



IMPERIAL VALLEY COLLEGE SERVICE AREA PROGRAM REVIEW

DATE: 2/18/2014

DEPARTMENT/PROGRAM: Purchasing and Warehouse Department
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AREA DEAN/DIRECTOR: Betty Kakiuchi Name	<i>Betty Kakiuchi</i> Signature
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IMPERIAL VALLEY COLLEGE MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals

Educational Master Plan 2012-15

Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.



IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-
Functions; Funding Sources Statement)

Purchasing and Warehouse Department Mission Statement: To provide services to the entire campus community through Purchasing, Receiving, Asset Inventory, Warehouse, and Transportation; through these services be responsive and supportive to students learning success.

The department is funded 100% through the District's general fund

II. **SERVICE AREA OUTCOMES** (use the attached form to identify outcomes, methods,
assessment process, results, decisions & recommendations)

Outcome #1 Purchasing- Office supplies have been contracted with a local vendor

Methods: Online ordering by department; it provides innovative products; provider will deliver items directly to the departments and orders have a one to two - day turn around.

Implementation of assessment process: Vendor conducts an annual survey. Vendor meets with the Vice President and Director of Purchasing to review data and strategies.

Results: This change improved the institutional effectiveness. The district is not carrying an inventory that would become obsolete and district resources are not invested in an inventory.

Decisions and Recommendations: Department personnel through the survey have expressed satisfaction with the online ordering and promptness of the deliveries. The decisions and recommendations are to continue with the existing process and perform an annual evaluation.

Outcome #2 Receiving; items are received daily from various carriers. A tracking system is in place for items received in the warehouse and delivered to departments or picked up at the warehouse.

Methods: Deliveries are made daily directly to the departments. The main goal is to assure that supplies, instructional materials, and equipment are available to support student learning.

Implementation of assessment process:

Departments are satisfied with the deliveries. The receiving log-in sheets are kept for five years as a resource document in the event that information is requested on a package received.

Results: The system in place is effective and efficient.

Decisions and recommendations: To continue with the current practice until we can automate some of the process.

Outcome #3 Transportation: Two 2003 vans will be replaced before June 30th, 2014. The goal is to keep vehicles at its optimum condition for the safety of students and employees.

Method: Vans are replaced after the appropriate investment is recovered. Vans are funded through the usage charge. The charge is determine by the finance mechanisim of the operation and depreciation expense.

Implementation of assessment process. A routine check is performed before and after each trip by an on campus machanic. The designated driver fills out an inspection report which includes mechanical and autobody. A log is kept on mileage per trip, van usage, and maintenance.

Results: Problems are resolved as soon as the report is submitted.

Decisions and recommendations: An immediate decision is taken on any repairs or maintenance needed to have the vans ready for the next trip.

Outcome #4 Asset Inventory:inventory records are kept in house during the fiscal year and an updated file is submitted to Assetworks. Assetworks is the firm that applies the depreciation to the fixed assets, construction, and construction in progress.

Method: The capitalization policy is being reviewed and revised. The asset inventory file is updated by adding the new adquisitions and deletions of the surplus items after they have been declared surplus and board approved.

Impletmentation of assessment process. Communication with department personnel reagrding the inventory records on file. Any discrepancies are reported and adjustments are made.

Results: The proactive approach has been established contributing to the accuracy of our records.

Decisions and recommendations: Continue with the proactive approach and the effective communication with the departments.

- III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

Our department relies on direct communication with the department personnel via email or telephone.

- IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department; provide thorough interpretation of data; use the attached form to list previous objectives/goals and associated Institutional Goals; state if met, partially

met, or not met for each one; give detail on any improvements/effectiveness and detail on status on those not fully met.)

The strength of our department is that personnel is positive, knowledgeable, and goes the extra mile to provide excellent service with the limited resources available.

Challenges: Lack of funding and staff resources to implement new processes.

Opportunities: To automate controls;

Needs of the department; training and funding to innovate new processes.

- V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; address areas of concern; provide recommendations for future goals of your program/department; use the attached form to identify goals for the next year; align future program goals to one or more institutional goals, and address applicable needs by listing budget enhancement requests associated with program goals, and select applicable resource plan, i.e. facilities, staffing, technology, professional development, marketing.)
The department is in need of funding and training in order to implement new processes such as a procurement card, new receiving tracking system, and a van maintenance automated system.

- VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Use the attached "Process Improvement Opportunities" form to identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process. Assess progress in attainment of process improvements identified in previous Program Review.)

[Click here to enter text.](#)

**SERVICE AREA PROGRAM REVIEW
PROCESS IMPROVEMENT OPPORTUNITIES**

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Click here to enter text.
<i>Opportunities for:</i>
PROCESS #1: Procurement Card
Work efficiencies: online statement reviews, opportunity to make modifications
Cost reductions: less purchase orders and checks to process
Contributions to student enrollment &/or success: Purchase of certain goods made immediately with the use of the procurement card instead of engaging in the purchase order process to support student learning and success.
Supports Institutional Goal and Objectives: Goal 2- Student Learning Programs and Services, Objective 2.1 - Support the instructional programs
PROCESS #2: Surplus items and storage
Work efficiencies: Departments communicate to the Purchasing Department when equipment and furniture needs to be sent to surplus. In collaboration with the Maintenance Department, items are picked up with appropriate documentation indicating the condition of the item
Cost reductions: The College has contracted with a recycling company to recycle all electronics.
Contributions to student enrollment &/or success: Students will have space for innovative equipment and furniture
Supports Institutional Goal and Objectives: Goal 3- Resources, Objective 3.2 and 3.3
PROCESS #3: Click here to enter text.
Work efficiencies: Click here to enter text.
Cost reductions: Click here to enter text.
Contributions to student enrollment &/or success: Click here to enter text.
Supports Institutional Goal and Objectives: Click here to enter text.

PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)		INSTITUTIONAL GOAL(S) (Check all that apply.)
1	<p>PAST PROGRAM GOAL #1</p> <p>Identify Program Goal from Last Program Review: Procurement Card</p> <p> <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input checked="" type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: lack of resources</p>	<p> <input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 </p>

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
<p>Identify Program Goal from Last Program Review: Surplus items and storage</p> <p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met:</p>		<p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4</p>

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
<p>Identify Program Goal from Last Program Review:</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met:</p>		<p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4</p>

Comments:

FUTURE – LIST OF “SMART” (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)
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1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
Identify Goal: Receiving - tracking system		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4
Objective: Automate the receiving and delivery process		
Task(s): Research different vendors to purchase the software		
Timeline: June 30th, 2014		

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input type="checkbox"/> Categorical Specify: <input checked="" type="checkbox"/> General Fund	<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input checked="" type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing <input checked="" type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input checked="" type="checkbox"/> Technology	\$4304.00

<p>2</p>	<p align="center">FUTURE PROGRAM GOAL #2 Budget Priority #2</p>		<p>INSTITUTIONAL GOAL(S)</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4</p>
<p>Identify Goal: Asset inventory</p>			
<p>Objective: physical inventory of capitalized assets</p>			
<p>Task(s): Coordinate with Assetworks on the dates and communicate with departments of their visit3</p>			
<p>Timeline: August 30, 2014</p>			
<p>EXPENSE TYPE</p> <p><input type="checkbox"/> One-Time <input type="checkbox"/> Recurring</p>	<p>FUNDING TYPE</p> <p><input type="checkbox"/> Categorical Specify: <input checked="" type="checkbox"/> General Fund</p>	<p>RESOURCE PLAN (Check all that apply.)</p> <p><input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input checked="" type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing</p>	<p>BUDGET REQUEST</p> <p>\$20,000.00</p>
<p><input checked="" type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome)</p>		<p><input type="checkbox"/> Student Services <input type="checkbox"/> Technology</p>	

3	FUTURE PROGRAM GOAL #3 Budget Priority #3		INSTITUTIONAL GOAL(S)
<p>Identify Goal: Reconcile Asset Building Inventory to Site plans</p> <p>Objective: update our building inventory</p> <p>Task(s): Review data recorded in our building inventory with the site plans.</p> <p>Timeline: By March 30 th 2014</p>			<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4
EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> Categorical Specify: <input type="checkbox"/> General Fund	<input checked="" type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing <input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input type="checkbox"/> Technology	\$ _____
TOTAL BUDGET REQUEST			\$ _____

1. How will your enhanced budget request improve student success?

Comments:

INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

SERVICE AREA LEARNING OUTCOMES (SAOs)

SERVICE AREA OUTCOMES (Describe learning outcomes.)	ISLO(s) [Link SAO to appropriate ISLO(s).]
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SAO	SERVICE AREA OUTCOME #1	ISLO(s)
1	Identify Outcome: Measurable Outcome Summary: <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met Provide detail on any improvements/effectiveness and detail status on those not fully met:	<input type="checkbox"/> ISLO 1 <input type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5

SAO 2	SERVICE AREA OUTCOME #2		ISLO(S)
	Identify Outcome:		<input type="checkbox"/> ISLO 1
	Measurable Outcome Summary:		<input type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met Provide detail on any improvements/effectiveness and detail status on those not fully met:			

SAO 3	SERVICE AREA OUTCOME #3		ISLO(S)
	Identify Outcome:		<input type="checkbox"/> ISLO 1
	Measurable Outcome Summary:		<input type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met Provide detail on any improvements/effectiveness and detail status on those not fully met:			