

Outcomes Assessment Plan - Four Columns
 Long Beach City College
 Admin - Business Support Services (Outcomes)

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>Admin - Business Support Services (Outcomes) - Purchasing - Increase efficiency of the purchase order process</p> <p>Start Date: 08/01/2009</p> <p>End Date: 05/31/2012</p> <p>Outcome Status: Active - Currently Assessing</p> <p>If specific to a functional unit, indicate here: Purchasing</p> <p>Strategies for Outcome: Decrease the time required to process a purchase order from the time an approved requisition is released, to the issuance of a completed purchase order faxed to the vendor.</p> <p>Improve communication with our internal team and department clients</p>	<p>Assessment Task: Develop a baseline from current operational status that will enable the functional area to evaluate any increase/decrease in the time required to produce an approved, complete purchase order.</p> <p>Assessment Method Category: Audit - Internal</p> <p>Criteria/Expected Level of Achievement: -10% increase in efficiency -Utilize a quantitative spread sheet that will show increase in efficiency, decrease in time required to produce and approve a purchase order.</p>	<p>10/17/2011 - The Purchasing team has developed the spread sheet and is working towards developing a baseline to determine how to show an increase in efficiency that utilizes the PeopleSoft system and limitations.</p> <p>A quantitative analysis was conducted and a baseline was established that identified the average number of days from the time a requisition is budget approved to the time it takes to issue a District purchase order.</p> <p>Total number of requisition lines from July 1, 2010-June30, 2011 = 4,457</p> <p>Total dollar amount of District purchase orders issued from July 1, 2010-June 20, 2011 = \$39,318,124.63</p> <p>Average number of days to produce a purchase order July 1, 2010-June 30,2011= 17.219 calendar days (does not adjust for weekends, 4/10 schedule, Board holidays or furloughs).</p> <p>Result Type: Criteria Not Met</p> <p>Action Status: Action In Progress</p>	<p>10/17/2011 - A quantitative analysis was conducted to develop a baseline of the average number of days from the time a requisition is budget approved to the time it takes to issue a purchase order.</p>
	<p>Assessment Task: quantitative analysis</p> <p>Assessment Method Category: Audit - Internal</p> <p>Criteria/Expected Level of Achievement: Develop a baseline for the average number of days from the time a requisition is budget approved to the time it takes to issue a purchase order.</p>		

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<p>Admin - Business Support Services (Outcomes) - Contracts - Increase college staff knowledge to effectively participate in the contract process.</p> <p>Outcome Status: Active - Currently Assessing</p> <p>If specific to a functional unit, indicate here: Contracts Management</p> <p>Strategies for Outcome: -Provide outreach and training on contract-related processes and procedures</p>	<p>Assessment Task: -Provide a quiz after training which will evaluate the level of knowledge gained -Evaluate the timeliness of the document progress by utilizing the "Contract Checklist"</p> <p>Assessment Method Category: Pre/Post Tests</p> <p>Criteria/Expected Level of Achievement: -Increases in knowledge will be identified by an increase in the number of correct answers from the pre-test to the post test.</p>	<p>10/17/2011 - The quiz has been developed and will be implemented in the 10-11 year.</p> <p>The Contracts Management Department conducted three contract trainings during the 2010-2011 fiscal year. The Economic Resource Development Department was selected for training as they utilize the services of the department on a higher frequency than other departments. A Contracts Training Quiz was given at the completion of each training session. The 5 question quiz was then graded and reviewed by the participants. Contracts Management also meets monthly with BMT, another department that utilizes the services of the Contracts Management department regularly, to educate on processes, procedures and Public Contract Code. Statistics were gathered from the Contract Checklist form utilized to process each contract. A cross section of the agreements submitted by ERD was the focus. The specific topics tabulated were the number of requests to the department for missing items or incomplete information and the timeline from the request to execution of the contract. The data shows it takes on average 49 calendar days to see a contract from first request to contract execution and the average number of requests back to the department was 1.75.</p> <p>Result Type: Criteria Not Met</p> <p>Action Status: Action In Progress</p>	
<p>Admin - Business Support Services (Outcomes) - Warehouse - Research, identify, and resolve 90% of all "capital equipment inventory " items listed in the</p>	<p>Assessment Task: -Fiscal Services will produce the internal report that identifies audit discrepancies on a quarterly basis.</p>	<p>10/17/2011 - As assessment tool has been developed and collaboration with the Fiscal services department and a baseline has been identified utilizing the 09-10 FY. We will work to</p>	

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<p>"FY-PO DATA RPT" mechanism; in cooperation and collaboration with "Senior Acct. Tech".</p> <p>N/A:</p> <p>2010 - 2011</p> <p>Start Date: 03/01/2010</p> <p>End Date: 09/01/2010</p> <p>Outcome Status: Active - Currently Assessing</p> <p>Strategies for Outcome:</p> <ol style="list-style-type: none"> 1. Solicit and Review the "PO Data Report" from fiscal semi-annually; to ensure capital inventory items are inventoried physically and information updated in peoplesoft for items \$5000.00 or more in value. 2. Contact end users of identified po items for verification of receipt and location of items via email and by telephone. 3. Contact dept. heads via email and via phone to arrange assisted dept. "inspection-tour" of "po items" ;for verification of receipt, identification of complex items, and physical location status of items. 4. Update each po item's "inventory tag# & s/n#", in the "PO History Field" of peoplesoft system; to create computerized record of asset info per po. 5. Confer with Senior Accounting Technician on a semi-monthly basis between "Mar-June" of the fiscal year; to identify, research, and resolve any discrepancies. 6. Provide periodic inventory report 	<p>Assessment Method Category: Reporting System - Internal</p> <p>Criteria/Expected Level of Achievement: 100% resolution to any quarterly audit discrepancies identified.</p>	<p>meet our intended outcome in FY 10-11.</p> <p>10/17/11- Total number of items requiring asset tags from July 1, 2010-June 30, 2011= 53 The Warehouse staff achieved a 96% audit discrepancy rate. The remaining 4% were items that were ordered during the 2010-11 fiscal year but were received after the fiscal year end.</p> <p>Result Type: Criteria Met</p> <p>Action Status: No Action Required</p>	

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<p>updates; on a semi-monthly basis; during the period of "Mar-June" of the fiscal year to the Senior Acctg. Tech.</p> <p>7. "FY-PODATA Rpt" completion status will be the designated "assessment tool". utiliwill be i R</p>			
<p>Admin - Business Support Services (Outcomes) - Risk Services - Reduce workers' compensation experience modification (Ex-mod)</p> <p>Start Date: 08/01/2009</p> <p>End Date: 05/31/2011</p> <p>Outcome Status: Active - Currently Assessing</p> <p>Strategies for Outcome: -Train employees on "safe work practices" -Regular site inspections and remediation of safety hazards</p>	<p>Assessment Task: Take the ex-mod provided by Keenan & Associates (insurance TPA) and calculate the mean ex-mod for previous three years, and compare it to the current year's Ex-mod.</p> <p>Assessment Method Category: Audit - External</p> <p>Criteria/Expected Level of Achievement: 2% decrease in ex-mod from the mean ex-mod from the previous three years.</p>	<p>10/17/2011 - The assessment showed Risk Services exceeded our intended outcome of a 2% decrease in our experience modification over the mean of the last three years. The computed decrease was a 5% reduction in our workers' compensation experience modification, which led to a decrease in total premium paid for District workers' compensation coverage.</p> <p>10/17/11- The 2010/11 workers' compensation experience modification was reduced by 9.5% as compared to the mean ex-mod for the previous three years of experience.</p> <p>Result Type: Criteria Met</p> <p>Action Status: No Action Required</p>	
<p>Admin - Business Support Services (Outcomes) - Mail Services - Mail Services will reduce annual postage cost from baseline.</p>	<p>Assessment Task: Quantitative analysis will be conducted via the tracking plan to evaluate differences in postage costs from baseline.</p>	<p>10/17/2011 - Using 2008-09 as a baseline, we have decreased our total postage used in 2009-10 by 26%. 2008-09 District postage costs were \$194,472.028. 2009-10 total postage costs were</p>	

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<p>Outcome Status: Active - Currently Assessing</p> <p>If specific to a functional unit, indicate here: Mail and Reprographic Services</p> <p>Strategies for Outcome: -A tracking system will be developed to monitor and compare postage usage from baseline. -Quantitative data will be utilized to establish comparable statistics.</p>	<p>Assessment Method Category: Audit - Internal</p> <p>Criteria/Expected Level of Achievement: 3% decrease in postage costs from baseline.</p>	<p>\$142,790.327....a decrease of \$51,681.701</p> <p>10/17/11- With the implementation of a postage monitoring software system (MCMG2) along with the WJ-250 postage metering system, the total postage used for Sept. 1, 2010 through August 25,2011 was \$105,589.68. This represent a total decrease in annual postage of \$88,882.34 or 45% from the 2008 baseline, and a 25% decrease from the 2009-10 postage expense totals.</p> <p>Result Type: Criteria Met</p> <p>Action Status: No Action Required</p>	
<p>Admin - Business Support Services (Outcomes) - Reprographics - Increase the total annual work requests submitted electronically</p> <p>Start Date: 07/01/2009</p> <p>End Date: 06/29/2012</p> <p>Outcome Status: Active - Currently Assessing</p> <p>If specific to a functional unit, indicate here: Mail and Reprographic Services</p> <p>Strategies for Outcome: -Develop a system that provides faculty and staff access to reprographic work request in electronic format. -Users will have the option of submitting work request either by direct link via the District intranet or by email for off-site request.</p>	<p>Assessment Task: A quantitative analysis will be conducted to evaluate increases in useage of the online reprographic work order system.</p> <p>Assessment Method Category: Audit - Internal</p> <p>Criteria/Expected Level of Achievement: Increase online work orders by 8% from baseline.</p>	<p>10/17/2011 - Based on total work requests for the period September 1, 2009-August 31, 2010, we have exceeded our level of achievement of 8%. We filled a total of 7,537 work requests, of those 1,580 were receieved electronically or about 23%. Only those work requests submitted by individual faculty and staff, and completed by the reprographics staff are included in the totals.</p> <p>10/17/11- for the period September 1, 2010-August 25, 2011, a total of 6,172 reprographics orders were taken from the campus community. 2,072 of the 6,172 work orders were received via email (electronic form), or 34%. The totals represent an 11% increase over original baseline.</p> <p>Result Type: Criteria Met</p> <p>Action Status: No Action Required</p>	
<p>Admin - Business Support Services (Outcomes) - EHS - Employees will increase their understanding of District "safe</p>	<p>Assessment Task: Post tests will be administered to the</p>	<p>10/17/2011 - The EHS staff has implemented post test quizzes that verifies employees trained</p>	

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<p>work practices" N/A: 2009 - 2010</p> <p>Outcome Status: Active - Not Currently Assessing</p> <p>If specific to a functional unit, indicate here: Environmental Health & Safety</p> <p>Strategies for Outcome: Training on operation-specific job hazards and mitigation techniques via "safe work practices".</p>	<p>employees to evaluate training increases in knowledge and understanding of "safe work practices". No tests were previously administered to evaluate employees knowledge and understanding of training topics</p> <p>Assessment Method Category: Pre/Post Tests</p> <p>Criteria/Expected Level of Achievement: Employees will be given a post test after each training module. An 80 percent assign passing rate will be required. Employees will not receive credit for a completed course until 80 percent is achieved. Modules are repeated by the employee until they successfully complete 80 percent.</p>	<p>retained the information from the safe work practice training. The training modules require an 80% passing rate to pass the training. If the employees do not meet the 80% passing rate, the employees must retake the training module and take the quiz once again.</p> <p>10/17/11- In 2010-11, the EHS department conducted 11 employee trainings targeting work activities with higher frequency and severity of employee injury, or greater potential for injury. In August 2010, a robust safety training was conducted at a faculty orientation. Long Beach PD's college unit provided 2 presentations to faculty on personal and classroom safety. In 2010-11, 10 Safe Work Practices were provided to the District PIO to be included in the the Loop in order to increase the awareness and understanding of general safe work practices.</p> <p>New quizzes were implemented at the end of each of the online training, which required 80% correct answers to pass the exam and receive certificate of completion. Employees that did not pass the initial test were required to complete the module again until passed.</p> <p>Result Type: Criteria Met</p> <p>Action Status: Action In Progress</p>	
<p>Admin - Business Support Services (Outcomes) - Parking Services - Students and Staff will experience improved parking lot conditions and greater accessibility to campus.</p> <p>N/A: 2009 - 2010</p> <p>Outcome Status: Active - Not Currently Assessing</p>	<p>Assessment Task: A qualitative survey instrument will be created and used to measure satisfaction with parking lot conditions and accessibility</p> <p>Assessment Method Category: Survey - Satisfaction</p> <p>Criteria/Expected Level of Achievement: 80% satisfaction level</p>	<p>10/17/2011 - A qualitative data collection tool has been developed and staff is waiting for the parking structure to be completed in February 2011 to collect the data on parking lot and campus accessibility.</p> <p>10/17/11- In 2011, a equal sample of 50 students and 50 staff were asked to take a short survey related to their perception of parking lot conditions and campus accessibility from the parking lots. A Likert Scale was utilized where respondents</p>	

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<p>If specific to a functional unit, indicate here: Parking Services Strategies for Outcome: New parking permit machines will be installed District-wide to increase accessibility to parking</p> <hr/> <p>A parking structure will be built to increase parking availability to students at LAC 3 new parking lots will be opened at PCC</p>		<p>noted: 4- strongly agree, 3- agree, 2- disagree, 1- strongly disagree. With a 4 being 100% satisfaction, the mean satisfaction level for the 9 question survey was 88%. Result Type: Criteria Met Action Status: Action In Progress</p>	