**Assessment Report Feedback 2012**

**For Purchasing Department**

This Assessment Report is reviewed and fully approved as submitted. The Committee decided to *not* use the “SS,” “S,” “O,” “OO” scoring approach this year. The checklist and comments below are intended to make the evaluation process a little more transparent.

Your Report will be posted, without committee comments, to the NMU AQIP website under “Assessment,” “Service Unit Plans/Rpts”. The committee appreciates your efforts at continuous improvement.

*Service Assessment Committee*

This Assessment Report is reviewed and accepted. The Committee decided to *not* use the “SS,” “S,” “O,” “OO” scoring approach this year. The checklist and comments below are intended to make the evaluation process a little more transparent. The checklist was derived from the Template Instructions document posted in both www.nmu.edu/aqip and the SHARE website. The Committee sees a few items that could be improved in future reports. They do not warrant revision this year, but please read them now and before filling out next year’s report.

Your Report will be posted, as submitted and without committee comments, to the NMU AQIP website under “Assessment,” “Service Unit Plans/Rpts.” The committee appreciates your efforts at continuous improvement.

*Service Assessment Committee*

This Assessment Report is reviewed and requires some revisions before it can be approved. **Please submit a revised Report by xxxxxxx** [*Monday after 2 weeks into the future* ] via the SHARE website using a separate dropbox labeled, “Resubmission of revised departmental files.”

The Committee decided to *not* use the “SS,” “S,” “O,” “OO” scoring approach this year. The checklist and comments below are intended to make the evaluation process a little more transparent. The checklist was derived from the Template Instructions document posted in both [www.nmu.edu/aqip](http://www.nmu.edu/aqip) and the SHARE website. Comments on this page are a brief analysis of strengths and opportunities; detailed comments are embedded within your report that follows. Please take them into account as you undertake revisions. If you have questions, a member of the committee will be happy to meet with you.

*Service Assessment Committee*

Since the Objectives and Means of Assessment were evaluated when the Plan was submitted last year, they were not re-evaluated. However, the committee did re-read them in light of the reported results.

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| General Comments: |
| [Committee: delete this section if there is nothing more to report than the above paragraphs, but say a few specific good things.] |

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| **Effective Summary of Data Collected meets the following criteria** | Obj #1  Met? | Obj #2  Met? | Obj #3 Met? |
| Includes a narrative summary that states whether the objective was met. If details are attached in separate file, this should still contain a summary. (Please start with one sentence to indicate whether or not the objectives were met, then go into the narrative) |  |  |  |
| For on-going measured goals, trend data for multiple year data are given, preferably in a row/column format. If the data is complex, lengthy, or in chart format, a separate document (clearly labeled with unit name and title) was submitted |  |  |  |
| For a measured goal, data is summarized here. If the data is complex, lengthy, or in chart format, submit a separate document (clearly labeled with unit name and title) |
| For a process or product development or a study indicates, item by item, whether the planned steps were accomplished. If not, briefly states why. Submits copy of finished product (URL, report, policy, handbook) or URL to posting on website. |
| For surveys, provide sample size, response rate/size, and distribution of answers for key items. |
| Compares to peer institutions/programs or normed values, when applicable |  |  |  |
| **Rating (for committee discussion only)**: |  |  |  |

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| **Effective Actions Taken to Improve Program(s) based on data meets the following criteria** | Obj #1  Met? | Obj #2  Met? | Obj #3 Met? |
| States what was learned by analyzing the data. Identifies strengths and areas to improve. |  |  |  |
| Supplies evidence of past or planned use of data analysis to improve or assess whether past intervention was successful. |  |  |  |
| Assesses the collection process (acceptable and to be continued, sample judged too small to be valid and suggests new measures, etc.) or the steps taken to complete the task (should plans be more detailed in the future, were dates reasonable, etc.?) |  |  |  |
| Explains how the data are shared within the department and/or between departments. (Too often reports get filed w/o enough exposure, reducing the likelihood of changes, i.e. we work in silos.) |  |  |  |
| States process used within the unit to analyze the outcome or data, e.g. unit head, committee, entire unit staff? Was this part of a regularly scheduled meeting or strategic planning discussion? Etc. AQIP is particularly keen to know how decisions are made and shared. |  |  |  |
| **Rating (for committee discussion only)**: |  |  |  |

(Your report and detailed comments begin on the next page)

**Northern Michigan University**

**OUTCOMES ASSESSMENT PLAN/REPORT FORM**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | Purchasing | | | |
| This document is the | 🢬 PLAN or **×** REPORT for July 1, 2011 to June 30, 2012 | | | Date Submitted: | 9/27/2011 |
| Submitted by (Unit Representative) | | | Steve Brown REVISED: 9/25/12 | | |
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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_X No** |
| To obtain goods and services in the most cost effective and efficient manner while operating at the highest standards of ethical conduct and to collaborate and engage with university members to ensure our procurement practices best support the campus community as it strives for technology integration, increased sustainability and student success. |

**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.  **XX** 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.  **XX** 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*?) |
| Determine current negotiated spend (defined as dollars spent against a contract and/or bid) in relationship to the university’s overall spend. This percentage will be considered ‘negotiated spend’. This year will serve as a benchmark to determine what percentage of university funds are spent under a negotiated contract. Future year goals will be created to achieve an annual increase in the percentage of negotiated spend.  *Rationale (Why you are setting this objective; mark with “X”)*:  Effectiveness/quality action **X** Efficiency/cost action  \_\_ Compliance issue \_\_ Satisfaction measure  X Create baseline \_\_ Other (explain):  I-4 |  | *Describe timetable plans to achieve objective*.  a. Create PO Spend Report that defines negotiated v/s un-negotiated spend (March 2012).  b. Create P-Card (Purchasing Card) Spend Report that defines negotiated spend v/s un-negotiated spend (March 2012).  c. Create benchmark of current negotiated spend percentage (June 30, 2012).  Data is still being gathered to establish a benchmark to determine what percentage of university funds are spent under a negotiated contract |
| **Summary of Data Collected** *(Provide trend data and summarize)* |  | **Describe how results were used to improve services** |
| (Fill in only for the REPORT at the end of the year.)  Expected a, b, c, not completed. Not sure why. |  | (Fill in only for the REPORT at the end of the year.) |

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| **Administrative Objective #2** *(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*?) |
| Determine most cost effective surplus disposal method for the university and document the chosen process for replication in future years.  *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):  CA-2 |  | *Describe timetable plans to achieve objective*.  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 |
| **Summary of Data Collected** *(Provide trend data and summarize)* |  | **Describe how results were used to improve services** |
| The Purchasing Department is currently testing the Public Surplus website as an option to handle all NMU surplus sales. We have been using the site for 3 months with positive results. It has been determined to be a better option than using EBay. Using the Public Surplus site requires less time to administer than EBay. Also, there is no cost to the university as the Buyer pays a fee to the site when purchasing an item. The Buyer arranges shipping and is responsible for all shipping charges.   1. The site has been tested for 3 months and has generated approximately $33K in revenue. 2. Thirty two items have been sold on the site. 3. The Surplus Disposition form has been completed and added to the website for end-users. 4. This method of surplus disposal is cost effective. The time required to administer the program by staff has been absorbed into the daily job duties. 5. The final surplus procedure has not been completed and needs to be documented. |  | The Purchasing Department is currently testing the Public Surplus website as an option to handle all NMU surplus sales. We have been using the site for 3 months with positive results. It has been determined to be a better option than using EBay. Using the Public Surplus site requires less time to administer than EBay. Also, there is no cost to the university as the Buyer pays a fee to the site when purchasing an item. The Buyer arranges shipping and is responsible for all shipping charges |

**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. |