**Northern Michigan University**

**OUTCOMES ASSESSMENT PLAN/REPORT FORM**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | Printing – Mail – Central Receiving & Transportation Services | | | |
| This document is the | Plan or X REPORT for **July 1, 2011 to June 30, 2012** | | | Date Submitted: | 11-7-12 |
| Submitted by (Unit Representative) | | | John Keating REVISED: | | |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_x\_ No**  Our professional staff is dedicated to providing you, the campus community with the highest quality services. Our goal is to provide a wide variety of services, from printing, copying, mailing services, shipping and receiving to transportation services.  Through this combination of services we will continue to provide the best and most efficient services for the university. |

**Functions within the University:**

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| In addition to being part of NMU’s continuous improvement process, outcomes assessment plays a direct role with the AQIP Systems Portfolio (100-page document submitted every four years). To increase awareness and help gather Portfolio information, **please type “X” for all AQIP categories directly related to your unit’s core mission**. Some functions appear in more than one category. This is a first round collection of this information so do the best you can with the selection; if you want help, ask S. Poindexter. (Note: this section of the form is short-term; it will be deleted once functions have been mapped between units and the Systems Portfolio.)  **🞎** AQIP Category 1: Helping Students Learn documents the curricular and co-curricular processes and student learning support.  **🞎** AQIP Category 2: Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach.  **🞎** AQIP Category 3: Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs.  **🞎** AQIP Category 4: Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs.  **🞎** AQIP Category 5: Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions.  **X** AQIP Category 6: Supporting Institutional Operations documents student and administrative support services, safety, and facilities.  **🞎** AQIP Category 7: Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards.  **🞎** AQIP Category 8: Planning Continuous Improvement documents NMU’s strategic and administrative planning processes.  **X** AQIP Category 9: Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies).  (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document tab.) |

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| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Means/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) |
| Objective: To conduct an analysis of the university’s motor pool to determine opportunities to increase profitability.  *Rationale (Why you are setting this objective; mark with “X”)*:  Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: |  | 1a. Document the Revenue Collection and Expense Distribution Process - December 2011  1b. Collect & Document the Revenue & Expense Information on Each Car – December 2011  1c. Internal Analysis: Analyze Data (review rates, frequency, individual car revenue, all departmental expenses). February 2011  1d. Establish a Break Even Rental Rate/Optimal Fleet Mix – March 2011  1e. External Analysis: Compare Proposed Rate Structure/Vehicle Mix to Local Providers – April 2011  1f. Prepare and Submit a Recommendation for the Best Overall Solution – May 2011 |
| **Summary of Data Collected** *(Provide trend data and summarize)* |  | **Describe how results were used to improve services** |
| 1a. Revenue Collection & Distribution is documented in both Printsmith and manual documents  1b. Revenue & Expense Documentation has been collected and reviewed. It is stored in our PrintSmith System.  1c. Internal analysis was performed by Kaylie Anthos & John Keating.  1d. – 1f. At this point we determined based on the data it was best to get out of the business. |  | The Admissions Counselors State Cars were transferred directly to their department. All other State Cars and Vans were returned.  Other Car & Van requests are handled via a university contract with Enterprise. |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |

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| *Objective*: Determine most cost effective disposal method for the university and document final process.  Historically: Central Receiving reported directly to the Purchasing Manager. Surplus was collected and stored (and moved numerous times) all over campus by CR employees; however, it was only disposed of yearly (or even every few years). There are no longer storage facilities available to support this model.  Shared Responsibilities: Central Receiving now reports to the Printing Manger; however, Purchasing still plays a lead role in surplus management. Even though we are attempting to empower the CR employees to make first line decisions regarding surplus, we will need Purchasing to:   * Create the surplus disposal framework * Manage any 3rd party involvement (i.e. vendors) * Act as the liaison b/w departments and the warehouse * Identify roles and responsibilities for each area and position   This objective is being completed in conjunction with Purchasing. The objective is verbatim for both areas.  *Rationale (Why you are setting this objective; mark with “X”)*:  Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: |  | Determine most cost effective disposal method for the university.  a. Review the cost/revenue of the four surplus sales. 11/11  b. Post 5 Items on EBay 12/11  c. Finalize Surplus Disposition Form for End Users 12/11 d. Compare cost/revenue of surplus sale v/s eBay to determine most cost effective disposal method. 6/12  - Data to be Reviewed:  - cost of item disposal  - labor time involved in item disposal  - revenue received for item disposal  - Final Method to be Determined by Associate Director of Business Services in Conjunction with Print Manager and Buyer.  e. Document Final Process  *Beyond completing the above steps, how will you judge whether the objective was a success?[[1]](#endnote-1) Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*?  We will be able to see how this process helps us manage our warehouse space.  We will also be monitoring the amount of labor it takes to manage the Public Surplus Site. |
| **Summary of Data Collected** (*Summarize the evidence)* |  | **Use of Results to Improve Unit Services** |
| a-b Instead of using e-bay we are using Public Surplus. <http://www.publicsurplus.com>  A review of other schools, demos via web ex sessions were completed. Selection was made based on these demos. Consulted with NMU general council, accounting purchasing policies.  c. New Disposition form was developed and is filled out on our department on-line ordering system. Web address to log in page is:  https://www.printstorefront.com/podFlex/PODFlex.html?sitename=nmuprintingservices#  d. Kaylie Anthos, Steve Brown and John Keating reviewed the results and determined that the Public Surplus site was the best plan of action. |  | Jim Groesch was hired to implement our new Surplus Site.  Art Gischia consulted with Finance and Administration for final implementation approval.  Through the Public Surplus site we are able to generate reports. These reports will show the total amount of sales.  This seems to be an effective way of doing way of doing business. Previously all of the items we are selling were stored in a building. Instead of having a warehouse full of unusable items we are now making a profit from it. |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |
| *Objective*: 3.  Objective: Develop a method of effectively obtaining accurate counts of departmental photocopy usage in order eliminate a paper system.  This objective is continued from 10/11. It was not completed and is continued:  Copier counts are currently being collected manually (on paper) by multiple departments on ALL campus on copiers on campus. They are manually entered into an old database (DataEase) on a computer running Windows 95. The problems are:  - manual process on paper  - manual data entry for copiers counts in database  - database is old and kept on an outdated computer that poses a risk of lost data.  *Rationale (Why you are setting this objective? Mark with “X”)*:  X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: |  | Describe timetable plans to achieve objective.  3a. Establish an updated timetable with IT once a new programmer is in place.  3b. Test Site with New Programmer (based on above schedule).  3c. Develop departmental training to key operators by March 2012.  3d. Provide training to key operators during April and May of 2012.  3e. Document and file the new process by June 30, 2012  *Beyond completing the above steps, how will you judge whether the objective was a success*?1  This objective is to update an outdated system and make it compliance. It is about eliminating: paper, data entry, and ensuring: data kept via university standards, email notification ability. |
| **Summary of Data Collected (**Summarize the evidence) |  | **Use of Results to Improve Unit Services** |
| Using this system allows us to send a monthly reminder to Copier Key Operators. At this point they need to enter accurate meter readings and account numbers to be charged.  When the data is entered correctly we are able to generate reports for monthly billing. |  | Overall this is a very effective way of capturing the data.  Not all key operators are filling out the on-line form correctly. So there is still a manual process of follow up to verify accuracy.  To improve this we will create a instruction sheet to provide more clarity for the department key operators |

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| **Administrative Objective #4** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |
| *Objective*: 4  Background:  Currently, the copier program is centrally managed independently of all other departmental document needs (fax, print and scan requirements are handled separately at the departmental level). Historically, copiers were used for high volume requirements and were limited to one function, coping. Today, manufacturers are combing all of those functions into one device: a MFP’s (Multi Function Product/ Printer/ Peripheral), or Multifunction Device (MFD). It is an office machine which incorporates the functionality of multiple devices in one, so as to have a smaller footprint or to provide centralized document management/distribution/production in a large-office setting.  Objective:  Research departmental document needs (pint, copy, scan and fax) and investigate multiple print management solutions.  *Rationale (Why you are setting this objective? Mark with “X”)*:  Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: |  | 4a. Identify and Assess Vender(s) that can support the objective via bidding process by September 2011.  4b. Establish pricing from the identified vendors via the bid process.   * Pricing will be based on a variety of Device specifications by December 2011.   4c. Perform Department Assessments with vendor(s) to determine Department needs by March 2011  4d. Collect data (cost per copy and usage) from department equipment (copiers, printers, fax & scanning) by May 2011.  4e. Compare multiple cost structures (data collected on test areas v/s current cost structure) and prepare Print Management recommendation.  *Beyond completing the above steps, how will you judge whether the objective was a success*?1 |
| **Summary of Data Collected (**Summarize the evidence) |  | **Use of Results to Improve Unit Services** |
| 1. Two Vendors were identified Xerox and Office Planning Group 2. We have placed one bid. Plan to follow up with another bid during the 2012-13 fiscal year. 3. This is an ongoing process and is being handled on a case by case basis. To date 12 Multifunctional Devices have be placed in various departments. 4. Data collection is being compiled by the IT department 5. This will happen after the data has been collected. |  | Once IT completes the Data Collection the project will come back to Printing Services.  At that point we will be addressing point e. |

Many service units already use an evaluative measure and this approach is now more common in assessment theory– not everything we try works out the way as hoped and creating a target and/or success/bail out threshold is appropriate. In cases where this is a new approach for a unit, in the 2011-12 Plan consider how you *might* measure the added value of an objective; however, it is not yet a requirement. The OA committee will provide suggestions in its feedback for this year. During the year, dialogues, additional resources, one-on-one meetings and/or seminars will be held to evolve our OA process.

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives may address specific operational issues. Other unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. These latter unit objectives are potential AQIP Action Projects – giving a little more recognition to unit efforts. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** | |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives. |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula. |

1. [↑](#endnote-ref-1)