

**REVISED**

OCT 18 2000

**—Institutional Effectiveness Summary for Administrative Units—**

*"The institution must demonstrate planning and evaluation in its administrative and educational support services. Each unit, in its planning and evaluation processes, should consider internal and external factors and develop evaluation methods which will yield information useful to the planning processes of that unit." SACS 1998*

Date Submitted: October 11, 2000

Division Name: Administration & Finance

Unit Name: Purchasing

Unit Head: Walter G. Winstead

Participating Staff: Walter G. Winstead, Raymond Puskas, Gregory Robinson, Debbie Long

Approved by UAC <input type="checkbox"/> Date: _____ Initials: _____	Approved by UAC <input type="checkbox"/> Date: _____ Initials: _____	Approved by UAC <input type="checkbox"/> Date: _____ Initials: _____	Approved by UAC <input type="checkbox"/> Date: _____ Initials: _____	Approved by UAC <input type="checkbox"/> Date: _____ Initials: _____
Expanded Statement of Institutional Purpose	Departmental/Program Intended Outcomes/Objectives	Assessment Criteria & Procedures	Assessment Results	Use of Results
To support the academic and administrative departments in the procurement of goods and services, which sustain, foster, and promote the teaching, research, and service mission of the University.	1. To meet the published (UCF Purchasing Manual) purchasing cycle processing time of 3 days for routine non-bid requirement purchases.	1 a. A deductive method of collecting data will be developed, establish two test groups of different time periods using purposive sampling, using nonprobability sampling, using the criteria of <\$3,500; no blanket purchases. Both test groups will be a sample size of 33	1 a. Test Group No. 1 time period was 7/13/99-8/3/99; resulting in processing time of 6.8 days.  Test Group No. 2 time period was 10/1/99-10/22/99; resulting in processing time 3 days.	1 a. Test Group No. 1 resulted in a 6.8 day processing time cycle, while Test Group No. 2 resulted in a 3 day processing time cycle. In comparing the two groups, Test Group No. 1 is a heavier workload time period than Test Group No. 2; reflects the beginning of the new fiscal year. Further refinement of testing criteria will be explored in order to eliminate hidden errors of measurement (extraneous variables). I.e. time periods running Friday to Monday; purchases requiring additional approvals; budgetary delays; faxes & walk files.  1 b. Construct a research design to maximize internal and external validity and reliability. Conduct appropriate statistical analysis.
		1 b. Testing not available.	1 b. No current alternative methodology.	

Expanded Statement of Institutional Purpose	Departmental/Program Intended Outcomes/Objectives	Assessment Criteria & Procedures	Assessment Results	Use of Results
<p>2. Inclusion of MBE vendors in bid opportunities in order to meet the pre-established monetary goal of \$4,465,088.</p>	<p>2.a Identify potential vendors for MBE opportunities by reviewing all bid documents before publication dates.</p> <p>Offers and participate in matchmaking and trade fairs, professional associations and/or organizational memberships, and advertising.</p> <p>2.b. Testing not available.</p>	<p>2.a. A total of 473 MBE vendors were added to the bid mailing list as a result of the review process.</p> <p>2.b. No current alternative methodology.</p>	<p>2.a. Successful in reaching MBE vendors with UCF business opportunities. Exceeded monetary target goal. Awarded \$10,732,800 in MBE business.</p> <p>2.b. None.</p>	
<p>3. The Purchasing Department will ensure that UCF department customers are satisfied with the quality of provided services.</p>	<p>3.a. A comprehensive survey for the Administration &amp; Finance unit will be developed by the Assoc. VP, Adm. &amp; Finance to be distributed to deans and directors resulting in an overall 85% satisfaction rate pertaining to purchasing. The survey will consist of a five-point Likert Scale, ranging from Strongly Agree to Strongly Disagree.</p>	<p>3.a. Three out of 26 questions pertained to purchasing. A total of 145 survey instruments were distributed to deans and directors, 31 were completed making the response rate 21%. An option of "Does Not Apply" answers and the relatively low number of "NA" responses, were tallied as "NA" to prevent negative skewing of response reporting.</p> <p>In combining responses of Agree/Strongly Agree, department customers were 90% satisfied with:</p> <ul style="list-style-type: none"> <li>services offered by Purchasing</li> <li>processing purchases in a timely manner</li> <li>courteous and responsive to departmental inquiries.</li> </ul> <p>3.b. 10 out of 11 were positive remarks (90%), 1 out of 11 (10%) resulted in dissatisfaction of customer service.</p>	<p>3.a. Exceeded target rate of 85%.</p>	<p>3.b. Offer customer service training to all staff members, including diversity training, internal staff meetings, on-campus seminars, off-campus professional training.</p>
		<p>3.a. A comprehensive survey for the Administration &amp; Finance unit will be developed by the Assoc. VP, Adm. &amp; Finance to be distributed to deans and directors resulting in an overall 85% satisfaction rate pertaining to purchasing. The survey will consist of a five-point Likert Scale, ranging from Strongly Agree to Strongly Disagree.</p>	<p>3.a. Three out of 26 questions pertained to purchasing. A total of 145 survey instruments were distributed to deans and directors, 31 were completed making the response rate 21%. An option of "Does Not Apply" answers and the relatively low number of "NA" responses, were tallied as "NA" to prevent negative skewing of response reporting.</p> <p>In combining responses of Agree/Strongly Agree, department customers were 90% satisfied with:</p> <ul style="list-style-type: none"> <li>services offered by Purchasing</li> <li>processing purchases in a timely manner</li> <li>courteous and responsive to departmental inquiries.</li> </ul> <p>3.b. 10 out of 11 were positive remarks (90%), 1 out of 11 (10%) resulted in dissatisfaction of customer service.</p>	<p>3.a. Exceeded target rate of 85%.</p>
		<p>3.b. 85% customer satisfaction rate on completed comment and suggestion cards.</p>	<p>3.b. Offer customer service training to all staff members, including diversity training, internal staff meetings, on-campus seminars, off-campus professional training.</p>	