

Mt San Antonio College

Department/Unit: Purchasing

Recorded by SLOs/AUOs Team Coordinator: _____

Administrative Unit Objectives (AUOs) Assessment Model: The purpose of this assessment process is to improve the unit's service.

College Mission: It is the mission of Mt. San Antonio College:

- To provide accessible and affordable quality learning opportunities in response to the needs and interests of individuals and organizations.
- To provide quality transfer, career, and lifelong learning programs that prepare students with the knowledge and skills needed for success in an interconnected world.
- To advance the State and region's economic growth and global competitiveness through education, training, and services that contribute to continuous workforce improvement.

Department: PURCHASING Section: MAIL SERVICES (84200)

Mission & Goals	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
<p><u>Department Mission:</u></p> <p>It is the mission of Mt. San Antonio College's Purchasing Department to provide quality information, goods and services in a fiscally responsible, courteous, and efficient manner to support the educational and institutional goals of the College.</p> <p><u>Department Goals</u></p> <ul style="list-style-type: none"> • Assure that current Purchasing processes provide a satisfactory level of service to the campus and community. • Provide campus-wide training and guidance for technology-driven Purchasing changes. • Provide and maintain current information about Purchasing and its processes to the campus and community. 	<p>1. The MAIL SERVICES section will provide timely and accurate mail services campus-wide.</p>	<p>Conduct a customer satisfaction survey, created by Purchasing and administered by Office of Research & Institutional Effectiveness in Fall 2006. Success is defined as an 80% response rate of agree or strongly agree on all survey questions.</p>	<p>Survey conducted Sept. 2006</p> <p>Who Responded: 163; 62% of which interface daily or weekly; 61%-classified, 26%-faculty, 13%-managers</p> <hr/> <p>Survey tool was flawed; 10-13% marked 'No Opinion' which did not indicate satisfaction or not with measured criteria.</p> <hr/> <p>Promptness: 84.1% agree (+) and 2.5% disagree (-) Accuracy: 82.8%(+) and 1.8% (-) Attitude: 87.7%(+) and 0%(-) Overall Satisfaction: 90%(+); 1.2%(-)</p> <hr/> <p>Of the 23 comments received, the following were requests for: 3 – faster service 3 – single mail service point 3 – more information about the process</p>	<p>Even with a flawed survey tool, MAIL SERVICES exceeded the 80% success rate for every measured criterion.</p> <p>Refine survey so next time all results can be measured.</p> <p><u>Response to Comments:</u> MAIL SERVICES received their best scores for their positive attitude and the overall satisfaction they provide, which was reflected in the positive comments.</p> <p>Since the survey was performed, one (1) Mail Room Operator has been changed from part- to full-time – the 20 additional hours increases the stable workforce – which should improve service time. The structure of MAIL SERVICES (main processing area and faculty mail boxes in the Administration Building, and departmental mail delivered/picked-up at each office on campus) is dependent, in part, on division and building changes in next 2-3 years since there is currently not enough space to do everything in one location. Information is being developed for departmental intranet site.</p>

Department: PURCHASING Section: PURCHASING (84000)

Mission & Goals	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
<p><u>Department Mission:</u></p> <p>It is the mission of Mt. San Antonio College's Purchasing Department to provide quality information, goods and services in a fiscally responsible, courteous, and efficient manner to support the educational and institutional goals of the College.</p> <p><u>Department Goals</u></p> <ul style="list-style-type: none"> • Assure that current Purchasing processes provide a satisfactory level of service to the campus and community. • Provide campus-wide training and guidance for technology-driven Purchasing changes. • Provide and maintain current information about Purchasing and its processes to the campus and community. 	<p>2. The PURCHASING section will provide timely and cost-effective service in the procurement of goods and services needed campus-wide.</p>	<p>Conduct a customer satisfaction survey, created by Purchasing and administered by Office of Research & Institutional Effectiveness in Fall 2006. Success is defined as an 80% response rate of agree or strongly agree on all survey questions.</p>	<p>Survey conducted September 2006</p> <p>Total Responses: 163; 44% of which interface daily or weekly; 61%-classified, 26%-faculty, 13%-managers</p> <hr/> <p>Survey tool was flawed; 20% marked 'No Opinion' which did not indicate satisfaction or not with measured criteria.</p> <hr/> <p>Promptness: 63.8% agree (+) and 13.5% disagree (-) Accuracy: 70.6%(+) and 6.1% (-) Attitude: 73%(+) and 3.1%(-) Overall Satisfaction: 72%(+); 9.8%(-)</p> <hr/> <p>Of the 50 comments received, 38 were suggestions/requests for: 27 – faster & access to data 4 – written procedures 3 – credit card 2 – Buyers, not requesters, doing more research & pricing</p>	<p>With 20% of survey results unavailable, it was not possible to achieve 80% success rate. If the 'No Opinion' group is considered to have no issues, then the acceptance rate increases to defined success levels.</p> <p>Refine survey so next time all results can be measured.</p> <p><u>Response to Comments:</u> PURCHASING section received the lowest scores of any section – with promptness the biggest issue – which are reflected in the comments.</p> <p>The current manual requisition and approval process is being replaced with Banner, a web-based program which will allow requester access to real-time information about each purchase – the Purchasing module goes live 12/1/07.</p> <p>Campus-wide training will start in August 2007, and will be on-going along with a new Purchasing procedures workshop. The 'Purchasing Made Simple' user guide will be released in February 2007.</p> <p>The P-card (credit card) program is part of Banner implementation and is currently being developed for release in 2008.</p> <p>These changes not only address the major issues revealed in this survey, but will also create production efficiencies so PURCHASING staff can focus on value-added service like providing more technical and pricing research to its customers.</p>

Department: PURCHASING Section: SWITCHBOARD (84300)

Mission & Goals	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
<p><u>Department Mission:</u></p> <p>It is the mission of Mt. San Antonio College's Purchasing Department to provide quality information, goods and services in a fiscally responsible, courteous, and efficient manner to support the educational and institutional goals of the College.</p> <p><u>Department Goals</u></p> <ul style="list-style-type: none"> • Assure that current Purchasing processes provide a satisfactory level of service to the campus and community. • Provide campus-wide training and guidance for technology-driven Purchasing changes. • Provide and maintain current information about Purchasing and its processes to the campus and community. 	<p>3. The SWITCHBOARD section will provide timely and accurate information in response to requests from the campus and community.</p>	<p>Conduct a customer satisfaction survey, created by Purchasing and administered by Office of Research & Institutional Effectiveness in Fall 2006. Success is defined as an 80% response rate of agree or strongly agree on all survey questions.</p>	<p>Survey conducted September 2006</p> <p>Total Responses: 163; 44% of which interface daily or weekly; 61%-classified, 26%-faculty, 13%-managers</p> <hr/> <p>Survey tool was flawed; 14-20% marked 'No Opinion' which did not indicate satisfaction or not with measured criteria.</p> <hr/> <p>Promptness: 71.2% agree (+) and 5.5% disagree (-) Accuracy: 69.9%(+) and 7.3% (-) Attitude: 78.5%(+) and 4.3%(-) Overall Satisfaction: 78%(+); 5.5%(-)</p> <hr/> <p>Of the 29 comments submitted, 17 were requests for: 8 – improve transfers of calls 6 – faster response 3 – written procedures & a current phone directory</p>	<p>With 14-20% of survey results unavailable, it was not possible to achieve 80% success rate. If the 'No Opinion' group is considered to have no issues, then the acceptance rate increases to defined success levels. Note: Overall satisfaction at 78% without the 'No Opinion' group.</p> <p>Refine survey so next time all results can be measured.</p> <p><u>Response to Comments:</u> Since survey was conducted, the SWITCHBOARD has implemented a new training program and procedures to improve promptness and accuracy – the major issues raised in the survey. Changes include campus orientation for staff each semester, new greetings to minimize confusion, and timely updates of changes to staffing and phone extension information.</p> <p>Note: Responsibility for updating phone directories transferred from HR to Instruction, with new directory scheduled to be released Jan/Feb 2007.</p>

Department: PURCHASING Section: Warehouse (84100)

Mission & Goals	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
<p><u>Department Mission:</u></p> <p>It is the mission of Mt. San Antonio College's Purchasing Department to provide quality information, goods and services in a fiscally responsible, courteous, and efficient manner to support the educational and institutional goals of the College.</p> <p><u>Department Goals</u></p> <ul style="list-style-type: none"> • Assure that current Purchasing processes provide a satisfactory level of service to the campus and community. • Provide campus-wide training and guidance for technology-driven Purchasing changes. • Provide and maintain current information about Purchasing and its processes to the campus and community. 	<p>4. The Warehouse section will provide timely and accurate services campus-wide.</p>	<p>Conduct a customer satisfaction survey, created by Purchasing and administered by Office of Research & Institutional Effectiveness in Fall 2006. Success is defined as an 80% response rate of agree or strongly agree on all survey questions.</p>	<p>Survey conducted September 2006</p> <p>Total Responses: 163; 42% of which interface daily or weekly; 61%-classified, 26%-faculty, 13%-managers</p> <hr/> <p>Survey tool was flawed; 12-15% marked 'No Opinion' which did not indicate satisfaction or not with measured criteria.</p> <hr/> <p>Promptness: 77.9% agree (+) and 3.7% disagree (-) Accuracy: 82.2%(+) and 0.6% (-) Attitude: 77.9%(+) and 7.3%(-) Overall Satisfaction: 85%(+); 4.9%(-) Helpfulness of new EIWOS work order system: 44.8%(+), 4.3%(-), and 49.7% no opinion/unaware</p>	<p>Even with a flawed survey tool, Warehouse exceeded the 80% success rate for accuracy and overall satisfaction.</p> <p>Refine survey so next time all results can be measured.</p> <p>Note: As of 1/08/07, Warehouse is no longer a Purchasing section, but reports directly to Facilities. This survey information is being given to the Director of Facilities.</p> <p>Note: Information about delivery of orders and using the EIWOS work order system is being included in the new Purchasing User Guide, 'Purchasing Made Simple,' which is scheduled for release campus-wide in February 2007.</p>