describe how these rates reflect the overall effectiveness of your program, and discuss any planned changes or actions your program plans to take to address the results (if applicable). *Access data in Tableau (http://tableau.smc.edu)*

1b: Racial and Other Equity Gaps for Course Success (Instructional Depts Only)
After reviewing the course success rates by ethnicity/race and other demographic variables, identify any equity gaps, and discuss any planned changes or actions your program plans to take to address the gaps (if applicable). *Access data in Tableau (http://tableau.smc.edu)*

2: Degrees and Certificates (Instructional Depts Only)
After reviewing the numbers of degrees and certificates awarded by your program, describe how the data reflect the overall effectiveness of your program, and discuss any planned changes or actions your program plans to take to address the results (if applicable). *Access data in Tableau (http://tableau.smc.edu)*

3: Additional Data Demonstrating Effectiveness (If applicable)

If available, describe the results of other data indicating the effectiveness of the program and discuss any planned changes or actions your program plans to take to address the results.

Examples of other data include: surveys, document reviews, observations, performance indicators, focus groups/interviews, advisory committees, labor market demand, license exam pass rates

Part 2: Analyses of Results

This question is designed to bridge the results of your evaluation and outcomes assessment with next year's objectives (VI).

In one or two paragraphs, describe what you have learned about your program and how this knowledge will inform your plans for next year.

It is important to solve student issues on site. Meaning not to send students to other offices (e.g. Financial Aid, Admissions) to obtain answers. This was emphasized during customer service training. And it should be easier once moved to new Student Services building.

VI. NEXT YEAR'S OBJECTIVES:

Itemize any specific strategies or projects you plan to accomplish next year to improve the effectiveness of your program. *Limit 3 objectives.*

Objective	Rationale for Setting Objective *Link to data, if applicable.*
Implement new Student ID system	Need to improve distribution of financial aid
Implement new Parking system	Need for District to better control parking assets
Move and settle in to new building	

VII. CURRENT PLANNING AND RESOURCE NEEDS:

Part 1: Narrative

Broadly discuss issue or needs impacting program effectiveness for which institutional support or resources will be needed for the coming year.

Bursars needs more customer service and sensitivity training. I am researching, in conjunction with HR, the best way to do this.

Bursars will also require extensive training for the new Student ID system and the new Parking system. Once these systems are fully operational, we will assess the changes in the day-to-day operations of the area.

Part 2: List of Resources Needed

Itemize the specific resources you will to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives.

While this information will be reviewed and considered in institutional planning, this information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resources Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources		
Facilities *(information inputted here will be provided to DPAC Facilitates)*		
Equipment, Technology, Supplies *(information inputted here will be provided to TPC)*		
Professional Development	Customer Service and sensitivity training	To better equip staff to better serve our students.

VII. CHALLENGES:

(Optional) List significant challenges your program faced in the past year (optional)