



**PURCHASING, WAREHOUSE, TRANSPORTATION**  
**(includes Mailroom Operations)**  
**INSTITUTIONAL SUPPORT**  
**ANNUAL PROGRAM REVIEW and PLAN**  
**2015**

**1. Program Description/Mission:**

In support of the college's mission, the Purchasing, Warehouse, and Transportation Department procures, receives, and delivers all goods and services for all college departments, with the exception of the bookstore and cafeteria, and maintains a fleet of vans, trucks, and buses for staff, faculty and student transportation needs in support of the college's teaching and learning environment.

**2. Key functions/goals of this Department/Program:**

- **Purchasing:** responsible for procuring goods and services in support of college departmental needs, disposing of obsolete equipment, and providing contract management and labor compliance for publicly bid projects.
- **Warehouse:** responsible for effectively and efficiently receiving purchased goods and delivering these goods to campus staff in support of the instructional needs of the District.
- **Transportation:** primarily responsible for effectively and efficiently providing for the transportation needs of students and staff with a fleet of vans, busses, trucks and utility carts.
- **Mail Operations:** responsible for processing on-campus delivery of U.S. Postal Service and inter-office mail for the District.

### 3. Assessment of Outcomes:

<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
1. Use professional procurement practices and procedures that result in reduced costs of goods and services	Compare cost of goods and services	Reduced funding met campus needs for instructional and non-instructional equipment, materials and supplies	Continue smart, value-centric purchasing practices
2. Operate efficient transportation operations	Compare prior year costs with current year costs	Reduced funding has met campus transportation needs	Continue smart, value-centric purchasing practices and scheduling
3. Use special mailing rates and efficiently schedule mailings	Compare prior year mailing costs with current year costs	Postal rate increases coupled with fewer mass mailings has resulted in net reduction in mailing costs	Continue smart, value-centric purchasing practices
4. Improve indoor air quality	Monitor/poll reports of adverse air quality systems/complaints	Reduced funding levels for material and labor has had no apparent negative impact on indoor air quality, Prop 39 funds directed to HVAC projects	Continue smart, value-centric purchasing practices
5. Improve lighting	Monitor/poll reports of inadequate lighting and reports of injury due to poor lighting	Reduced funding levels for material & labor has had no apparent negative impact on indoor & outdoor lighting. LS and PC lecture halls received classroom lighting improvements Spring 2012. Funding with rebate incentive and Prop 39 funds is being directed to improve outdoor lighting with LED lighting projects in progress.	Continue smart, value-centric purchasing practices
6. Improve classroom acoustics and campus noise control	Monitor/poll reports of distracting noise and sound	Reduced funding for material & labor has had no apparent negative impact on distracting noise & sound	Continue smart, value-centric purchasing practices, increase use of electric and newer vehicles

7. Improve technology	Monitor/poll stakeholders on their perceived/reported satisfaction levels of various technology on campus	Reduced funding for equipment has had no apparent negative impact on technology. Technology has improved on campus in the current fiscal year in areas of computer, telecommunications, visual and display technology.	Continue smart, value-centric purchasing practices and foster innovative and collaborative technology solutions

**4. Recommendations/Next Steps:**

	Previous Recommendation	Progress/ Persons Responsible	Status	Est. completion
1	Replace 1996 bus and 1999 van	Not replaced. Funding issues. Director of Purchasing	On-hold	2016 CY
2	Convert indoor motor-equipment to clean-burning propane	Director of Purchasing	Completed	2011 CY
3	Install evaporative coolers and low wattage lighting in the warehouse	Evaporative cooler not installed, awaiting Facilities work order fulfillment. Director of Purchasing	Lighting Completed Work order open on cooler	2014 Summer
4	Adopt an automated system for tracking receipt and delivery of warehouse packages.	Not implemented Director of Purchasing	Solutions still under review and sourcing	2014/15 FY
5	CCTV security system	Director of Purchasing	Installed new CCTV systems in Library, PAC and Golf Range	2013/14 FY

	New Recommendation	Progress/ Persons Responsible	Status	Est. completion
1				
2				
3				
4				
5				

5. Resources requested

**Purchasing, Warehouse, Transportation**

**Certificated Personnel (FNIC)**

Position	Discuss impact on goals / SLOs	Priority

**Classified Personnel**

Position	Discuss impact on goals / SLOs	Priority
Clerk	Monitor and perform fixed asset inventory to ensure fixed assets are accounted for and available for instructional and non-instructional uses thus positively affecting and improving use of assets for SLOs.	3

**Staff Development (Division)**

Item	Discuss impact on goals / SLOs	Cost	Priority

**Facilities (Facilities)**

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority

**Computers / Software (TeCS)**

Item	Discuss impact on goals / SLOs	Cost	Priority

**Equipment**

Item	Discuss impact on goals / SLOs	Cost	Priority

**Supplies (Division)**

Item	Discuss impact on goals / SLOs	Cost	Priority

## General Budget Guidelines

### Budget Preparation Tips:

- Include items on the budget form that are needed for program success even if there is no financial need associated with the request (ie training that could be accomplished with on-campus resources, sharing of resources with another discipline or department etc.)
- Whenever possible, obtain actual cost for the items / equipment you wish to purchase. This avoids situations where items are considered for purchase but it is determined that the actual cost greatly exceeds the original estimate.
- Identify unit cost (cost per item) and the number of units desired in requests.
- Indicate if there is a lower level of financial support that would be workable in your educational plan – if you request \$30,000 for a classroom set of equipment (one item for each student), if \$15,000 were available, would it be possible for two students to share an item? Is the request "All or nothing"?

### Budget Priorities:

*When establishing priority, consider the following:*

Priority 1: This item is mandated by law, rule, or district policy.

Priority 2: This item is essential to program success.

Priority 3: This item is necessary to maintain / improve program student learning outcomes.



## SLO Assessment – Phase 1

### Development Worksheet – Support Services

Service Area: Purchasing Appraisal Period: 2014 to 2015

#### Step 1: Create SLOs

**What are your goals for the support of student learning?**

The Purchasing Department supports student learning by striving to obtain the best value from available resources by seeking to maximize the ROI, Return on Investment, to enhance value to the District. Purchasing deems this as key in the long-term value analysis equation. This 'Smart Procurement' allows resources to be 'stretched' to minimize potential negative impacts on student learning by maintaining or enhancing, above previous levels, the support in teaching and learning despite reduced funding levels.

#### Step 2: Develop Assessment

**How will you know if students effectively achieved these outcomes for your area?**

**What assessments help you to evaluate their performance?**

Informal feedback from staff and students coupled with measurable gauges such as the electronic work order and purchasing requisitioning system allow the department a gauge of funding and expenditures for equipment, goods, material and services used to maintain, replace, improve and add to the current material and equipment inventory as well as to process and track retired and obsolete material and equipment. This information demonstrates that prudent purchasing aids in the use of limited allocated resources to meet learning needs, thereby improving the purchasing power of limited funding and resources.

Contracts for construction services for the improvement of the physical plant and environment are also gauged by project development, implementation and execution and demonstrates funding made available to bring about improvements in this area.

Mail system data is used to gauge the level of activity and associated costs of this program as further evidence of business resources allocated and consumed to conduct, enhance and support student learning.

#### Step 3: Reflection/Result

**What was the product or consequence of your assessment?**

**Were students successful?**

**What services do students sometimes struggle with?**

**Why do you think that they struggle?**

**What level of improvement would show a satisfactory level of achievement?**

**Which outcomes does this assessment address?**

The Purchasing Department continues to procure and provide a wide variety of direct and indirect support to student learning via procurement of the goods and services necessary to provide for the teaching and learning needs on campus. The Purchasing Department is most comfortable in the performance of the budget dollars that are spent with frugality and overall value in mind. Mail operations and copier printing costs are areas of concern. Enhanced awareness, training and behavior

change may lead to reduced costs in these areas, thus increasing efficiencies in these areas, thereby allowing additional funding resources to be used in other areas for student learning and improvement in the overall experience for students attending Citrus College.

No direct assessment of student success is done by the department. Student access to online, study, and ancillary services such as copy and print services are being coordinated between Purchasing and other departments to afford students a safer, more convenient, affordable and sustainable environment to learn at Citrus. These benefits, afforded in a climate of increasing market costs, would prove a success in providing for students' improved learning environment and experience and is achieved primarily through 'smart purchasing' and the added and improved use of technology in both student and staff environments.

#### Step 4: Revision

**Based on Steps 2 and 3, what is your plan to assess this program during your next appraisal period?  
What will you do differently as a result of what you learned from the assessment?**

Informal and formal survey-taking is planned to gauge department perception with campus perception on the impact of value-oriented purchasing and its impact on student learning. Continued analysis of work orders, claims, requisitions, purchasing and fixed asset systems to better gauge and understand areas of both efficiencies, and inefficiencies, will aid the department in being a better resource to the campus and stakeholders.

Raising staff awareness of the inefficient and wasteful consequences of hasty and/or poor-value procurement decisions will be incorporated in future trainings, memos and workshops along with 'smart buying' habits to increase the operational efficiency of the department and campus stakeholders.

Vendor development and staff development will be an ongoing process to improve the performance and efficiency of the department in striving for continual improvement in delivering the goods and services in support of the District's mission, goals and objectives.