





**IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS**

DATE: 2/6/2013

DEPARTMENT/PROGRAM: Campus Safety & Parking Control
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PREPARED BY: Gina Madrid	
Name	Signature

AREA DEAN/DIRECTOR: Tim Nakamura	
Name	Signature

AREA VICE PRESIDENT: John Lau	
Name	Signature

**IMPERIAL VALLEY COLLEGE
MISSION STATEMENT**

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals

Educational Master Plan 2012-15

Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.



IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-
Functions; Funding Sources Statement)

The mission of the Parking Control Department is to provide courteous, safe, secure, and efficient parking services for the campus community and visitors.

We do so by; issuing parking permits, enforcing parking regulations, participating in the planning and design of any parking lot expansion, relocation, or removal, and directing the maintenance of parking lots.

The Parking Control Department provides parking services to students, employees, and visitors of the college. It is a self-supporting auxiliary not funded by general funding. Parking operating, maintenance, and development expenses are funded by revenue generated from parking services.

II. **SERVICE AREA OUTCOMES** (identify outcomes; methods, implementation of
assessment process; results; decisions & recommendations)

Outcome #1: Students will purchase semester parking permits online by Summer 2013.

Outcome #2: The Parking Control Office will relocate to Building 900 by August 2013.

Outcome #3: Allocate new overflow area for Fall 2013

III. **DATA** (use data pertinent to your program/department; include qualitative and
quantitative data; survey-evaluation results; and other relevant data to assess
program/department effectiveness)

2011-2012 Wincite Citation Report (see attachment)

2011-2012 Banner: Operating Ledger Detail Report for revenue collected from semester stickers, day pass, and citation payments. (see attachment)

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your
program/department provide thorough interpretation of data and complexity of
analysis)

STENGTHS:

Phoenix Group Information Systems provides our Parking Citation Management System; which is a fully automated parking citation processing program designed to facilitate the processing, controls and collections of citation payments. These elements augmented with our handheld enforcement technology and software.

Wincite.net reporting features include location analysis, management, officer analysis, citation statistics, habitual offender, revenue, and county surcharge distribution reports.

Wincite Mobile Enforcement Device includes: (1) Photo Capability: Parking Attendants are equipped with high-resolution cameras and automatically attach the photograph to the citation record upon syncing. The photo is uploaded to the citation management database and is easily retrievable and printed from any desktop (Internet required). Photographs are electronically stamped with location, date and time information.

NEEDS FOR PARKING CONTROL DEPARTMENT:

The items listed below are replacements on existing equipment that have exceeded its life expectancy.

1. Two (2) new golf carts (replacements)
2. Five (5) new 2-way communication radios (replacements)
3. Three (3) new wincite mobile enforcement device (replacements)

- V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; areas of concern are addressed; provide recommendations for future direction of your program/department and address applicable needs (funding, facilities, staffing technology, professional development, marketing.)

Findings have revealed that due to the growth of student population at the main campus, parking facilities have become limited. In the future, the department will closely monitor the parking situation on main campus and ensure that temporary additional lots will be made available until more permanent parking lots can be created.

Findings have also revealed that due to economic circumstances more students are using public transportation to get to and from campus. Our department will continue to monitor the amount of transit tickets sold and support public transportation provided by Imperial County Transit. In The future, we will order a higher volume of transit booklets to meet the demands of student riders as well as make continued recommendations to IV Transit regarding enhanced methods to meet the high demand of public transportation on main campus. By increasing public transportation the college will reduce its carbon footprint.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process.)

1. Reduce cost in printing material/supplies; registration forms, rules and regulations, pencils, etc.
2. Provide students with an efficient one-stop payment source.

**PROGRAM REVIEW FOR NON-ACADEMIC PROGRAMS
PROCESS IMPROVEMENT OPPORTUNITIES**

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Click here to enter text.
<i>Opportunities for:</i>
PROCESS #1: Online Permit Order Management Service
Work efficiencies: Provide an efficient one-stop for students purchasing their semester parking permit online.
Cost reductions: N/A
Contributions to student enrollment &/or success: Allows students more ability to purchase semester permit at their convenience.
Supports Institutional Goal and Objectives: N/A
PROCESS #2: Click here to enter text.
Work efficiencies: Click here to enter text.
Cost reductions: Click here to enter text.
Contributions to student enrollment &/or success: Click here to enter text.
Supports Institutional Goal and Objectives: Click here to enter text.
PROCESS #3: Click here to enter text.
Work efficiencies: Click here to enter text.
Cost reductions: Click here to enter text.
Contributions to student enrollment &/or success: Click here to enter text.
Supports Institutional Goal and Objectives: Click here to enter text.

Operating Ledger Detail Report
Program/Org/Account Sort: 0

YRODTL 5.0
INA_MADRID

FY/Perd: 11 - 12 YTD/Curr: Y Fund: 17302 Orgn: 833 Acct: 8881 Prog: 6950 Rev? Y Ben? Y Atyp %

Fund	Orgn	Acct	Prog	Title	Budget	Ytd	Commit	Avail
17302	833	8881	6950	Parking Permit Fees	-307,399.00	-384,216.03	.00	76,817.03
** Parking Control					-307,399.00	-384,216.03	.00	76,817.03
*** Report Total					-307,399.00	-384,216.03	.00	76,817.03

- 1) Semester stickers
- 2) Day passes
- 3) Citation payments

Imperial Valley College (173) Monthly Billing Report

Report Number 400-A

Run Date:
01/04/2012 12:14

01/01/2011 thru 12/31/2011

Citations:	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Total
Citations Issued 870	0	242	894	344	428	199	5	264	1,053	545	411	154	4,539
HHU Cites 870	0	242	876	326	409	199	5	252	795	545	411	154	4,214
1st Notices Sent 870	16	23	232	135	102	109	8	29	688	529	301	238	2,410
Add'l Notices Sent 870	2	7	0	2	3	3	1	0	0	6	6	4	34
Cites Voided	3	177	615	212	239	99	36	40	68	52	22	26	1,589
Cites Dismissed	1	0	5	5	6	4	3	22	24	14	10	6	100
DMV Holds Placed 870	34	1	65	99	59	75	20	1	49	367	169	184	1,123
Agency Collections 480a	950.00	550.00	3,200.00	2,185.00	2,000.00	1,965.00	75.00	825.00	9,825.00	9,335.00	6,875.00	4,805.00	\$42,590.00
Phoenix Collections 480a	480.00	225.00	730.00	525.00	680.00	475.00	50.00	25.00	800.00	1,500.00	1,100.00	1,225.00	\$7,815.00
DMV Collections 401	3,830.00	2,810.00	3,785.00	2,335.00	2,215.00	2,055.00	2,340.00	3,285.00	1,900.00	2,740.00	2,030.00	0.00	\$29,325.00
Total Collections 480a	5,260.00	3,585.00	7,715.00	5,045.00	4,895.00	4,495.00	2,465.00	4,135.00	12,525.00	13,575.00	10,005.00	6,030.00	\$79,730.00
Agency NSF (\$) 480a	0.00	-250.00	0.00	0.00	-25.00	0.00	0.00	0.00	-50.00	0.00	0.00	-25.00	(\$350.00)
Net Phoenix Total	480.00	225.00	730.00	525.00	680.00	475.00	50.00	25.00	800.00	1,500.00	1,100.00	1,225.00	\$7,815.00
Phoenix Full Payments	8	7	19	18	15	17	2	1	29	50	39	38	243
Agency Partial Payments	30	2	0	2	2	3	1	0	1	7	4	3	55
Agency Full Payments	3	14	121	62	71	69	2	27	390	328	228	153	1,468
DMV (Full) Payments	68	57	72	48	44	40	47	57	37	50	36	0	556
Agency NSF (#) 480a	0	-5	0	0	-1	0	0	0	-1	0	0	-1	-8
Total Payments (#) 870	109	75	212	130	131	129	52	85	456	435	307	193	2,314
Out of State Collections (\$) 470	25.00	0.00	25.00	0.00	75.00	0.00	0.00	50.00	425.00	605.00	200.00	375.00	\$1,780.00



Imperial Valley College (173) Monthly Billing Report

Report Number 400-A
Run Date:
01/04/2013 13:24

01/01/2012 thru 12/31/2012

	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012	Total
Citations Issued 870	191	526	303	196	321	254	0	127	770	585	450	119	3,842
HHU Cites 870	167	524	87	196	321	254	0	127	770	585	450	119	3,600
1st Notices Sent 870	10	421	238	208	121	312	3	38	524	425	352	190	2,842
Add'l Notices Sent 870	10	6	3	5	9	2	0	0	0	4	5	0	44
Cites Voided	10	30	14	12	35	39	3	21	35	34	49	6	288
Cites Dismissed	2	9	8	15	5	8	0	5	7	46	9	19	133
DMV Holds Placed 870	35	84	142	96	65	87	74	0	41	331	182	186	1,323
Agency Collections 480a	2,405.00	7,605.00	4,915.00	4,170.00	3,875.00	4,705.00	1,150.00	1,050.00	6,550.00	6,825.00	6,974.50	3,250.00	\$53,474.50
Phoenix Collections 480a	350.00	1,450.00	1,005.00	825.00	725.00	1,000.00	500.00	0.00	875.00	1,475.00	1,700.00	1,705.00	\$11,610.00
DMV Collections 401	2,475.00	3,275.00	3,525.00	2,050.00	3,050.00	2,825.00	3,280.00	3,575.00	2,825.00	2,275.00	3,315.00	0.00	\$32,470.00
Total Collections 480a	5,230.00	12,330.00	9,445.00	7,045.00	7,650.00	8,530.00	4,930.00	4,625.00	10,250.00	10,575.00	11,989.50	4,955.00	\$97,554.50
Agency NSF (\$) 480a	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-50.00	0.00	0.00	-100.00	0.00	(\$150.00)
Net Phoenix Total	350.00	1,450.00	1,005.00	825.00	725.00	1,000.00	500.00	0.00	875.00	1,475.00	1,700.00	1,705.00	\$11,610.00
Phoenix Full Payments	9	46	27	30	25	37	14	0	31	53	54	51	377
Agency Partial Payments	5	4	3	5	2	2	0	0	0	2	3	0	26
Agency Full Payments	56	273	174	150	137	162	41	30	253	249	247	115	1,887
DMV (Full) Payments	50	66	71	40	63	57	60	69	56	45	66	0	643
Agency NSF (#) 480a	0	0	0	0	0	0	0	-1	0	0	-2	0	-3
Total Payments (#) 870	120	389	275	225	227	258	115	98	340	349	368	166	2,930
Out of State Collections (\$) 470	25.00	505.00	225.00	375.00	200.00	125.00	25.00	75.00	250.00	200.00	450.00	200.00	\$2,655.00

