

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 identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to **SAVE** your progress as you work!

Administrative Unit
Procurement Services

Submission Year
2020-2021

Assessment Coordinator Name
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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.

Unit Goal

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

Pillar of Success Supported

Financially Stable and Operationally Efficient

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 2019-2020

Performance Target for "Met"

Increased by $\geq 5\%$ compared to previous year

Performance Target for "Partially Met"

Increased by between 0-4% compared to previous year

Performance Target for "Not Met"

Decreased compared to previous year

Assessment Measure Used

Surplus property transfer records

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

No data collected this year.

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

Comments/Narrative

As a result of the remote working environment required by the COVID-19 pandemic, items sent to surplus as well as requests for items from surplus were at a minimum. As stated last year, 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. Due to the aforementioned circumstances, this development was delayed.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Outcome 2

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

Transfer of surplus property to State Surplus or other state entities

Timeframe for this Outcome

Fiscal Year 2019-2020

Performance Target for "Met"

Decreased by $\geq 5\%$ compared to previous year

Performance Target for "Partially Met"

Decreased by between 0-4% compared to previous year

Performance Target for "Not Met"

Increased compared to previous year

Assessment Measure Used

Surplus property transfer records

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

2017-2018=126

2018-2019=89

2019-2020=60

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

1

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, items being damaged beyond repair (trash) by the time the using department decides to surplus them. Additionally, the circumstances brought on by COVID-19 and the remote working status of many Lander employees, we experienced less items being sent to surplus. As previously noted, 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. These measures and the development of this metric was also impacted by pandemic and remote working realities and as such has not been implemented.

Resources Needed to Meet/Sustain Results**Explanation of How Resources Will Be Used****Outcome 3**

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).

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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 2019-2020

Performance Target for "Met"

Increased by $\geq 5\%$ compared to previous year

Performance Target for "Partially Met"

Increased by between 0-4% compared to previous year

Performance Target for "Not Met"

Decreased compared to previous year

Assessment Measure Used

Surplus property transfer records

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

2017-2018=149

2018-2019=916

2019-2020=8 pallets (exact item count unknown)

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

2

Comments/Narrative

As previously noted, 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 from recycling activities. These measures and the development of this metric was also impacted by pandemic and remote working realities and as such has not been implemented.

Resources Needed to Meet/Sustain Results

Additional and/or dedicated surplus space. These 8 pallets of Ewaste recycling only resulted in revenue of \$280 partially due to the fact that due to extremely limited space in the surplus holding area (the cage), these pallets had to be stored outside in the elements (rain/heat etc.). Even though being recycled, items in such condition can bring less revenue and sometimes will even be refused by the vendor. The representative from State Surplus warned us against both leaving items with value outside as well as retaining items within surplus for long periods of time rather than sending to state surplus.

Explanation of How Resources Will Be Used

That being said, additional dedicated space (either indoor areas or outdoor covered areas) would prevent items from being damaged by the elements, and/or the elimination of "stored" items in the surplus area that consume the limited space we have would address these issues.

Outcome 4

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

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Items donated to local charity

Timeframe for this Outcome

Fiscal Year 2019-2020

Performance Target for "Met"

Increased by $\geq 5\%$ compared to previous year

Performance Target for "Partially Met"

Increased by between 0-4% compared to previous year

Performance Target for "Not Met"

Decreased compared to previous year

Assessment Measure Used

Surplus property transfer records

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

2017-2018=66

2018-2019=56

2019-2020=30

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

1

Comments/Narrative

COVID-19 pandemic circumstances impacted the ability of Lander surplus, state surplus, and local charities to coordinate donations. As previously noted, we are developing other outcomes to measure that will better represent how we are managing surplus and will no longer be counting individual items being donated as this quantitative measurement provides little insight into the effectiveness of surplus property management. These measures and the development of this metric was also impacted by pandemic and remote working realities and as such has not been implemented.

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.

Explanation of How Resources Will Be Used

Outcome 5

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(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 2019-2020

Performance Target for "Met"

Decreased by $\geq 5\%$ compared to previous year

Performance Target for "Partially Met"

Decreased by between 0-4% compared to previous year

Performance Target for "Not Met"

Increased compared to previous year

Assessment Measure Used

Surplus property transfer records

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

No actual count was recorded.

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

Comments/Narrative

As previously noted, 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. These measures and the development of this metric was also impacted by pandemic and remote working realities and as such has not been implemented.

Resources Needed to Meet/Sustain Results

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.

Changes Made/Proposed Related to Goal

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

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.

Unit Goal

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

Pillar of Success Supported

Financially Stable and Operationally Efficient

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.).

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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 2019-2020

Performance Target for "Met"

There is an adequate budget for training

Performance Target for "Partially Met"

There is a budget for training but it is inadequate

Performance Target for "Not Met"

There is no budget for training

Assessment Measure Used

We have an adequate budget for continued training

Frequency of Assessment

The departmental budget is reviewed/updated annually

Data Collected for this Timeframe (Results)

We have an adequate budget for continued training

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

3

Comments/Narrative

For fiscal year 2019-2020 there as an adequate budget for necessary training.

Resources Needed to Meet/Sustain Results**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 2019-2020

Performance Target for "Met"

An organizational chart for the area is available

Performance Target for "Partially Met"

An organizational chart is currently being updated but it is incomplete

Performance Target for "Not Met"

There is no organizational chart available

Assessment Measure Used

An organizational chart is available in the Procurement Services Manual (pg.43):https://www.lander.edu/sites/default/files/Documents/Procurement/PROCUREMENT_MANUAL-Revised_February%202021.pdf

Frequency of Assessment

The organizational chart is reviewed/updated annually

Data Collected for this Timeframe (Results)

Organizational chart is updated and current as of

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

Comments/Narrative

As significant changes are made in procurement policy and organization, edits are made to this document. Changes in the State Procurement Code as well as the departure of one employee required updating of the Procurement Manual. The departure of this employee leaving the staff shorthanded as well as COVID-19 pandemic circumstances delayed the timely update and release of this manual.

Resources Needed to Meet/Sustain Results**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

Performance Target for "Met"

An ongoing training plan exists

Performance Target for "Partially Met"

We are currently updating our training plan

Performance Target for "Not Met"

We currently do not have a training plan in place

Assessment Measure Used

A training program exists through the State Fiscal Accountability Authority
(SFAA): https://training.procurement.sc.gov/files/MO%20Certification%20Process%202018_0.p

Frequency of Assessment

The state program is updated annually

Data Collected for this Timeframe (Results)

A training program exists through the State Fiscal

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

3

Accountability Authority
(SFAA):https://training.procurement.sc.gov/files/MO%20Certification%20Process%202018_0.p

Comments/Narrative

There were no significant changes to the State Fiscal Accountability Authority training program for 2019-2020.

Resources Needed to Meet/Sustain Results

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

Performance Target for "Met"

All employees in Procurement Services have earned Level II Certification

Performance Target for "Partially Met"

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

Performance Target for "Not Met"

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

Assessment Measure Used

Records on employee training are maintained both via SFAA and Lander University Procurement Services

Frequency of Assessment

Employees' training schedules are adjusted to parallel the state training program

Data Collected for this Timeframe (Results)

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

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

2

Comments/Narrative

One employee is working towards Level II Certification. All others are Level II or above. COVID-19 pandemic has affected the training opportunities offered by the state of South Carolina, as well as the reality that a departure of one employee has left a staff vacancy that has not been filled. As such no further training has been completed.

Resources Needed to Meet/Sustain Results**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.

Changes Made/Proposed Related to Goal

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

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.

Unit Goal

To increase agency use of the Purchasing Card

Pillar of Success Supported

Financially Stable and Operationally Efficient

Outcomes

Outcome 1

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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 2019-2020

Performance Target for "Met"

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

Performance Target for "Partially Met"

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

Performance Target for "Not Met"

Number of P-card transactions decreased compared to previous year

Assessment Measure Used

Report provided by Bank of America Works Application

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Dashboard Spend Report
Fiscal Year 2018-2019=8459
Fiscal Year 2019-2020=7960
Decrease of 499 or 5.8%

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

1

Comments/Narrative

Again, numerous staff changes have brought new Pcard users that must get accustomed to the terms of small purchases with Pcards. Also in late spring 2020 due to concerns over pandemic uncertainties, the administration froze Pcard spending through the end of the fiscal year, decreasing transactions and overall spend. Additionally we are concerned that a transactional count is not necessarily a valid performance indicator.

Resources Needed to Meet/Sustain Results

We are re-evaluating this outcome as a logical metric for the Pcard program's performance.

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

Performance Target for "Met"

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

Performance Target for "Partially Met"

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

Performance Target for "Not Met"

>\$2,500 transactions decreased compared to previous year

Assessment Measure Used

Report provided by Bank of America Works Application

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Bank of America Billing Statement Report
2018-2019=\$639,631.35
2019-2020=\$750,666.14
Increase of \$111,034.79 or 17.3%

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

3

Comments/Narrative

We attribute this increase to a better education of Pcard users as to what they are allowed to use their card for, as well as reminding those users to check with vendors about the possibility of using Pcards to pay invoices rather than issuance of purchase orders and/or checks. Due to these circumstances we have determined to retain this outcome as a measurement tool.

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.

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

Performance Target for "Met"

Spend increased at least 10% compared to previous year

Performance Target for "Partially Met"

Spend increased between 0-9% compared to previous year

Performance Target for "Not Met"

Spend decreased compared to previous year

Assessment Measure Used

Report provided by Bank of America Works Application

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Dashboard Report Net Account Spend
2018-2019=\$2,799,919.01
2019-2020=\$2,829,916.48
Increase of \$29,997.47 of 1%

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

2

Comments/Narrative

As previously noted, a Pcard spending freeze in response to pandemic coupled with 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. We will continue to measure this at least one more year.

Resources Needed to Meet/Sustain Results

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

Increased annual P-card rebate Aug-July

Timeframe for this Outcome

8/1/2019-7/31/2020

Performance Target for "Met"

Rebates increased at least 10% compared to the previous year

Performance Target for "Partially Met"

Rebates increased between 0-9% compared to previous year

Performance Target for "Not Met"

Rebates decreased compared to previous year

Assessment Measure Used

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

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

rebate for the period 8/1/19-7/31/20 was \$15,986.56 compared to the prior year at \$17,146.65 or a 6.7% decrease.

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

1

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 ideal 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. These measures and the development of this metric was also impacted by pandemic and remote working realities and as such has not been implemented. Furthermore, a possible reason that the rebate was down by 6.7% while the overall spend increased by 1% could be due to the fact that the time frames for the two measurements are not in line. The spend time frame being July-June while the rebate time frame is August-July. As a result of these reporting differences, this rebate does not take into account the spending for the month July of 2019.

Resources Needed to Meet/Sustain Results**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.

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.

Upload Files (if needed)