

LMC Comprehensive Program Review

Administrative Services Units

Fall 2017

The following provides an outline of the required elements for a comprehensive program review for Administrative Services Programs.

1 EVALUATION/ANALYSIS

1.1 ANNUAL REVIEW UPDATE ANALYSIS

Analyze your annual reviews (objectives and improvements) over the past 4 years and respond to the feedback from last year's review.

Over the course of the last 4 years, the LMC Bookstore has been largely successful in setting a variety of objectives and seeing them through to completion to the benefit of Los Medanos College students and staff. We began planning in the fall of 2014 to incorporate an in-store pick-up option for students utilizing our website to order their textbooks. Once instituted, this new service has been very well received by students as it allows them to avoid long bookstore lines during the rush period and save money on shipping costs. With our point-of-sale and inventory control systems in dire need of upgrades, we successfully negotiated, scheduled, and completed a complicated and far-reaching software upgrade with our wholesale partner Nebraska Book Company in the fall of 2015. Significant improvements in system navigation, capability, and operational function now provide more efficient synchronization between inventory control & point of sale systems. Greater flexibility during point of sale transactions allow students to use multiple accounts (scholarship, EOPS book voucher, etc.) to purchase their course materials. Upgraded credit card processing (tokenization, EMV chip card capability) provides a significant security upgrade and eliminates the risk of credit card numbers being hacked (credit card numbers are no longer stored on any store computers, servers or terminals). In the fall of 2016, we partnered with Nebraska Book Company, our website host, and the digital textbook company Redshelf, to greatly expand our digital textbook offerings to our students, thereby providing them greater cost savings and convenience. Beginning in the spring of 2016, and continuing through next year, the LMC Bookstore staff has assisted with the planning, design, and layout of the bookstore spaces of the new Student Union and Brentwood Center buildings. We believe that these new facilities will allow us to modernize our equipment, fixtures, and technology, explore additional revenue streams, and maximize our service to the campus community.

1.2 PROFESSIONAL DEVELOPMENT

Summarize the past (2 – 5 years) and present professional development activities of your unit/program's members and impact (directly or indirectly) on student success

The LMC Bookstore staff understands the importance of regular professional development and embraces these opportunities as frequently as possible. Bookstore manager Robert Estrada attended the inaugural Textbook Affordability Conference in February 2015 and the National Association of College Stores Summit in November 2015. The first conference focused on the way in which bookstores, libraries, publishers, faculty, and government entities could collaborate to make course materials more affordable for students. The second conference presented attendees with the latest information on current and proposed textbook legislation, digital textbooks, retail merchandising, and improving inter-departmental communication and collaboration. Book Buyer Arvella Tutt attended the Campus Market Expo in March 2016 and learned about best practices for rental and digital textbooks, textbook affordability, customer service, and the changing future of course materials. Bookstore Supply Buyer Andrew Murphy attended the Spectrum conference in April 2017, where he further developed his knowledge of digital marketing, retail merchandising, and succession planning and received in-depth training on the bookstore inventory control system. We also believe in developing leadership skills in our staff and have supported Bookstore Operations Assistant Michelle McQuaid's attendance at the Classified Leadership Institute in June 2017 and 2018 as well as Andrew Murphy's participation in the 2018 Contra Costa Community College District Leadership Institute.

1.3 COLLABORATION

Describe any current collaboration efforts that are occurring between your unit/program and other units and programs both inside and outside of Student Services, and impact (directly or indirectly) on student success.

The LMC Bookstore collaborates every semester with the Extended Opportunities Programs & Services department with facilitating the use of the book vouchers that are issued and paid for by EOPS to students purchasing required textbooks. We also collaborate with the Employment Center every semester with the hiring of new student employees. We work closely with the Brentwood Center staff several times each year coordinating textbook and LMC merchandise sales at the Brentwood Center. Our most significant collaboration is with faculty in regards to the procurement of course materials for students.

2 LONG TERM GOALS (HOW TO GET THERE)

2.1 LONG TERM (5 YEAR) GOALS TO MEET COLLEGE STRATEGIC PLAN

Consider the College’s Strategic Directions along with our Integrated Planning Goals listed here:

College Strategic Directions 2014-2019	Integrated Planning Goals
<ol style="list-style-type: none"> 1. Increase equitable student engagement, learning, and success. 2. Strengthen community engagement and partnerships. 3. Promote innovation, expand organizational capacity, and enhance institutional effectiveness. 4. Invest in technology, fortify infrastructure, and enhance fiscal resources. 	<ol style="list-style-type: none"> 1. ACCESS: increase access through enrollment of students currently underserved in our community. 2. IDENTIFYING PATHWAYS: Increase the number of students that define a goal and pathway by the end of their first year. 3. COLLEGE-LEVEL TRANSITION: Increase the number of students successfully transitioning into college level math and English courses. 4. PERSISTENCE & COMPLETION: Increase successful course completions, and term to term persistence. 5. EQUITABLE SUCCESS: Improve the number of LMC students who earn associates degrees, certificates of achievement, transfer, or obtain career employment. 6. LEARNING CULTURE: Enhance staff, faculty and administration’s understanding and use of culturally inclusive practices/pedagogy, demonstrating empathy and compassion when working with students.

List 3 – 5 longer term (5 year) new goals for your program. For each goal, pick 1 – 2 College Strategic Directions and/or 1 – 2 Integrated Planning Goals to which your new goal aligns.

Goals	Aligned College Strategic Direction(s)	Aligned Integrated Planning Goal(s)
Goal 1: Develop an Inclusive Access program on campus	Increase equitable student engagement, learning, and success Promote innovation, expand organizational capacity, and enhance institutional effectiveness	ACCESS: increase access through enrollment of students currently underserved in our community.

Goal 2: Develop additional revenue streams	Invest in technology, fortify infrastructure, and enhance fiscal resources.	
Goal 3: Conduct an annual customer service survey	Strengthen community engagement and partnerships.	
Goal 4:		
Goal 5:		

2.2 RESOURCE NEEDS TO MEET FIVE-YEAR GOALS

Faculty/Staff Resource Request			
Department/Unit Goal - Reference #		Strategic Objective - Reference #	
N-A			
Department/Unit Name		Position Name/Classification	FTE
Position Type	Funding Duration	Funding Source	Est. Salary & Benefits
<input type="checkbox"/> Faculty R/T <input type="checkbox"/> Classified <input type="checkbox"/> Manager <input type="checkbox"/> Student	<input type="checkbox"/> On-going/Permanent <input type="checkbox"/> One-time	<input type="checkbox"/> Operations (Fund 11) <input type="checkbox"/> Other <input type="text"/>	
Justification:			

Operating Resource Request	
Department/Unit Goal - Reference #	Strategic Objective - Reference #
N-A	
Department/Unit Name	Resource Type
	<input type="checkbox"/> Equipment <input type="checkbox"/> IT Hardware/Software <input type="checkbox"/> Supplies <input type="checkbox"/> Facility Improvement <input type="checkbox"/> Service/Contract <input type="checkbox"/> Other
General Description	Est. Expense

Justification:	

Professional Development Resource Request	
Department/Unit Goal - Reference #	Strategic Objective - Reference #
N-A	
Department/Unit Name	Resource Type
	<input type="checkbox"/> Conference/Meeting <input type="checkbox"/> Materials/Supplies <input type="checkbox"/> Online Learning <input type="checkbox"/> IT Hardware/Software <input type="checkbox"/> Other
General Description	Est. Expense
Justification:	