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".

Be sure to SAVE your progress as you work!

Administrative Unit
Procurement Services

Submission Year
2022-2023

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 to State Surplus or other state entities

Timeframe for this Outcome
Fiscal Year 2021-2022

Performance Target for "Met"
Decreased by >=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	**Frequency of Assessment**
Surplus property transfer records	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
7 Items sold onling (Govdeals) 18 pieces of PEES equipment were transferred other agencies (Emerald/Greenwood High). 4 sets of bleachers were transferred to Ware Shoals High. Total of 29	1

Comments/Narrative
This outcome is being retired as it provides little if any indication of performance.

Resources Needed to Meet/Sustain Results
We are planning collaboration with other state institutions of higher education to determine best practices.

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
Items recycled or sold via state approval

Timeframe for this Outcome

Fiscal Year 2021-2022

Performance Target for "Met"
Increased by >=5% compared to previous year

Performance Target for "Partially Met"
Increased by between 0-4% compared to previous yea

Performance Target for "Not Met"
Decreased compared to previous year

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

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
6 Pallets containing an estimated 200 Keyboards, 180 Monitors, 55 Chargers, 2 boxes of wiring, totaling 437 items.	3

Comments/Narrative
This outcome is being retired as it provides little if any indication of performance.

Resources Needed to Meet/Sustain Results
We are planning collaboration with other state institutions of higher education to determine best practices.

Explanation of How Resources Will Be Used
As previously noted, additional and/or dedicated surplus space would aid in this metric if we are to continue measurement. 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 3

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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 2021-2022

Performance Target for "Met"
Increased by >=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	**Frequency of Assessment**
Surplus property transfer records	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
33 items were donated to the Habitat Store in 2021-2022	3

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

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

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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 2020-2021

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

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

Comments/Narrative
For fiscal year 2020-2021 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 2020-2021

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	**Frequency of Assessment**
An organizational chart is available in the Procurement Services Manual (pg.43):https://www.lander.edu/about/_files/documents/procurement/PROCUREMENT_MANUAL-Revised_Sept-2022.pdf	The organizational chart is reviewed/updated annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Organizational chart is updated and current.	3

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

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.).

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What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Training plan exists

Timeframe for this Outcome
Fiscal Year 2020-2021

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

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

Comments/Narrative
COVID-19 continues to impact in-person training via SFAA. We will continue to attend virtual training as offered and applicable.

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 2020-2021

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 Certificatio

Performance Target for "Not Met"
All employees in Procurement Services have not earned at least Level I Certification

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

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

Comments/Narrative
One new employee is working towards Level I Certification while another is working toward Level II. All others are Level II or above. COVID-19 pandemic has affected the training opportunities offered by the state of South Carolina. 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 2021-2022

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 2019-2020=7960
Fiscal Year 2020-2021=7655
Fiscal Year 2021-2022=8278
Increase of 623 or +8.1%

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

Comments/Narrative
Again, numerous staff changes have brought new Pcard users that must get accustomed to the terms of small purchases with Pcards. Also numerous vendors are beginning to charge processing fees when using a card, or refusing credit card payments, therefore preventing the use of the Pcard. Additionally we remain concerned that a transactional count is not necessarily a valid performance indicator.

Resources Needed to Meet/Sustain Results
We continue to 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 2021-2022

Performance Target for "Met"
>$2,500 transactions increased at least 10% compared to previous yea

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
2020-2021=$781,576.40
2021-2022=$765,094.91
Decrease of $16,481.49 or -2.1%

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

Comments/Narrative
We attribute this decrease to the continued increase of vendors who will not accept credit card payments or assess a convenience fee to do so. Due to these circumstances we have determined to remove 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 2021-2022

Performance Target for "Met"
Spend increased at least 10% compared to previous yea

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

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

Dashboard Report Net Account Spend
2018-2019=$2,799,919.01
2019-2020=$2,829,916.48
2020-2021=$2,834,685.70
2021-2022=$3,249,776.16
Increase of $415,090.46 or +14.6%

3

Comments/Narrative
As previously noted, the general increase in transaction count along with procurement oversight to include higher dollar amount transactions on procurement dept. cards has aided the increase in spend. However since the increase in spend is analogous with the increase in rebate, we will likely no longer track this outcome.

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
8/1/2021-9/31/2022

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.

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.
Rebate for the period 8/1/20 to 9/31/21 was
$20,463, and increase of $3,316.35 and +19%
increase.

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

Comments/Narrative
Statement of rebate provided by SC Office of the Comptroller General and was previously only
available for the range of August 1 thru July 31 Annually. As of the new contract, the range will be
adjusted to cover October to September, therefore the reporting range assessed by the state is from
August 2020 to September 2021.This increase in rebate is attributed to the adjusted date range which
essentially added two months.

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)