

2020 Annual Program Review

Program Name: Education Enterprise

Program Review Author: [Click or tap here to enter text.](#)

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, feel free to copy and paste from your last 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>

Auxiliary Services

The overarching goals are to

1. Provide fast, accurate service for all customers - students, administrators and faculty, from processing payments to providing parking stickers;
2. Safeguard college assets by providing strict accounting and financial controls over all funds that flow through Auxiliary, including timely reporting to staff and board of trustees, and providing accurate and meaningful financial analysis;
3. Provide financial oversight and guidance (and training) to the Associated Students.

Campus Store

The overarching goals of the campus store are:

1. Assist all Santa Monica College students with their academic success by providing all of the course materials needed for the entire scope of classes offered at SMC.
2. To be the point of contact between Publishers and Instructors to assist with pricing and procurement of their academic material.
3. To provide the highest level of customer service, while selling products at the lowest possible price.

Food and Vending

The overarching goals of goal of Food and Vending Services are:

1. Provide safe and healthy dining experience for the college community
2. Achieve sustainable accountability in support of the college's environmental objectives
3. Generate income to support institutional programs.

Reprographics

1. Provide swift, accurate reprographic services for the entire campus, but most particularly for the academic areas.
2. Maintain fleet of Xerox machines throughout the District.
3. Monitor and maintain the pay for print program.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR’S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
Fully implement new parking system	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	iParq was implemented August 2019
Implement new student ID/financial aid distributions system	<input checked="" type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Stalled negotiations between BankMobile and TAP have necessitated us to rethink how we move forward. New plan is to do TAP separately using a sticker or a BBB App.
Offer more variety of food service	<input checked="" type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	The plan to expand kosher and Halal offerings is delayed because of Covid 19.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Click or tap here to enter text.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Click or tap here to enter text.

III. ACHIEVEMENTS

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

iParq is up and running – on time and on budget.

Eat Street, one of the cafeteria vendors, ceased operations Winter Term 2020. The space is now empty. The SMC Foundation established a relationship with Every Table to bring food service to CMD. (Started Feb 25, 2020). This service was extended to delivery service as part of SMC’s pandemic response to food insecurity.

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

Reprographics will need to work with Procurement on an RFP for District-wide service, as the current Xerox lease expires June 30, 2021. This process must include working with users/constituents, assessing needs, and revamping workflow where appropriate.

As the BankMobile card is implemented (now expected Fall 2021), the workflow and load for Auxiliary Services will change dramatically, with many fewer lost or stray financial aid and refund checks to be dealt with. This is an

opportunity for modernizing processes and staff alignment.

When on-campus classes resume, we will need to decide how to handle the empty Eat Street space in the cafeteria.

Part 2: List of Resources Needed

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

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

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Click or tap here to enter text.	Click or tap here to enter text.
Facilities (<i>info inputted here will be given to DPAC Facilitates Comm.</i>)	Click or tap here to enter text.	Click or tap here to enter text.
Equipment, Technology, Supplies (<i>tech inputted here will be given to Technology Planning Committee</i>)	Click or tap here to enter text.	Click or tap here to enter text.
Professional Development	Click or tap here to enter text.	Click or tap here to enter text.

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

Food and Vending service stopped in March when we went to remote learning environment. We are abating the rent until August 30, at least. This reduction of rental income will impact the programs who receive funding from the F&V income – notably Athletics.

Campus Store revenue, already deficient, will be even lower because of the virus and lack of on-site customers. Although we were able to cut some variable expenses (temps, student workers), the majority of the costs are fixed - full-time staff. The Store management really shone in their response to the situation – got the Chrome Book distribution going (and will resume in July), and really managed staff time and service. They never turned down a challenge (including graduation and VIP welcome kit assembly and distribution) and succeeded at everything. I could not be more proud of them. Their plan for continuing operations is solid. But as we gradually move back to on-campus classes, we need to reassess the current model that relies heavily on traditional sales and staffing. It is no longer financially viable.

Auxiliary Services staff also rose to the occasion – making sure that they were available to distribute checks to and communicate with students for financial aid and tuition refunds, and to issue emergency loans to students immediately. Financial reporting has continued to be on time and accurate. Likewise, payments to vendors have continued to be timely.

Over the summer, Reprographics will begin researching comprehensive reprographic systems to prepare for an RFP (the current Xerox lease expires June 30, 2021).

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.

Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> • Advisory attendance • Internship site • Donations • Job placement • Other 	Optional: Additional information about partnership or collaboration
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.

The following section will be completed by your program’s area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!