Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Administrative Unit	**Submission Year**
Procurement Services	2019-2020

Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.

Assessment Coordinator Name	**Enter Assessment Coordinator Email**
Scott Pilgrim	spilgrim@lander.edu

If more than one coordinator, please choose one for emails to be sent to.

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

To demonstrate efficient use, transfer, and disposal of state property

Pillar of Success Supported

○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

◉ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

○ Employer of Choice

○ Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Transfer of surplus property within Lander University

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Increased by >=5% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Increased by between 0-4% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Decreased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Surplus property transfer records	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Annually	

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

30 items?

We are developing other outcomes to measure that will better represent how we are managing surplus and will no longer be counting individual items coming and going into surplus as this quantitative measurement provides little insight into the effectiveness of surplus property management.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 2

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Transfer of surplus property to State Surplus or other state entities

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Decreased by >=5% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Decreased by between 0-4% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Increased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Surplus property transfer records	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.
(ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
2017-2018=126 2018-2019=89	1

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

We believe that this decrease is in part due to an increase in items being declined by the State and approved for resale/recycle. Additionally, we are developing other outcomes to measure that will better represent how we are managing surplus and will no longer be counting individual items coming and going into surplus as this quantitative measurement provides little insight into the effectiveness of surplus property management. Going forward we will be tracking the revenue generated by transfers back to the state.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 3

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Items recycled or sold via state approval

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Increased by >=5% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Increased by between 0-4% compared to previous yea

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Decreased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Surplus property transfer records	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.

(ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

2017-2018=149
2018-2019=916

Score (Met=3, Partially Met=2, Not Met=1)

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The State declined a large number of items this year, approving them for resale/recycle. We are developing other outcomes to measure that will better represent how we are managing surplus and will no longer be counting individual items coming and going into surplus as this quantitative measurement provides little insight into the effectiveness of surplus property management. Going forward we will be tracking the revenue amount generated from recycling activities.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 4

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values

that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Items donated to local charity

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Increased by >=5% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Increased by between 0-4% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Decreased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Surplus property transfer records	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
2017-2018=66 2018-2019=56	1

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

This decrease in donations is due in part to the increase in items sold or recycled.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

We are developing other outcomes to measure that will better represent how we are managing surplus and are concerned that this quantitative measurement provides little insight into the effectiveness of surplus property management.

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 5

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Items in storage at year end

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Decreased by >=5% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Decreased by between 0-4% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Increased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Surplus property transfer records	Annually

Tools that allow us to measure or demonstrate the

extent to which outcomes have been achieved.
(ex. satisfaction surveys, productivity data, number
of students served).

Data Collected for this Timeframe (Results)

0

Score (Met=3, Partially Met=2, Not Met=1)

1

*If this is a new outcome and no data has been
collected, you should explain when data will be
available for entry.*

Comments/Narrative

We failed to retain the count of items in surplus at year end, therefore we do not have data to submit.
We are developing other outcomes to measure that will better represent how we are managing surplus
and will no longer be counting individual items coming and going into surplus.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the
past, please provide a narrative that includes an analysis of historical data and current data. Include
evidence of improvement or clarification of why improvement has not been accomplished.*

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

We are currently exploring other methods to better reflect efficiencies in the processing of surplus
property.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past,
please provide a narrative that includes an analysis of historical data and current data. Include evidence
of improvement or clarification of why improvement has not been accomplished.*

Changes Made/Proposed Related to Goal

We are currently exploring other methods to better reflect efficiencies in the processing of surplus
property.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

To have all Procurement staff complete the 3 Levels of State Procurement Training

Pillar of Success Supported

○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

⊙ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

○ Employer of Choice

○ Highly-Valued Community Partner

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Outcomes

Outcome 1

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Budget to allow for training

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

There is an adequate budget for training

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

There is a budget for training but it is inadequate

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

There is no budget for training

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
We have an adequate budget for continued training	The departmental budget is reviewed/updated annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
We have an adequate budget for continued training	3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

For fiscal year 2018-2019 there as an adequate budget for necessary training.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 2

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Organization chart exists for area

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

An organizational chart for the area is available

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

An organizational chart is currently being updated but it is incomplete

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

There is no organizational chart available

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
	The organizational chart is reviewed/updated annually

An organizational chart is available in the Procurement Services Manual (pg.43):https://www.lander.edu/sites/lander/files/Documents/Procurement/PROCUREMENT_MANUAL-Revised_August_2018.pd

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)   **Score (Met=3, Partially Met=2, Not Met=1)**

Organizational chart is updated and current as of June 30, 2019.	3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

As significant changes are made in procurement policy and organization, edits are made to this document.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 3

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Training plan exists

Timeframe for this Outcome

SFAA website

Ex. Academic Year 2017-2018

Performance Target for "Met"

An ongoing training plan exists

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

We are currently updating our training plan

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

We currently do not have a training plan in place

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
A training program exists through the State Fiscal Accountability Authority (SFAA):https://training.procurement.sc.gov/files/MMO%20Certification%20Process%202018_0.p	The state program is updated annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
A training program exists through the State Fiscal Accountability Authority (SFAA):https://training.procurement.sc.gov/files/MMO%20Certification%20Process%202018_0.p	3

If this is a new outcome and no data has been collected, you should explain when data will be

available for entry.

Comments/Narrative

There were no significant changes to the State Fiscal Accountability Authority training program for 2018-2019.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 4

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Number of staff trained annually

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

All employees in Procurement Services have earned Level II Certification

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

All employees in Procurement Services have earned at least Level I Certificatio

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

All employees in Procurement Services have not earned at least Level I Certification

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Records on employee training are maintained both via SFAA and Lander University Procurement Services	Employees' training schedules are adjusted to parallel the state training program

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
One employee is working towards Level II Certification. All others are Level II or above.	2

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

One employee is working towards Level II Certification. All others are Level II or above.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

The limiting factor on training is the availability of courses from the State of SC and from NIGP.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Adequate training budget and ample opportunity to attend training must remain a priority. No changes necessary.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

To increase agency use of the Purchasing Card

Pillar of Success Supported

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Increased number of P-card Transactions

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Number of P-card transactions increased at least 10% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Number of P-card transactions increased between 0-9% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Number of P-card transactions decreased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Report provided by Bank of America Works Application	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Dashboard Spend Report Fiscal Year 2017-2018=8138 Fiscal Year 2018-2019=8459 Increase of 321 or 3.9%	2

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

Numerous staff changes have brought new Pcard users that must get accustomed to the terms of small purchases with Pcards.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 2

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Increased dollar amount of P-card purchases >$2,500

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

>$2,500 transactions increased at least 10% compared to previous yea

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

>$2,500 transactions increased between 0-9% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

>$2,500 transactions decreased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Report provided by Bank of America Works Application	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Bank of America Billing Statement Report 2017-2018=$804,355.62 2018-2019=$639,631.35 Decrease of $164,724.27	1

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

We attribute this decrease to a limited number of Pcard users that have the buying power to spend >$2,500 on a single Pcard purchase as well as the number of vendors who will only accept credit card payments with a % processing fee added. Due to these circumstances we are re-evaluating this outcome as a measurement tool.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

We are exploring replacing this goal with one that measures the effectiveness of our Pcard training program. For example, we are developing a Pcard Usage test that users will be required to pass in order to be assigned a Pcard. We would like to measure the 1st time pass rate on this test.

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 3

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Increased annual P-card spend

Timeframe for this Outcome

Fiscal Year 2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Spend increased at least 10% compared to previous yea

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Spend increased between 0-9% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Spend decreased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Report provided by Bank of America Works Application	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.

(ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)   **Score (Met=3, Partially Met=2, Not Met=1)**

Dashboard Report Net Account Spend	1
2017-2018=$2,877,365.96	
2018-2019=$2,799,919.01	
Decrease of $77,446.95	

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

As previously noted, an increasing number of vendors are declining the acceptance of Pcard as a payment option or are charging a % to make payment in such a way. For example, historically one of our regular monthly payments on the Pcard has been CPW. This vendor ceased accepting Pcards last year and as a result the annual spend was affected. We will continue to measure this at least one more year.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Outcome 4

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of

an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Increased annual P-card rebate Aug-July

Timeframe for this Outcome

8/1/2018-7/31/2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Rebates increased at least 10% compared to the previous year

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Rebates increased between 0-9% compared to previous year

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Rebates decreased compared to previous year

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used	**Frequency of Assessment**
Statement of rebate provided by SC Office of the Comptroller General and is only available August 1 thru July 31 Annually	Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
rebate for the period 8/1/18-7/31/19 was $17,146.65 compared to $21,784.54.	1

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

As previously noted the decrease in Pcard activity results in a reduction of rebate as it related to volume. This creates a less than idea situation where all four Outcomes for Goal 3 are so closely related that a decrease in one will likely affect the other three. We are exploring other Outcomes for this Program Goal that will allow us to evaluate the program from perspectives other than volume. Some ideas we are exploring are measuring the number of Pcard violations and on time allocations.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Include estimate of cost.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

We will continue to educate new users as well as re-educating existing users, encouraging them to process applicable small purchases with their Pcard, thereby allowing departments more immediate access to goods and services, as well as increasing efficiency and decreasing manual processes through the Procurement Office.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

We will continue to educate new users as well as re-educating existing users, encouraging them to process applicable small purchases with their Pcard, thereby allowing departments more immediate access to goods and services, as well as increasing efficiency and decreasing manual processes through the Procurement Office.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)