I. Administrative Unit Description

A. Mission Statement

Provide the department/division mission statement that includes its primary functions, modes of delivery, and target audience.

Procurement and General Services supports the college’s mission and goals through dedicated teamwork and exemplary customer service, while being a good steward of public funds and maximizing the use of all resources. We are committed to provide an ethical, responsive, and efficient environment by recognizing the department’s obligations to our external and internal customers.

B. Organizational Chart

Provide an organizational chart of your unit

- Associate Dean, Procurement & General Services – Teri Sisco
  - Supervisor, Procurement & General Services – Tammy Cunningham
    - Purchasing
      - Buyer, Vacant (Replacing Senior Buyer position)
      - Purchasing Assistant III, Aristeo Ledesma
      - Accounting Tech/Purchasing, Cheryl Atchison
    - Warehouse/Central Distribution
      - Lead Support Services Tech MVC, Myron Anderson
      - Warehouse Assistant I MVC, Tito Chum
      - Warehouse Assistant I SJC, Christian Tercero
      - Courier (WA I), Vacant (Net new – with saving from Senior Buyer to Buyer)
  - Printing
    - Lead Printing Technician SJC , Steve Runner
    - Printing Technician IV SJC, Bill Kaiser
    - Graphic Design/Artist SJC, Dorene Holt
      (MVC Services covered by Lead Support Services Tech, Myron Anderson)
### C. Staffing (Full, Part Time, Temporary, Consultants/Professional Experts, Student Workers, etc.)

*List and briefly describe each position in the unit.*

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teri J. Sisco</td>
<td>Associate Dean, Procurement and General Services</td>
<td>Administrator in charge of district Purchasing, Print Shops, Warehouses, Courier &amp; Mail Services, Central Distribution. Also includes: Records Management, Equipment Tagging (Fixed Assets &amp; Physical Inventory, Print Management System, Formal Bids/Quotes, Shipping &amp; Receiving, and surplus property. Responsible for the district procurement policy and procedures; and to ensure that the district is following Ed. Code and Public Contract Code in Purchase Protocols.</td>
</tr>
<tr>
<td>Tammy Cunningham</td>
<td>(District) Supervisor, Procurement &amp; General Services</td>
<td>Supervisor of Procurement &amp; General Services for all employees at all sites within department. Duties include: Records Management &amp; Inventory, procurement and training of staff; evaluations of staff. Also assists the Associate Dean in planning and organizing department policies and procedures. Assumes responsibility for the department during the absence of the Associate Dean.</td>
</tr>
<tr>
<td>Purchasing Office:</td>
<td></td>
<td>Cheryl Atchison is current filling the substitute position for the Buyer which is being flown by the Human Resources department. This position buys all district commodities and services. Handles more complex purchasing duties than the Purchasing Assistants. Assists with the Bid and RFP processes. Contacts vendors, negotiates and evaluates acquisitions of supplies, equipment and services.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Not a current position) Manages contracts and district agreements. Assures District is in compliance with policies and regulations, oversees compliance with Public Works and Bond projects. Submit all required reporting documentation and maintains contract master calendar.</td>
</tr>
<tr>
<td>Cheryl Atchison</td>
<td>Accounting Assistant I/Purchasing</td>
<td>Keeps the Purchasing Office on track with timely responsibilities. Assistant to the Associate Dean. In charge of Xerox Copier meter readings and updating deliver/mail data. Performs many Administrative Associate duties. Also Prints purchase requisitions and purchase orders from Galaxy for processing b the Assoc Dean, Supervisor, or Buyer. Represents the office with vendors while expediting orders and/or delivery discrepancies.</td>
</tr>
<tr>
<td>Name</td>
<td>Position</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Anthony Taffolo (Substitute)</td>
<td>Courier</td>
<td>New Position. In Process of being flown by HR. This position's main duty is to be the inter-campus courier for all district sites. The courier run takes place every day to SJC, MVC, SGPC, TEC I, and THE Center. When the courier is not in the delivery van he assists with other warehouse duties.</td>
</tr>
<tr>
<td>Print Shop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steve Runner</td>
<td>Lead, Printing Technician</td>
<td>Lead for both the SJC and MVC print shop locations, and all Print Shop services: including reproduction, banners, posters, laminating, engraving of name plates and name badges, window and building signage. (Engraving and directional signage has recently been transferred to Facilities.)</td>
</tr>
<tr>
<td>Bill Kaiser</td>
<td>Printing Technician</td>
<td>Technician for all print services, bulk mailings, and all other print shop functions. Also tracks data from all print requests</td>
</tr>
<tr>
<td>Dorene Holt</td>
<td>Graphic Designer</td>
<td>District Graphic artist, assists with other print shop responsibilities. Assists outside department with graphic art software looks and content. Ensures that the district branding guidelines are being followed for all printing output.</td>
</tr>
</tbody>
</table>

II. Administrative Unit Needs Assessment

A. DEPARTMENTAL/DIVISION DATA AND RESEARCH

i. Summarize Key Indicators for Department/Division  Report the number of customers served and/or provide a general description of the population(s) served by the department (students, faculty, staff, community, etc.) in academic year 2013-2014.
Procurement & General Services
Measurable Outcomes

Purchasing Office
Processed
311 Open Orders
2,036 Purchase Orders
591 Contracts (through Galaxy)
21 Formal Bid/RFP processes

Print Shop:
Processed
9798 Print Requests Processed

Receiving/Central Distribution:
Received

<table>
<thead>
<tr>
<th>Type</th>
<th>SJC</th>
<th>MVC</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPS packages:</td>
<td>2094</td>
<td>1444</td>
<td>3538</td>
</tr>
<tr>
<td>FedEx:</td>
<td>962 (SJC)</td>
<td>684 (MVC)</td>
<td>1646</td>
</tr>
<tr>
<td>Freight:</td>
<td>117 (SJC)</td>
<td>45 (MVC)</td>
<td>162</td>
</tr>
<tr>
<td>Other Overnight:</td>
<td>1453 (SJC)</td>
<td>678 (MVC)</td>
<td>2131</td>
</tr>
</tbody>
</table>

Mail
Incoming mail
357 tubs (SJC) and 318 tubs (MVC) for a total weight of 14,301 lbs. If an average piece of mail was 3 oz. this would translate to 72,939 pieces of mail.*

Paper
Delivered
422 cases (SJC)
341 cases (MVC)
Bottled Water Delivered

197 5-gallon bottles (SJC)
50 5-gallon bottles (MVC)

Signed Deliveries (Not on P.O.)

528 Manually Signed Deliveries
427 Manually Signed Deliveries

* According to www.answers.com the weight of an average letter is less than one ounce.

ii. Has there been any change in the status of your unit (since the last program review cycle)?
Yes, the responsibility for Bookstore services is now under new leadership outside of Procurement & General Services. With this transfer the Senior Textbook Coordinator position was physically transferred back to the Bookstore. A Support Services Technician in Printing was transferred to Maintenance. The former Senior Buyer position was changed to a Buyer position and is currently going through the hiring process. A net new courier position was added to the department and the hiring process for the new courier will begin soon.

iii. Have activities in other areas of the district impacted your unit?
Yes, with the addition of the THE Center in Temecula and the accreditation standard to offer full services to all outlying areas, the department has had to increase the inter-campus courier services. We now offer delivery services to all areas Monday through Thursday. Fridays to MVC only unless otherwise pre-arranged by the offsite. The upcoming bond and additional Instructional Grant dollars have had an impact on the amount of orders being processed through the Purchasing department as well as being delivered on campus. Increase in class sections will cause for more purchasing for new faculty and classrooms, as well as create new surplus inventory to replace old and non-usable furnishings and equipment. An increase in faculty and new personnel will also have an impact on both the San Jacinto and Menifee Valley Campus mail rooms. Additionally, with the amount of RFP/RFQ and formal bids will significantly increase for the Purchasing Office. It will also increase vendor requests, maintaining an updated vendor list and the UPCCAA Pre-Qualification list. The new DIR laws will require additional tracking and verification of Public Works projects will also cause additional work for the office to ensure the data is collected to prequality vendors for public works projects.

B. DEPARTMENTAL/DIVISION ASSESSMENT

i. Administrative Unit Outcomes and Assessment

   a. Number of defined administrative unit outcomes:

      3
b. List all Administrative Unit Outcomes for the Department/Division

In support of students, The Procurement & General Services department will continue to cross-train staff in all areas in case of emergency; purchasing, warehouse/central distribution, printing. This ensures that service to students and programs does not suffer because of a low staffing situation during peak periods for the department or because of leaves for employees. Any new employees hired into the department will be cross-trained in at least 2 other duties.

In support of students, the department will continue to strive to eliminate manual systems and implement electronic/digital system to decrease the amount of paper and staff time being used to process data that can be data captured and stored for easy retrieval and reporting. Each area: purchasing, printing, warehouse/central distribution will convert at least 1 process.

In support of students, the Purchasing Department and the Warehouse/Central Distribution area will complete new processes for the handling of the following responsibilities: Records Management, Surplus Property, and Fixed Asset Inventory.

ii. Assessment Reports

Has the department/division generated any type of report summarizing performance on the administrative unit outcomes? Yes/no  Yes. The division presents goal and strategic outcomes at our annual All Hands on Deck meeting. These reports are also posted on-line for district review. The Business Services division management/leadership team also meet weekly to report out information to the entire group. This information is reported out to staff as appropriate.

Dialogue about Assessment Results

Summarize the most recent academic year assessment results. (250 words or less)
Prompt: What types of dialog regarding assessment results have taken place within the department/division? What specific changes have been made to respond to outcome assessment results? Describe recommendations for the short and long-term.

The past year has been a challenge for the department. Three employees were out for extended medical leaves during the year. During the absence of the administrator, the supervisor was taking care of Purchasing Warehouse, and Printing oversight. Bookstore was overseen by another leader. This change, along with personnel shifting, has had an effect on the entire department. Slowly, the department under the leadership of the Associate Dean is returning to a steady pace and with renewed purpose. Regular staff meeting are difficult partly because of the size of the department, the hours of service – especially for the bookstore, and that staff is located on the SJ and MV Campuses. The administrator does send information emails to staff to report news and/or changes on campus or policies and procedures. This correspondence also includes updates on goals and new assessments. Everyone in the department is gathering data in some way to assist with the responses to our annual program review.
III. Planning and Resource Requirements

To inform the next round of institutional planning, please list and discuss your goals and objectives, along with any additional facilities, staff, technology, equipment, and professional development that would improve effectiveness or increase department productivity. Specifically connect your goals and needs with the analysis of department/division data and assessment above.

A. Program Goals

i. Identify goals and objectives of your program and describe how you will attain them. Which of these will you begin addressing this year?

Our goal is to become a more electronic driven and/or digital operation. There is a plan to perhaps physically split some of the department to different locations. In order to be able to have all information needed, the department will need to utilize more electronic means to data capture output. Specifically referring to: Deliveries, Printing Work Order, and Records Management, and physical inventory.

ii. Briefly summarize how department/division goals/objectives support the 2014-2017 MSJC Strategic Plan. Please address how the department/division goal supports the Strategic Plan goal(s), what action(s) will be taken, and the timeline for anticipated completion of the action.

<table>
<thead>
<tr>
<th>GOAL/OBJECTIVE</th>
<th>STRATEGIC PLAN GOAL(S)</th>
<th>ACTION PLAN</th>
<th>TIMELINE FOR COMPLETION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Goal 5.2</td>
<td>Continue to automate paper intensive processing and approvals to electronic formats.</td>
<td>Electronic capturing of signatures for Warehouse Deliveries</td>
<td>This item will be submitted for RAP. Implementation will depend upon that process.</td>
</tr>
<tr>
<td>Strategic Goal 5.2</td>
<td>Continue to automate paper intensive processing and approvals to electronic formats.</td>
<td>Electronic system to capture printing requests and information (Print Shop)</td>
<td>This item will be submitted for RAP. Implementation will depend upon that process.</td>
</tr>
<tr>
<td>Strategic Goal 5.4</td>
<td>Expand recycling efforts on campus</td>
<td>The district is in need of shredding services across locations but especially for the Records Management inventory. Regular purging of records management will not only increase the recycling efforts of the district, but create valued storage space in</td>
<td>On-going goal. Implementation by June 30, 2016</td>
</tr>
</tbody>
</table>
### B. Resource Requirements

i. **Facilities** - Identify facility needs (i.e. new facilities, improvements to existing facilities) based on the data and analysis above that would improve student success and department/division effectiveness.

   Improve the current conditions of the SJC warehouses. Making room available for needed storage and create a clean and safe environment for our Records Management Inventory. With the passing of Measure AA, the college will grow in physical resources and that will bring more human resources. The only mailroom on the Menifee Valley Campus is inadequate. Originally, the associate faculty had their mail boxes in their own associate faculty office space – but they were moved to the mailroom to install a needed TDD telephone in the associate faculty office. When the mailroom moved to the current location it was not designed to hold as many mailboxes that are currently in the space. Perhaps when the faculty offices are moved to new building on the Menifee Campus, one of those convenient spaces can be used for an official mailroom that is centrally located on campus.

ii. **Staffing** - Identify staffing needs (i.e. reclassification, new positions) from the data and analysis above that would improve student success and department/division effectiveness. Fill current position vacancies. Additional positions: 1) A second buyer. One assigned to SJC (SGPC) and the other specifically to MVC (TEC & THE Center). 2) A Contract Administrator has been requested by the Business Services department – it is mentioned here as well, as the position is desperately needed. Where within the division it is located is not of consequence at this time.
iii. **Technology** - Identify any technology needs (i.e. new/updated equipment, new/updated software, etc.) from the data and analysis above that would improve student success and department/division effectiveness.

Electronic software for warehouse/central distribution and data capturing (may be able to piggy-back on the facilities MMS); equipment and software for warehouse electronic signature system; and software to take the print requests electronic with auto capture to eliminate the manual data entry of information. Purchasing can use existing district licenses to create and implement a Records Management System as well as a data bank for purchasing information.

iv. **Equipment** - Identify any equipment (i.e. office supplies, equipment too expensive for the department budget) from the data and analysis above that would improve student success and department/division effectiveness?

Equipment for the signature capturing and bar code readers for the physical inventory (fixed assets). Folding machine for the print shop. High speed/HD scanner for the district’s priority 1 files and documents. Currently, these items are being stored in the warehouse. Priority 1 files need to be stored in a secure area off campus. However, the scanning of full boxes of documents is pricey. With a high speed/HD scanner the department could utilize the district scanning software to capture these important documents electronically. This will ensure that the precious and essential data is safely secured and readily available if needed.

v. **Professional Development** - Identify professional development opportunities that would improve student success and department/division effectiveness?

Procurement personnel need to stayed keyed into local purchase groups as well as state and national organizations. Many opportunities come up throughout the year which would benefit anyone in the procurement area. There are very little professional development opportunities for the warehouse/central distribution staff; however the USPS does offer special workshops throughout the year. The printing area does have opportunities to attend off-campus training on new equipment and techniques. Basic professional development skills are needed for all personnel.

IV. **Budget Allocation**

**RAP (Resource Allocation Proposal) Submissions**

*For which needs identified previously in this program review will you be submitting a RAP?*

Digital signature system. Envelope stuffing machine (printing). Software for the digital processing of print requests. Bar Code readers for physical inventory. District contract or shredding services to keep the records management area up to date and the warehouse area clean and clear. This would also benefit other department throughout the district to save money with a contract for services instead of
individual contracts, Folding machine for the Print Shop, HS/HD scanner for priority 1 classified records management.

V. Final Summary

A. Based on the data and analysis contained in this review, please forward your three greatest needs to your dean/division vice president.
   Digital Signature system, envelope stuffing machine, annual contract for shredding services

B. Discuss any major activities/highlights/achievements and any innovations during the past year.
   The addition of two consultants from FPPS has assisted this office immensely. Their expertise in Prop 39 monies, construction, and Bid/RFPs was deeply appreciated by this office. The work could not be completed with them on site.

C. Please list all staff who participated in this review.
   Tammy Cunningham, Supervisor Procurement & General Services
   Cheryl Atchison, Interim Buyer
   Aristeo Ledesma, Lead Warehouse/Purchasing Assistant
   Myron Anderson, Leader Support Services Technician
   Steve Runner, Lead Printing Technician
   Bill Kaiser, Printing Technician
   Anthony Ramirez, Support Services Technician
   Christian Tercero, Warehouse Asst I
   Tito Chum, Warehouse Asst I

D. Any suggestions, concerns or constructive criticism regarding the MSJC program review process?

Understandably, the changing of the form are improvements through a vetting process after the last review – however, it is difficult to correlate from one review to the next when the form changes with each assessment.