

## SUPPORT UNIT OUTCOMES/OBJECTIVES

1. Provide procurement tools to support customers in securing goods and services that represent the best value to the University.
2. Promote full and equal business opportunities for all businesses.
3. Insure that asset records are properly maintained.
4. Insure that audits and other administrative requests are handled efficiently and effectively.

### UNIT OUTCOME/OBJECTIVE #1:

Provide procurement tools to support customers in securing goods and services that represent the best value to the University.

**Assessment Method #1:** A sample of 10 constituents will be contacted for a short interview to evaluate satisfaction with Computer Replacement Plan procedures.

*Criteria for Success:*

No more than 2 interviewees will express extreme dissatisfaction with Computer Replacement Plan procedures.

*Assessment Results:*

6 University units and 4 frequent University vendors were contacted. No interviewees expressed extreme dissatisfaction.

*Action Plans:*

No action plan required.

**Assessment Method #2:** Selected questions on Procurement Satisfaction Survey will indicate that communications from Procurement & Property Services are clear and timely for constituents.

*Criteria for Success:*

80% of responses on communications questions will be answered as "Satisfied" or "Very Satisfied."

*Assessment Results:*

74% of responses were answered "Satisfied" or "Very Satisfied."

*Action Plans:*

During 2009-2010 fiscal year, a new Procurement newsletter will be instituted, web site will be revamped, and a self-review of miscellaneous communication procedures will be conducted.

**Assessment Method #3:** The successful routing of contracts in process through the Procurement Office will be monitored with weekly updates in an Excel spreadsheet Procurement Log.

*Criteria for Success:*

98% of contracts in process will reflect personnel monitoring through scanning, tracking, routing, or pairing with purchase orders in the Procurement Log.

*Assessment Results:*

100% of contracts reflected proper personnel monitoring.

*Action Plans:*

No action required.

### **UNIT OUTCOME/OBJECTIVE #2:**

Promote full and equal business opportunities for all businesses.

**Assessment Method #1:** Quarterly Supplier Showcases in March, June, September, and December will be organized and hosted.

*Criteria for Success:*

At least 25 vendors and at least 75% of SFA academic departments will participate in Quarterly Supplier Showcases.

*Assessment Results:*

22 vendors and 80% of SFA depts. Participated in Showcases.

*Action Plans:*

An extra 10 vendors will be invited to future Showcases. New flyers will be developed to promote in SFA community.

**Assessment Method #2:** At least 15 SFA frequent vendors and 15 SFA infrequent vendors will be contacted by telephone for a 3 question interview evaluating satisfaction with SFA vendor interaction.

*Criteria for Success:*

85% of survey responses will indicate fairness and satisfaction with SFA vendor interactions.

*Assessment Results:*

80% of survey responses indicated satisfaction.

*Action Plans:*

Staff will participate in Customer Service Training sessions. Research on peer institution procedures will be conducted and applicable revisions to SFA policies will be made.

### **UNIT OUTCOME/OBJECTIVE #3:**

Insure that asset records are properly maintained.

**Assessment Method #1:** Attendance for On-line Property Training will be recorded and tracked to satisfy the Property Audit mandatory training requirement.

*Criteria for Success:*

100% of SFA employees responsible for unit purchases will complete the On-Line Property Training.

*Assessment Results:*

98% of SFA employees completed On-Line Property Training.

*Action Plans:*

Employees deficient will be contacted immediately to complete training. Future communications will occur more frequently.

**Assessment Method #2:** A sample of 10 asset records from a diverse selection of SFA units will be evaluated by Procurement staff.

*Criteria for Success:*

9 out of 10 sets of records in the sample will be properly maintained.

*Assessment Results:*

7 out of 10 sets of records were properly maintained.

*Action Plans:*

Training sessions for SFA staff will be organized and encouraged. A "cheat-sheet" on asset record maintenance will also be developed and distributed.

#### **UNIT OUTCOME/OBJECTIVE #4:**

Insure that audits and other administrative requests are handled efficiently and effectively.

**Assessment Method #1:** Record results of regularly scheduled departmental audits and evaluate the comprehensive nature of the audit. Verify that audits are following standardized guidelines.

*Criteria for Success:*

95% of departmental audits will reflect comprehensive review of resources and will follow standardized guidelines.

*Assessment Results:*

98% of audits were satisfactory.

*Action Plans:*

No action required.

**Assessment Method #2:** Monitor participation of Procurement staff in SFA technology and information system activities.

*Criteria for Success:*

All requests for Procurement participation in technology and information system activities will be honored.

*Assessment Results:*

4 Procurement staff members participated in 5 separate Banner training sessions in July 2009. 3 Procurement staff members participated in Banner implementation committee activities during the 2008-2009 academic year.

*Action Plans:*

All requests for participation were honored. No immediate action plans are required.

**Assessment Method #3:** Attendance for On-line Property Training will be recorded and tracked to satisfy the Property Audit mandatory training requirement.

*Criteria for Success:*

100% of SFA employees responsible for unit purchases will complete the On-Line P-Card Training.

*Assessment Results:*

All SFA employees responsible for purchases completed training.

*Action Plans:*

No action required.

**Assessment Method #4:** Attendance for refresher On-line P-Card Training will be recorded and tracked.

*Criteria for Success:*

100% of SFA employees responsible for unit purchases who are eligible will complete the 2-Year Refresher On-Line P-Card Training.

*Assessment Results:*

All employees eligible for Refresher training participated.

*Action Plans:*

No action required.