Unit Assessment Report - Four Column

Guam Community College

Materials Management

Mission Statement: The Materials Management Office seeks to provide support for the acquisition of goods and services for the College community as well as ensuring procurement policies are met.

Vision Statement: Materials Management seeks to help faculty and staff understand the integration of economic resources with institutional programs. As a result of this activity Materials Management expects that all members of the College Community will more effectively utilize the College's material resources in accomplishing their own mission.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) /Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - AY 04-05 6C2(1) MM will actively seek out ways to enhance its operations at the college. - AY 04-05 6C2(1) MM will actively seek out ways to enhance its operations at the college. **Start Date:** 12/10/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6C3(1) Through an annual program review MM will get feedback on its interaction with other departments. See 6b. **Criterion (Written in %):** Identify if MM has addressed the issues brought up in the meeting. MM goal to address at least 90% of the issues. **Anticipated Use of Assessment Result:** MM will conduct training on the process of procuring goods and services for the college.	05/10/2005 - AY 04-05 6C4(1) Summary of Business Office meeting held on 12/10/04 (Bob, Grace, Liz, Marlene, Cheryl, Carol and Joleen) **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	05/10/2005 - AY 04-05 6C5(1) MM will list action items based on summary.
Materials Management - AY 04-05 6D2(1) Standard 1 is determining whether Materials Management has carried out the planning and evaluation loop that has been set up. - AY 04-05 6D2(1) Standard 1 is determining whether Materials Management has carried out the planning and evaluation loop that has been set up. **Start Date:** 05/03/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6D3(1) See information summarized in 6a, 6b, and 6c. **Criterion (Written in %):** MM will determine if there has been improvement in the process by checking the following: (1) the number of requisitions that become PO's (2) the number of old PO's that have been cleared from the open order report **Anticipated Use of Assessment Result:** Consult with VP of B&F to determine other methods available to improve the process when needed.	05/03/2005 - AY 04-05 6D4(1) See sections 6a (support for instructional programs/courses), 6b (relationships/interaction with the college community) and 6c (quality of service to the college community). **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	05/03/2005 - AY 04-05 6D5(1) MM will verify the extent carried out recommendations from 6a, 6b, and 6c. See 6a, 6b, and 6c above.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) /Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - AY 04-05 6A2(1) Materials Management (MM) supports educational programs by ensuring timeliness in procurement of supplies and services needed for support of the programs. - AY 04-05 6A2(1) Materials Management (MM) supports educational programs by ensuring timeliness in procurement of supplies and services needed for support of the programs. **Start Date:** 05/03/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6A3(1) A monthly review of the timeliness of purchase orders using PALT (Procurement Administrative Lead Time). **Criterion (Written in %):** The standard is 90% of requisitions (RQ's) are turned into purchase orders (PO's) and send to the Business Office within three days. Materials Management (MM) will track how long it takes for the Business **Anticipated Use of Assessment Result:** Results will be used to track the performance of the MM office. If results substantively fall below the 90% level then the situation will be discussed with the VP for appropriate action.	03/10/2005 - 6A4(1) May 04 - September 04 Requisition log sheet. (1) June through August 2004 averaged 80% of RQ's are turned into PO's. (2) MM found that RQ's not able to be inputted as PO were due to the following: (a)no money in BAC, (b) BAC not established (c) pending budget transfers (d) needs MIS approval (e) no signatures from Dean's office. **Summary of Result Type:** Problem/limitation **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	03/10/2005 - 6A5(1) MM will continue to log and track the percentage. The following will be done: (1) Set deadline for submission of RQ's to Dean's office or Division head (at least 2 weeks before deadline to MM office (year end). 03/10/2005 - 6A5(1) (2) MM will daily return problem RQ's so that they are addressed immediately. 03/10/2005 - 6A5(1) (3) MM will continue to communicate with Business Office on any issues. 03/10/2005 - 6A5(1) (4)MM will conduct training on the Procurement process at least once a year.
Materials Management - AY 04-05 6A2(2) MM supports education programs by ensuring the timeliness of the receipt and delivery of ordered goods and services as well as timeliness in the processing of vendor invoices. - AY 04-05 6A2(2) MM supports education programs by ensuring the timeliness of the receipt and delivery of ordered goods and services as well as	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6A3(2) A monthly random review of issued purchase orders to determine time and receipt and a review of invoices from date of receipt until the payment processing date. **Criterion (Written in %):**	03/10/2005 - 6A4(2) Monthly Summary Report: Collected date for April 04 - October 04. Focused on OLD PO's FY01, FY02, and FY03. Began with 344 old PO's in April 04 and as of October 11, 2004 down to 120. Cleared out 65% of the old PO's. Not yet tracking local deliveries. **Summary of Result Type:** Problem/limitation	03/10/2005 - 6A5(2)(1) Print and review PO Summary Report on a monthly basis. 03/10/2005 - 6A5(2)(2) Work with Business Office to ensure that open order report is printed and

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timeliness in the processing of vendor invoices. **Start Date:** 04/01/2004 **AUO Status:** Complete	80% of local orders will be delivered within ten working days from their receipt of the PO. 80% of off-island PO's will be delivered within 30 working days. **Anticipated Use of Assessment Result:** MM will review the results monthly and if the target of 80% is not met then the situation will be discussed with the VP.	**Data Collection Status/Summary of Result** **Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	distributed to all departments so that the departments can review reports and advise MM Office of PO status. MM will track issuance of reports. 03/10/2005 - 6A5(2)(3) Adjustment forms to be prepared by department/requestor. Currently, the MM office is preparing the forms. 03/10/2005 - 6A5(2)(4) Tracking of local deliveries will start in January 05. Note: MM was not able start tracking in January 05. MM will start to track local PO delivery in April 05.
Materials Management - AY 04-05 6A2(3) Level of satisfaction of faculty and staff served by Materials Management. - AY 04-05 6A2(3) Level of satisfaction of faculty and staff served by Materials Management. **Start Date:** 10/15/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6A3(3) MM will participate in an annual focus group with selected department chairs and administrative staff. The outcome will be a reasonable response to issues raised. **Criterion (Written in %):** The outcome will be a reasonable response to issues raised by the focus group. **Anticipated Use of Assessment Result:** Feedback from the participants will be used to evaluate user perceptions of the performance of MM. The department will be expected to make a reasonable response to issues noted.	03/10/2005 - 6A4(3) Annual Round Table/Focus Group - see 10/15/04 Minutes **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result** **Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	03/10/2005 - 6A5(3)(1) Update RQ form and standardize and high light justification and check off box areas such as sole source. 03/10/2005 - 6A5(3)(2) Set up procedure with MIS on receipt of computer related equipment.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - AY 04-05 6B2(1) MM communicates and works closely with the Business Office, especially with Accounts Payable, in processing invoices and making payments to vendors in a timely manner. - AY 04-05 6B2(1) MM communicates and works closely with the Business Office, especially with Accounts Payable, in processing invoices and making payments to vendors in a timely manner. **Start Date:** 05/02/2005 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6B3(1) A formal, annual meeting between the heads of both offices to review their interaction. Informal meetings on a monthly or bi-monthly basis. Meeting held on December 3, 2004 (Bob, Grace, Liz, Cheryl and Carol) **Criterion (Written in %) :** 90% of the invoices received in MM will be sent to Accounts Payable within 3 working days. **Anticipated Use of Assessment Result:** Results will be used to track the performance of the MM office. If results substantively fall below the 90% level then the situation will be discussed with the VP for appropriate action.	03/15/2005 - AY 04-05 6B4(1) Minutes of this annual meeting indicating the areas reviewed and the conclusions and recommendations reached. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	03/15/2005 - AY 04-05 6B5(1) Results of the meeting on December 10, 2004. Biggest area of concern indicated: no money in BAC. BAC not established.
Materials Management - AY 04-05 6B2(2) MM communicates and works closely with all other departments within the college community on issues pertaining to ordering and receiving goods and services. - AY 04-05 6B2(2) MM communicates and works closely with all other departments within	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6B3(2) An annual program review of Materials Management. The review team will include the VP ASD, VP B&F, the head of MM, and other selected department chairs.	05/04/2005 - AY 04-05 6B4(2) Minutes of the annual meeting are in the Assessment Book. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed	05/04/2005 - AY 04-05 6B5(2). The meeting showed the desire on the part of the users for more training which will be scheduled. Users also requested more centralization of quotes, more input into RFPs, and more SOP's. MM is addressing

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria ((Written in %)/(Tasks)	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
the college community on issues pertaining to ordering and receiving goods and services. **Start Date:** 10/15/2004 **AUO Status:** Complete	**Criterion (Written in %):** Positive feedback from other departments within the college community on issues pertaining to ordering and receiving goods and services. **Anticipated Use of Assessment Result:** Feedback from the participants will be used to evaluate user perceptions of the performance of MM. The department will be expected to make a reasonable response to issues noted.	**Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	issues.
Materials Management - AY 04-05 6B2(3) Through oversight of the procurement process, MM ensures that the college follows GovGuam and federal procurement law and regulations. The standard is an "unqualified" opinion in the annual audit. - AY 04-05 6B2(3) Through oversight of the procurement process, MM ensures that the college follows GovGuam and federal procurement law and regulations. The standard is an "unqualified" opinion in the annual audit. **Start Date:** 06/01/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6B3(3) A review of the annual audit for GCC. **Criterion (Written in %):** The audit report should not reflect any negative findings for Materials Management Office. **Anticipated Use of Assessment Result:** MM will consult with VP of B&F on recommendations to improve process of department as indicated in the annual audit report.	05/04/2005 - AY 04-05 6B4(3) The auditor did not find any negative procurement findings in the "2001 Financial Statements & Independent Auditors' Report on Compliance and on Internal Control." **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result** **Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	05/04/2005 - AY 04-05 6B5(3) Materials Management will comply with the Government of Guam Rules and Regulations when procuring goods and services for the College. FY 2002 and FY 2003 Financial Audit underway.
Materials Management - AY 04-05 6C2(2) MM actively communicates its requirements to faculty and staff. - AY 04-05 6C2(2) MM actively communicates its requirements to faculty and staff. **Start Date:** 04/06/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6C3(2) Annually MM makes a presentation on policies and procedures during Department Chair & Program Manager's Training. **Criterion (Written in %):** This training will educate the faculty and staff on the procurement process. The	05/04/2005 - AY 04-05 6C4(2) (1) Procurement Training (1 hour) combined with Dynalogic Training 4/6/04; Participant sign-in sheet provided. (2) Department Chair and Program Manager's Training 8/12/04 - Agenda provided - Outrigger Hotel. **Summary of Result Type:** Distinction/strength	05/04/2005 - AY 04-05 6C5(2) Materials Management will continue to find ways to improve its procuring, receiving, delivering and inventory operations by obtaining feedback from the focus groups.

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	success of this training will be measured by the number of returned requisitions due to insufficient documentation or any BAC issues to support the purchase. **Anticipated Use of Assessment Result:** The feedback from the training will be used to improve the procurement process and address any issues.	**Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	
Materials Management - AY 04-05 6C2(3) MM annually renews GCC's insurance to provide protection from risk to college resources. - AY C4-05 6C2(3) MM annually renews GCC's insurance to provide protection from risk to college resources. **Start Date:** 07/12/2004 **End Date:** 09/30/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6C3(3) Annual application for insurance **Criterion (Written in %):** Meet application deadline of mid-August 2004. Expect the college to be insured and covered for crime, auto, property and United Educators insurance for the next FY. **Anticipated Use of Assessment Result:** Consult VP of B&F and our insurance broker to address issues not covered by insurance policy.	05/03/2005 - AY 04-05 6C4(3) Certificate of coverage from the insurance companies. (1) Completed Insurance Renewal applications with approved purchase orders (2) Automobile insurance cards received **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	05/03/2005 - AY 04-05 6C5(3) Based on cost of liability insurance, MM will assist in a Disaster Remediation Trust.
Materials Management - AY 04-05 6C2(4) Through clarification of required MM timelines by annual participation in the update of GCC's five year institutional calendar. - AY 04-05 6C2(4) Through clarification of required MM timelines by annual participation in the update of GCC's five year institutional calendar. **Start Date:** 02/01/2005 **End Date:** 04/01/2005 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** AY 04-05 6C3(4) Evidence that all Materials Management related deadlines stated in the calendar were met. **Criterion (Written in %):** To include the MM key dates in the 5 year Academic Calendar. **Anticipated Use of Assessment Result:** Consult with VP of B&F to insure that key dates of MM office are included in the 5 year academic calendar.	05/03/2005 - AY 04-05 6C4(4) (1) The MM office was not part of the development of the GCC's five-year institutional calendar. However, there is evidence of a timeline for the MM Office for FY end. (2) MM office does have key deadlines that must be met: (a)Insurance renewal applications (b) September 10, 2004 - last day to submit requisitions (3) September 30, 2004 - last day to key in any requisitions. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed	05/03/2005 - AY 04-05 6C5(4) Materials Management will provide VP of B&F with annual schedule of key deadlines for MM at the beginning of the school year. MM will require more lead time on requisitions at year end.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %))/ Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Budget Implications: No budget impact **Notes:** Reported during the AY04-05 cycle.	
Materials Management - AY 04-05 6D2(2) Standard 2 is determining whether Materials Management has modified its operations based on feedback from the current planning and evaluation loop. - AY 04-05 6D2(2) Standard 2 is determining whether Materials Management has modified its operations based on feedback from the current planning and evaluation loop. **Start Date:** 10/01/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool** **Description:** AY 04-05 6D3(2) Access to the information summaries noted in sections 6a (Support for instructional programs/courses), 6b (Relationships/interaction with the college community) and 6c (Quality of service to the college community). **Criterion (Written In %):** MM will generate all requisitions into Purchase orders within 3 business days and will have all PO's current (no more than 12 months old). **Anticipated Use of Assessment Result:** Consult with VP B&F to determine if process needs to be changed or updated.	05/03/2005 - AY 04-05 6D4(2) See sections 6a (Support for instructional programs/courses), 6b (Relationships/interaction with the college community) and 6c (Quality of service to the college community) **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result** **Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	05/03/2005 - AY 04-05 6D5(2) MM will work on the following: (1) rethink deadlines for year end processes (2) MM will return RQ's to departments to speed up processing (3) Provide list of vendors to get quotes for toner cartridges and other standard supplies (4) change receiving for MIS related items.
Materials Management - AY 04-05 6D2(3) Standard 3 is determining whether MM has modified its planning and evaluation loop based on judgment about the effectiveness of the existing planning and evaluation processes. - AY 04-05 6D4(2) See sections 6a (Support for instructional programs/courses), 6b (Relationships/interaction with the college community) and 6c (Quality of service to the college community) **Start Date:** 05/03/2004 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool** **Description:** AY 04-05 6D3(3) Access to the information summaries noted in sections 6a (support for instructional programs/courses), 6b (Relationships/interaction with the college community) and 6c (Quality of service to the college community). **Criterion (Written In %):** If all requisitions are processed into PO's within 3 business days and PO's on open order report are not older than 12 months. **Anticipated Use of Assessment Result:** Consult with VP of B&F to determine other ways that can help improve the process.	05/03/2005 - AY 04-05 6D4(3) See sections 6a (Support for instructional programs/courses), 6b (Relationships/interactions with the college community), 6c (Quality of service to the college community). **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result** **Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY04-05 cycle.	05/03/2005 - AY 04-05 6D5(3) At this point MM has not identified useful changes to the existing planning and evaluation loop. 05/03/2005 - AY 04-05 6D5(3) MM has made changes to the requisition process to speed up the time it takes to go from a requisition to a PO.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) /#Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - AY 05-06 Insure timeliness in procurement of supplies and services. - To support education programs by ensuring timeliness in procurement of supplies and services needed for support of the programs. **Start Date:** 08/16/2005 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** A monthly review of the timeliness of PO's will be done by using the requisition log. **Criterion (Written in %):** 90% of the requisitions received in Materials Management Office will be processed into a purchase order within 3 days of receipt. **Anticipated Use of Assessment Result:** Results will be used to track the performace of the Materials Management office. If results fall below the 90% level then then situation will be discussed with the VP for appropriate action.	10/04/2006 - Processed 92% of the requisitions received in Materials Management within 3 days of receipt. (1,834 requisitions were processed into purchase orders out of 2,003 requisitions received). The percentage of requisitions processed into purchase orders within 3 days of receipt were as follows: 10/05 (78%; (80 PO's processed/102 requisitions received), 11/05 (99%; 158/159), 12/05 (82%; 69/84), 01/06 (93%; 108/116), 02/06 (85%; 113/133), 03/06 (93%; 138/148), 04/06 (97%; 107/110), 05/06 (84%; 124/148), 06/06 (90%; 186/206), 07/06 (86%; 160/186), 08/06 (97%; 320/331), 09/06 (97%; 271/280). **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY05-06 cycle.	10/06/2006 - MM processed all requisitions that had all required information to create the purchase order. MM will return problem requisitions back to the requestor if the pending information necessary to process it was not received after communication with the requestor/department personnel. In this way, the requestor will address the problem immediately. The problems that prevented MM from processing the requisitions were: needed MIS approval on IT equipment, additional quotations needed, awaiting sole source documentation, no funds or insufficient funds, transfer of funds due to incorrect object code being used, no budget account code written, incomplete vendor information. **Implementation Status:** 10/08/2006 - The Dean's Office changed the deadline to receive requisitions at the end of the fiscal year to August 25, 2006 (2 weeks earlier than last year), this really helped since it made the departments process their requisitions earlier and helped the Materials Management Office plan on how long it would take to get the requisitions processed prior to the deadline of September 22, 2006. 10/06/2006 - MM found that returning the problem

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria ('Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Artifact/Instrument/Rubric/Method/Tool Description: A monthly review of the timeliness of invoices paid within 3 days of receipt will be done using an invoice/payment log.	10/04/2006 - Processed 48% of the invoices received for payment within 3 working days of receipt compared to our goal of 90%. Invoices were processed for payment out of 2,824 invoices received - 10/05 to 09/06). The percentages of invoices processed by month from October 2005 - September 2006 were as follows: 10/05 (25%; n=332), 11/05 (22%; n=229), 12/05 (56%; n=237), 01/06 (50%; n-221), 02/06 (57%; n=194), 03/06 (54%; n=238), 05/06 (54%;n=290), 06/06 (69%; n=198), 07/06 (54%; n=209), 08/06 (56%; n=56), and 09/06 (46%; n=459).	**Implementation Status:** Requisitions helped the requestor address the problem immediately and assisted in acquiring all the necessary documentation or information.
	Criterion (Written in %): 90% of the invoices received in Materials Management office will be processed for payment within 3 working days and sent to Accounts Payable.	**Summary of Result Type:** Problem/limitation	10/08/2006 - MM found that it was taking at least 5 days to process invoices for payment due to other tasks that required immediate attention. The MM office is cross-training other staff so that these individuals can assist when necessary, most especially at the end of the fiscal year.
	Anticipated Use of Assessment Result: Materials Management will review the results monthly and if the target of 90% is not met then the situation will be discussed with the VP.	**Data Collection Status/Summary of Result Status:** Closed	**Implementation Status:** 10/08/2006 - The MM office is taking a look at increasing the number of days to process invoices for payment from 3 working days to 5 working days.
		Budget Implications: No budget impact	
		Notes: Reported during the AY05-06 cycle.	
	Artifact/Instrument/Rubric/Method/Tool Description: A monthly review of the open purchase order report will be done to determine what old PO's are still outstanding that need to be identified so the departments follow up on the order and determine if they should be closed.	10/04/2006 - In the month of September 2006, the number of current purchase orders ended at 92% compared to our goal of 90% (901 out of a total of 982 purchase orders on the purchase order summary report were current or less than 12 months old). The percentages of current purchase orders on the report from October 2005 to September 2006 were as follows: 10/05 (83%;n=817), 11/05 (83%;n=811), 12/05 (85%;n=768), 03/06 (87%;n=728), 04/06 (86%;n=724), 05/06 (86%;n=712), 06/06 (81%;n=648), 07/06 (86%;n=717), 08/06	10/06/2006 - MM will insure that the monthly open order report is printed and reviewed to address any PO's that are old and follow-up on the status of the order. MM will email the departments/requestor of any outstanding orders that need immediate attention. MM will continue to process the adjustments and forward to the requestor/department for action.
	Criterion (Written In %): PO's on the open purchase order report		

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) // Tasks	Data Collection Status/Summary of Results	Use of Summary/Result & Implementation Status
	should not be older than 12 months. 90% of the open purchase orders should be current. **Anticipated Use of Assessment Result:** Materials Management will review the results monthly and if the target of 90% is not met then the situation will be discussed with the VP.	n=982). **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result** **Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY05-06 cycle.	**Implementation Status:** 10/06/2006 - At the year end closing of 2006, MM tried to close out all old purchase orders so that they would not roll into FY07. MM will communicate and work closely with respective departments to take action on old PO's.
Materials Management - AY 05-06 Communication with Business Office and other departments – To support education programs by communicating and working closely with the Business Office and all other departments to confirm receipt of goods and services so that invoices are processed to insure payments to vendors are made in a timely manner. **Start Date:** 08/16/2005 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** A formal, annual meeting will be held between the Business office and Materials Management to review any issues. Informal meetings will take place as needed. Minutes of the meetings will be reviewed later to identify issues that need resolution or follow up. **Criterion (Written In %):** After review of the minutes, 90% of the invoices received in Materials Management will be sent to Accounts Payables within 3 working days. **Anticipated Use of Assessment Result:** Results will be used to track the performance of the MM office. If results fall below the 90% level then the situation will be discussed with the VP for appropriate action.	10/05/2006 - An Annual Assessment Meeting with the Business Office was held on February 27, 2006 at 3:00 p.m. and the following issues were addressed and discussed: FY End 2005 issues, no funds available in budget account codes, adjustment forms sent to Materials Management Office, Distribution of monthly reports sent Materials Management Office. There was a significant improvement in the FY End 2005 process compared to FY 2004. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result** **Status:** Closed **Budget Implications:** No budget impact **Notes:** Report during the AY05-06 cycle.	10/08/2006 - The Materials Management Office will continue to communicate and work closely with the Business Office and other departments to insure that requisitions are processed within three days and any other issues are resolved and addressed as they arise.
	Artifact/Instrument/Rubric/Method/Tool Description: AY 05-06 An annual program review of Materials Management will be held . The review team will include the VP ASD, VP B&F, VP AA and other selected department	10/05/2006 - The Annual Focus Group was held on January 13, 2006 at 2:00 p.m. in the ASD Conference Room. The feedback from the Focus Group Meeting was reviewed and issues that needed resolution or follow-up were addressed. **Summary of Result Type:**	10/08/2006 - The Materials Management Office completed the Administrative, Instructional, and Custodial Supply Bid in June 2006 and this really saved the departments time in obtaining

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary, Result & Implementation Status
	chairs. The feedback from the focus group will be reviewed later to identify issues that need resolution or follow up. **Criterion (Written in %):** After a review of the focus group suggestions, feedback from other departments within the college community will be addressed on issues pertaining to ordering and receiving goods and services. **Anticipated Use of Assessment Result:** Feedback from the meeting will be reviewed to develop and implement improvements for the department.	**Distinction/strength** **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY05-06 cycle.	quotes for purchases of supplies. The MM Office is currently compiling a list of established vendors for specific products often purchased by the college (multi-media projectors, digital cameras, health supplies and equipment, and other items).
	Artifact/Instrument/Rubric/Method/Tool **Description:** Annually, Materials Management will conduct a training on the procurement process and inventory management to faculty and staff. **Criterion (Written in %):** This training will educate the faculty and staff on the procurement and inventory process. The success of this training will be measured by the number of returned requisitions due to lack of documentation or budget issues to support purchase. **Anticipated Use of Assessment Result:** The feedback from the training will be used to improve the procurement and inventory process.	10/05/2006 - The Annual Materials Management and Inventory Training was held on January 19, 2006 in the Library Classroom. Those in attendance were educated on the procurement and inventory process. The training was a success since we have found that all the department personnel who attended the 2-hour training did not have many problems or issues related to procurement, inventory, or bookstore. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed	10/08/2006 - The Materials Management Personnel will continue to provide training to faculty and staff at least once a year so that they understand the procurement and inventory process. This education will assist in reducing the number problem requisitions that are received, non-submission of invoices, and many other issues that arise from not understanding the process and procedures.
Materials Management - AY 05-06 Follow GovGuam procurement law and regulations to include physical inventory - To support education programs through oversight of the procurement: process, Materials Management ensures that the college follows GovGuam procurement rules and regulations to include physical inventory of	**Artifact/Instrument/Rubric/Method/Tool** **Description:** A review of the annual audit report for GCC. **Criterion (Written in %):** The audit report should address any material findings for the Materials Management office.	10/05/2006 - There were no material findings in the Independent Auditor's Report September 30, 2005 and 2004 for Materials Management. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed	10/08/2006 - The Materials Management Office will comply with the Government of Guam Rules and regulations when procuring goods and services for the College. The MM Office will also continue to insure that all proper documentation is attached

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status

fixed assets.

Start Date:
08/16/2005

AUO Status:
Complete

Anticipated Use of Assessment Result:
Materials Management will consult with VP of B&F on recommendations to improve process of the department as indicated in the annual audit report.

to the requisition and purchase order.

Artifact/Instrument/Rubric/Method/Tool Description:
Supply Management Administrator will complete the application for insurance each year.

Criterion (Written in %):
Meet application deadlines for renewals for: crime, auto, property and United Educators Insurance to insure coverage for the next policy period (October 1, 2005 - October 1, 2006)

Anticipated Use of Assessment Result:
Consult with VP of B&F, risk manager and insurance broker to address issues on insurance policies.

10/05/2006 - Deadlines were met to complete the applications for the renewal of all the policies for Crime, Auto, Property and United Educators Insurance. Applications were completed and signed for the United Educators Insurance on August 2, 2006. The property, vehicle schedules, and crime applications were submitted to the Insurance Broker to obtain proposals and quotations from Insurance Carriers. GCC received renewals on all policies: crime, property, auto, and United Educators.

Summary of Result Type:
Distinction/strength

Data Collection Status/Summary of Result Status:
Closed

10/08/2006 - The College's insurance policies for crime, auto, property, and educator's has been renewed for a new policy period from 1 October 2006 - 1 October 2007. The College is protected to some degree in the event of a natural disaster or other claims made against the college.

Implementation Status:
10/08/2006 - Since the MM office had a head start in preparing the applications for renewal, it was a less hectic process with getting all the renewals of all the policies. It was also the second year in processing the applications on-line so that was an smoother process.

Artifact/Instrument/Rubric/Method/Tool Description:
1. Assist faculty and staff in the proper regulations, procedures, applicable forms and/or other requirements in GCC inventory processing.

2. Physically affix applicable tagging on all assets. Capital outlay = asset tags and all other = "Property of GCC"

3. Inventory data is backed up, hard copy

10/05/2006 - 1. Processed inventory entries upon receipt of the fixed asset. a) Many departments were not able to receive items when delivered because they had no room within their office. b) Materials being being delivered to an alternate site (example: MIS for imaging, requestor physically picked up from vendor) c) Equipment picked up by the requestor and not submitting invoice upon receipt d) Supply Expediter on Military Leave.

2. Completed the physical inventories in various

10/09/2006 - Data will be collected for the number of entries entered into the Fixed Asset System within three days of receipt.

10/06/2006 - 1. Requested departments to plan alternate delivery in advance and to inform Inventory Management Officer (IMO) to prep for fixed asset tagging.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %)) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	created and stored at an alternate site.	departments from February 2006 to June 2006. Surveyed, researched and moved surplus materials to GSA as required. a) The change in Budget Account Code structure affected Fixed Asset database (did not remain once entered) informed MIS. b) Net connectivity problems. c) CPU crashed, administered new CPU w/XP but Asset Tag system did not run on this Operating System. Had to locate CPU with Win98.	2. Requested that department inform IMO via email of location of equipment delivered. 3. Requested departments inform IMO when received to anticipate immediate tagging. 4. Additional duties in receiving, pulling PO's, verifying and delivering.
	4. Maintain current documentation		
	Criterion (Written in %):		
	1. Process inventory entries within three days of receipt.		
	2. Survey, research and move surplus materials as required.		5. Informed MIS department of BAC problems - still does not take effect, however serial number is picked up. 6. MIS working on determining connectivity problems. 7. MIS imaged a Win98 CPU for Tag application- Manually create tags via Loftware Database.
	3. Communication amongst colleagues. Improve asset accountability.	3. Communicated amongst colleagues on all inventory related issues. Coordinated with ASD/Maintenance Facilities and GSA personnel in planning property disposal and transportation. Ensured all GSA regulations are applied to all materials turned in for survey.	
	Anticipated Use of Assessment Result:		
		Summary of Result Type:	
		Problem/limitation	
		Data Collection Status/Summary of Result	
		Status:	
		Closed	**Implementation Status:**
		Budget Implications:	10/06/2006 - The Fixed Asset Module in the SunGard (Integrated System)Project will address the issues noted in the Summary of Results.
		No budget impact	
		Notes:	
		Reported during the AY05-06 cycle.	
Materials Management - AY 05-06 Support students in providing bookstore services - To support education programs by insuring student satisfaction and providing adequate supply of books and supplies in a timely manner. **Start Date:** 08/16/2005 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** A comparison of the number of textbooks on hand on the week before classes begin compared to the projected need for each class. **Criterion (Written in %):** 95% of the required textbooks are on the shelves prior to start of the new semester. **Anticipated Use of Assessment Result:** Results will be used to improve the book ordering to insure that textbooks are in	10/06/2006 - The goal of 95% of the required textbooks to be in stock prior to the start of the new semester was not achieved. An estimate of 70% of the textbooks were in stock prior to Fall 2006 Semester. The enrollment for some of the classes were low and in some cases the publisher did not have the books available since the new editions were pending, also there were additional sections added for a course and it was too late to receive the books prior to the start of the semester (ex: OA101). The Bookstore Manager currently requests for a hard copy of the student enrollment information from Admissions and	10/06/2006 - The Student and Financial Integrated System will address many of the issues that the Bookstore currently has for getting real time data in order to have adequate stock of books for each course.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %)/Tasks	Data Collection Status/Summary of Results	Use of Summary/Result & Implementation Status
	stock at the start of the semester.	Registration Office by Course so that he can take a look at his inventory level of books. He is not able to get any electronic information so that he knows what classes are cancelled or added. **Summary of Result Type:** Problem/limitation **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY05-06 cycle.	
	Artifact/Instrument/Rubric/Method/Tool Description: The wait time will be determined by random monitoring during peak periods. **Criterion (Written in %):** Wait time should be no more than 20 munites to purchase books or supplies. **Anticipated Use of Assessment Result:** Results will be used to improve the time it takes to purchase books and supplies.	10/06/2006 - As a result of a survey conducted for "Title III Grant, part A, Strengthening Institutions Program", there were a total of 608 submissions. Based on the 608 students surveyed, the length of time the student spent at the bookstore to purchase books was: 42% (less than 15 minutes) 34% (15-30 minutes) 13% (31-45 minutes) 9% (Over 45 minutes) Random monitoring of the wait time during the peak periods were being conducted by the staff. **Summary of Result Type:** Problem/limitation **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Reported during the AY05-06 cycle.	10/06/2006 - The Supply Expediter and Buyer I has been cross-trained by the Bookstore Manager to that they can assist during the times that the Book Store Manager goes on leave and most especially during the first three weeks of the semester when students are purchasing books and supplies. This cross-training has really been a great help to the Bookstore Manager as well as to the department to insure that the students are being provided these necessary services. **Implementation Status:** 10/08/2006 - The cross-training of additional staff to assist at the Bookstore has helped in providing faster and more efficient service to the students.
	Artifact/Instrument/Rubric/Method/Tool Description: The Bookstore will determine whether the	10/09/2006 - The Bookstore Manager submits a Book Order Worksheet to the Dean's Office so that it is distributed to all Department Chairs for	10/09/2006 - The Bookstore Manager will follow-up with the Faculty and/or department hairs to

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		review and they can provide information on new textbooks to order or any other information needed in order to properly project the orders for the new semester. This Book Order Worksheet for the Fall 2006 Semester so that it gives enough time to be sent by book rate to save on shipping costs.	insure that al the necessary information is obtained in order to insure that the books are received prior to the start of the semester.
	required order information has been received from the academic departments by the order deadline. If a new class is being offered the Bookstore manager needs to be informed so that the order can be placed.		
	Criterion (Written in %): A log will be kept of the academic personnel that placed orders for books in time for the semester. 95% of the books should be in stock for the start of the semester.	**Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed	**Implementation Status:** 10/08/2006 - The Fully Integrated Student and Financial System (SunGard Project) will benefit the bookstore services in that it will provide the Bookstore Manager and staff real time information on class enrollment, cancellation of classes, additional sections added, and many other information that is currently received manually.
	Anticipated Use of Assessment Result: The results will be used to improve the process of getting the information from the academic departments in a timely manner .	**Budget Implications:** No budget impact **Notes:** Reported during the AY05-06 cycle.	
Materials Management - AY 07-08 AUO#1 COMMUNICATION WITH THE CAMPUS COMMUNITY - To support educational programs by communicating and working closely with the campus community in confirming receipt of goods and services to ensure receipt of invoices and recording of assets.	**Artifact/Instrument/Rubric/Method/Tool Description:** A monthly monitoring of receipt logs and follow up will be done to ensure accurate reporting. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review	03/24/2008 - Materials Management is currently tracking receipts from vendors through a log book. The data being collected is the date in which the item is received and when it was delivered or picked up. This will allow MM to monitor the length of time it takes to deliver the items and what the issues are when it takes more than 5 days.	10/13/2008 - MM was without a Buyer II for one year. During that time period, the SMA processed all invoices for payments. After December 2006, no data was collected. Although, data was not consistently collected MM did not meet the criterion due to not being able to keep up with the deliveries of goods and services for the college. MM was about 1-2 months behind in processing payments. As a result of this, MM has promoted the Buyer I to Buyer II and the data is now being collected and invoices are being processed by the Buyer II for payment. MM will continue to work closely with departments to insure that all invoices are submitted to MM so that prompt payment is processed and
Start Date: 10/01/2007 **End Date:** 03/10/2009 **AUO Status:** Complete	**Criterion (Written in %):** After review of the information, 90% of the invoices received in Materials Management will be transmitted to Accounts Payable on a weekly basis.	**Summary of Result Type:** Criterion Not Met **Data Collection Status/Summary of Result Status:** Open	
	Anticipated Use of Assessment Result: Results will be used to track the performance of the MM office. If the results fall below 90% level then the situation will be discussed with the MM staff so that appropriate action is taken to improve performance.	**Budget Implications:** No budget impact **Notes:** Currently, Materials Management is tracking this process manually however, MM is working on obtaining this information through Banner.	

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %)/ Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Related Documents: receiving delivery log Oct.07 - Sept 07.pdf	forwarded to Accounts Payables. MM did meet the goal of receiving and delivering goods to the departments on a weekly basis. MM will continue to monitor this process and make necessary changes if needed. **Implementation Status:** 02/11/2009 - Monthly Receipt Logs and processing of invoices. Receiving goods and processing invoices so that Account Payables can process payment. MM will send reminders to respective departments if invoices are not received to pay vendors within a 30 day receipt period. MM tracks those by reviewing statements sent by vendors and discovers that invoices have not been received.
	Artifact/Instrument/Rubric/Method/Tool Description: An initial meeting will review the information electronically obtained on the receipt of goods. A review team consisting of representatives from selected departments will identify issues that need resolution or follow up. **Type of Artifact/Instrument/Rubric/Method/Tool:** Focus Group **Criterion (Written in %):** The feedback provided will be used to determine the effectiveness of the new integrated database. **Anticipated Use of Assessment Result:**	03/24/2008 - Materials Management is currently tracking this manually however, will transition into obtaining this information through Banner. An initial meeting will be scheduled to gather information from departments to identify any issues that need to be addressed. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** No budget impact	10/10/2008 - Materials Management has been working closely with other areas of the college to identify issues that need resolution or follow-up. Some concerns: the delay in processing PO's, the delay in electronic processing of requisitions, the time it takes to process invoices for vendor payment, double entry of PO's into Banner and printing of PO's directly from Banner (n=5). An initial meeting has not been held specifically addressing these issues however, the concerns have been addressed directly with the faculty

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria ((Written in %)) /#Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Feedback from the meeting will be reviewed to develop and implement changes necessary with the Banner Finance Module.		and staff. Three of the issues raised have been resolved and MM will continue to tweak its processes so that we are efficient and effective. MM has had requisition training and Banner training with the staff and Finance consultant to resolve the other two issues of electronic processing of requisitions so that MM is processing within a reasonable time frame.

Implementation Status:
02/11/2009 - Train faculty and staff in processing requisitions electronically. MM provided electronic requisition trainings to faculty and staff so that they are able to process the requisitions through Banner. |
| | **Artifact/Instrument/Rubric/Method/Tool Description:** Materials Management will conduct training on the electronic procurement process for faculty and staff.

Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training

Criterion (Written in %): Training will assist faculty and staff on the electronic procurement process. The success of this training will be measured by the number of successful requisitions processed.

Anticipated Use of Assessment Result: The feedback from the training will be used to improve the procurement and inventory process with Banner. | 03/24/2008 - Materials Management conducted trainings for creating requisitions through Banner on March 13, 2008 and March 20, 2008. The feedback of the training will be entered as we continue to gather the information. Materials Management did advise the attendees that only requisitions submitted using one FOAP (new acronym for the budget account code - Fund, Organization, Account, Program) and 5 items or less could be done electronically.

Summary of Result Type: Issues Found

Data Collection Status/Summary of Result Status: Open

Budget Implications: Over $5,000

Notes: Although training was held on March 13 and | 10/10/2008 - Materials Management continues to have Banner Self-Service Trainings. Additional workshops were held on April 24, 2008 (faculty and staff) and July 29, 2008 for Department Chairs. MM will conduct training on October 13, 2008 on Banner Self-Service for electronic requisitions focusing on staff and administrators. These trainings will continue so that the college community is well informed with the changes in regards to the procurement of goods and services due to the implementation of the fully integrated system. Based on the feedback from the training, MM has made some changes to address |

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) //Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - AY 07-08 AUO#2 TIMELINESS IN PROCURING SUPPLIES & MATERIALS - To support educational programs by ensuring the timeliness in procurement of supplies and services needed in support of college programs and activities. **Start Date:** 10/01/2007 **End Date:** 03/10/2009 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** A monthly review of the timeliness of purchase orders will be done by monitoring the electronic requisitions log in the new Banner system **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** 90% of the requisitions received by materials Management will be processed into a purchase order within 3 working days. **Anticipated Use of Assessment Result:** The results will be used to track the performance of the MM office. If the results fall below the 90% level then the situation will be discussed the the MM staff for appropriate action.	20, 2008 there were some issues found and Materials Management will continue the manual requisition process until there is an upgrade to the system. **Related Documents:** <u>Banner Self Service Requisition</u> <u>Trainings March and April 2008</u> 03/24/2008 - As of January 2008, Materials Management was about 2 months behind in processing requisitions into purchase orders. In March 2008, MM caught up and is now about 2 weeks behind. At the start of FY2008 (October 1, 2008), the FOAPS were not set up for prior year. This was due to having to load all the prior year purchase orders first and then processing the many other requisitions that were submitted. Due to the Form Fusion template not being set up. MM is currently loading the PO's into Banner and then manually printing them which requires more time. MM is working with MIS to install the software so that the PO template is created and then once loaded into Banner it can be automatically printed on the laser printer. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:**	some of the issues like: loading the account structure on myGCC, loading other forms on myGCC; change order forms, create new vendor forms, bid list (office supplies, IT equipment, IT supplies). **Implementation Status:** 02/11/2009 - Focus Group meetings continue with Business Office and Materials Management to discuss issues related to processing requisitions into POs and to improve processing time of requisitions into POs. 10/10/2008 - Since the implementation of Banner in October 2007, MM has dropped below the criterion of processing 90% of the requisitions into a purchase order within 3 working days. The Finance module went LIVE in October 2007. There were many obstacles that prevented MM from meeting this AUO. These included going live in Banner, not being able to fully TEST the system completely due to technical difficulties (system down during consultant training and insufficient time to work on issues encountered with ESTA (production system). MM had to manually load 328 prior year PO's from the legacy system in Banner, short staffed (no Buyer II for one year), budgets were not loaded until mid-November 2007).

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria ((Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Over $5,000 **Notes:** The delay was due having to load all the prior year purchase orders first and then process the submitted requisitions. On a daily basis there were numerous walk-thrus (more than 10), in which requesters wanted those to be processed ASAP thus, delaying the processing of the other already submitted. **Related Documents:** requisition log FY 07 and FY 08.pdf	issues creating purchase orders, now funds available, inputting PO's directly into Banner as well as manually on an excel spreadsheet (FormFusions- printing PO's directly from Banner) was not completed until August 2008. The % of requisitions processed into PO's within that same month received were as follows: Apr 07 (72%), May 07 (78%), June 07 (26%) - set deadline of June 30, 2007 for all requisitions be processed by September 30, 2007- due to going LIVE in OCtober, July 07 (89%), Aug (57%), Sept (93%), Oct 07 (65%), Nov 07 (16%), Dec 07 - Mar 08 (no data collected)- short staffed and having problems creating PO's in Banner, Apr 08 (51%), May 08 (58%), June 08 (28%), July 05 (64%), Aug 08 (69%) Sept 08 (95%). About 100 requisitions were returned back to the departments because there was a freeze on the General Fund (01) and all other requisitions had to be processed **Implementation Status:** 03/04/2009 - Requisitions are still being processed manually. MM is working with MIS to find out why requisitions cannot be created electronically using Banner Self-Service. At this point, MM has not been able to process the requisitions into a PO within the three day time period due to the following issues: some departments submit requisitions to be processed as a

Administrative Unit Outcomes (AUOs)

Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Artifact/Instrument/Rubric/Method/Tool Description: A monthly review of the open purchase order report will determine outstanding purchase orders and the action need to complete each purchase. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** 90% of the purchase orders will be current (within 90 days). **Anticipated Use of Assessment Result:** The Buyer II will review the results monthly and if the target of 90% is not met then the situation will be discussed with the Supply Management Administrator for appropriate action.	03/24/2008 - Materials Management has not been able to follow up with the all the vendors on the outstanding orders on a monthly basis due to the implementation of Banner and being short staffed. **Summary of Result Type:** Problem/limitation **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** No budget impact **Notes:** The Buyer II who is responsible for this task has not been able to focus on this since the Buyer I position has not been filled and the priority at this time is to process all the requisitions into PO's. The Buyer II will be able to focus on this task once the Buyer I is hired.	**Implementation Status:** walk-thru/Urgent and it puts all the other requisitions that have been received at the bottom of the stack, financial constraints, insufficient funding in account balance, etc. MM plans to increase the amount of time to process requisitions into PO's from 3 days to 10 days (from requisition to approved purchase order). 10/13/2008 - Buyer II was hired in December 2007; data was not collected from October 2007 to July 2008 due to Buyer II continuing to focus on processing requisitions into purchase orders. Supply Management Administrator assisted on keeping track of PO's that need to be closed and/or cancelled. Open Purchase Order Reports are now being monitored and vendors will be notified to follow-up on any outstanding purchase orders. MM will work closely with the vendors to ensure delivery deadlines are met. Buyer II will begin to collect the data starting October 2008 (FY 2009). Despite not collecting data MM has not been able to keep the open purchase order **Implementation Status:** 02/11/2009 - Outstanding Open Purchase Order Report, MM continues to review of the open

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %)) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - AY 07-08 AUO#3 MONITOR PROCUREMENT COMPLIANCE - To support educational programs through oversight of the procurement process, Materials Management ensures that the college follows GovGuam and federal rules and regulations in procuring goods and services, insuring applicable assets, and tracking insuring applicable assets, and tracking **Start Date:** 10/01/2007 **End Date:** 03/10/2009 **AUO Status:** Complete	**Artifact/Instrument/Rubric/Method/Tool Description:** A review of the annual audit report and reporting requirements for GCC. **Type of Artifact/Instrument/Rubric/Method/Tool:** Financial/Budget Review and/or Audit Report **Criterion (Written in %):** The annual audit report will identify "material findings" relative to procurement processes. Public law will stipulate the reporting requirements necessary to ensure government transparency and accountability. **Anticipated Use of Assessment Result:** Materials Management will consult with the VP of Business & Finance on recommendations to improve the process of the department as indicated in the annual audit report.	03/24/2008 - The audit for FY2007 is complete and GCC was in compliance with reporting requirements and ensured that the procurements rules and regulations were being followed. **Summary of Result Type:** No Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** No budget impact **Notes:** There were no material findings in the Independent Auditor's Report for FY End September 30, 2007 and 2006. MM will continue to ensure GCC is in compliance will all procurement rules and regulations. **Related Documents:** Financial Statements Ended September 30 2007 and 2006	10/10/2008 - The Materials Management Office will continue to comply with the Government of Guam Rules and regulations when procuring goods and services for the College. The MM office will also insure that necessary documentation is attached to the reference requisitions and purchase orders.
	Artifact/Instrument/Rubric/Method/Tool Description: Supply Management Administrator will facilitate the completion of the annual insurance policies. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** Meeting the applicable deadlines for	03/24/2008 - The renewal of policies for property, automobile, crime, and educational insurances was completed for the current period (October 1, 2007 - September 30, 2008). The property, automobile and crime insurance is with Moylan's Insurance and educational insurance with United Educator's. **Summary of Result Type:** No Issues Found **Data Collection Status/Summary of Result**	10/10/2008 - The College's insurance policies for property, auto, crime has been renewed from October 1 - November 17, 2008. The college has solicited for bids to cover from November 17, 2008 thru September 30, 2009. The bid opening date is scheduled for November 7, 2008. The college's

Implementation Status:
POs for the entire college on a monthly basis. MM also rviewes the POs to insure that invoices are being received and processed and close out all old POs within a timely manner.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	insurance renewals (crime, property, auto, and United Educators). **Anticipated Use of Assessment Result:** Consult with VP of Business & Finance, Risk Manager and Insurance Broker to address any issues from previous policy	**Status:** Open **Budget Implications:** Over $5,000 **Notes:** The upcoming renewal of applications will be for the period of: October 1, 2008 to September 30, 2009) **Related Documents:** Property Auto Crime Insurance Effective 10 1 08.pdf United Educators Insurance effective 10 1 08.pdf	educator's insurance(Primary General Liability, Umbrella Liability, Educator's Legal Liability, Limited Professional Liability) has been renewed effective October 1, 2008 - October 1, 2009. The college will continue to secure its assets and take necessary safety measures to reduce the risk or claims made to the college. **Implementation Status:** 02/11/2009 - Renew insurance policies each year. Complete insurance applications for the college (Property, Auto, Crime, United Educators) on an annual basis.
	Artifact/Instrument/Rubric/Method/Tool Description: Physically affix applicable tagging on all assets, in addition to surveying and removing surplus equipment identified. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** Inventory college assets, in addition to surveying and removing surplus equipment identified. **Anticipated Use of Assessment Result:** Improve asset accountability by location.	03/24/2008 - Inventory Management Officer is current on physically tagging all assets for the college. Although GCC has items that need to be surveyed and removed from the campus, GSA (General Services Agency - responsible for accepting the assets) is not accepting the items for survey. The IMO is working with GSA closely to clear out these items from the campus. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** No budget impact	10/13/2008 - Current tagging equipment is broken and until new equipment is acquired, IMO initiated a contingency tagging method using MSWord label option. a) IMO affixes appropriate GCC tag onto equipment on the same day of receipt. b) IMO affixes appropriate GCC tag when a *copy of the purchase order and invoice is submitted to IMO office. *Equipment received in bulk are generally *door delivered* directly to the ordering departments office. Tagging criterias are: Equipment over $5000 will be tagged with a unique GCC ID usually within the first week f receipt. This will be generated by the Fixed Asset BANNER syste. Equipment for

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			'tracking purposes only, tagged with information: Property of Guam COmmunity College Purchase Order No. # FOAPAL string Department Name
	Artifact/Instrument/Rubric/Method/Tool Description: Inventory data will be maintained in multiple electronic locations. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** Inventory information will be made available to each department for periodic monitoring. **Anticipated Use of Assessment Result:** Provide training when necessary to ensure federal and local procurement rules and regulations are followed.	03/24/2008 - The Inventory Management Officer is currently working on getting all the data loaded into Banner. The tables for Fixed assets have all been loaded however, the data for Fixed Assets will be loaded as soon as the audit request for Fixed Assets is complete. For the past couple of months, the IMO has been assisting in other areas of Materials Management (requisitions, receiving and other training for Banner). **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** No budget impact	10/13/2008 - Physical inventories ongoing and transfers of legacy data onto Banner. A total of eleven (11) Report of Surveys generated for FY 08. **Implementation Status:** 02/11/2009 - Inventory data in Banner, inputting of Fixed Asset data into Banner. Inventory Management Officer to provide listing of Physical Inventory of Fixed Assets for FY08 for the audit.
Materials Management - AY 07-08 AUO#4 BOOKSTORE QUALITY SERVICE - To support educational programs by ensuring	**Artifact/Instrument/Rubric/Method/Tool Description:** Inventory will be taken before the start of	03/24/2008 - The Bookstore Manager is taking inventory of current books in stock so that there is a good estimate of books needed for the start	10/10/2008 - The Bookstore has requested that all book orders are to be submitted by October 17,

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
satisfaction in providing quality services, including adequate supply of books and supplies in a timely manner. **Start Date:** 10/01/2007 **End Date:** 03/10/2009 **AUO Status:** Complete	each semester to determine the projected needs for each class based on the schedule of classes. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** 90% of the required textbooks will be available for students to purchase by the start of the semester. **Anticipated Use of Assessment Result:** Results will be used to improve the book ordering process and ensure that the textbooks are in stock at the beginning of the semester.	of Summer 2008. An estimate of 75% of the textbooks were in stock prior to Summer 2008. **Summary of Result Type:** Criterion Not Met **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** Bookstore does not have any control on the addition or deletion of a course per semester. It can be a problem when the semester begins and there is a need to order books for RUSH and the cost of the shipping is big due to the weight and priorty of the shipment.	2008 so that the Bookstore Manager has ample time to place the orders for start of the semester. By doing this, the publishers have enough time to pack and ship books prior to the start of the semester. We hope to begin to receive books by December 2008 and meet the criterion set for this goal. **Implementation Status:** 02/11/2009 - Physical inventory was taken to insure the adequate number of books before the start of the semester. 11/14/2008 - A Physical Inventory was conducted for the Bookstore on 9/30/08 and reviewed by the Auditor. Books that will not be used in the next semester will be returned to the vendor for full credit. The shipping costs of these returns will be at the Bookstores expense. If books are to be used in the next semester then it will be held so that no additional shipping costs will occur. Bookstore tries to keep up with returning the books since some vendors will not honor any returns for credit if there are new editions being published, deadline for return has been reached or books are no longer being published.

| **Artifact/Instrument/Rubric/Method/Tool Description:** The Bookstore will monitor the timelines | 03/24/2008 - The Bookstore Order Worksheet for Summer 2008 was sent to All Deans and Vice Presidents of the college on March 10, 2008 to be | 10/10/2008 - A master bookstore inventory is being kept by the Bookstore Manager. A physical |

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %)) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	needed for ordering books by communicating with the academic departments. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** A master bookstore inventory will be kept and updated to track textbook inventory. **Anticipated Use of Assessment Result:** The results will be used to improve the process of getting the information from academic departments in a timely manner.	distributed to all Department Chairs and Special Project Coordinators so that an accurate count of books will be ordered and any new courses being offered. The deadline for submission is March 24, 2008. **Summary of Result Type:** Problem/limitation **Data Collection Status/Summary of Result** **Status:** Open **Budget Implications:** Over $5,000 **Notes:** The Book Order Worksheet Memo detailed with instructions to the Department Chairs and Special Project Coordinators will be posted for Fall 2008 in myGCC. **Related Documents:** Book Order Worksheet for Summer 2008 Book Order Worksheet Spring 2009	inventory of books was conducted on September 30, 2008. The Bookstore Manager will continue to monitor the inventory to ensure that all books are ordered on a timely basis (prior to the start of the semester). **Implementation Status:** 02/11/2009 - Bookoder Worksheets were sent out to DCs to complete the order form by course number in order that the purchases were made in a timely manner. Bookstore Manager sent out the orders two weeks earlier than last semester. 10/10/2008 - Due to the no submission or late submission of book orders to the Bookstore Manager, it has caused the delay in book orders being placed and caused an increase in shipping costs due to rush or express delivery of books. Since then, the Bookstore Manager has posted reminders in myGCC and has also provided the Memo and the Book Order Worksheets electronically. In addition, the due date for the orders has been pushed up by two weeks so that orders are placed by November 2008 in time for the book orders arriving by beginning of January 2009.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - FA09-SP11 AUO#1 COMMUNICATION WITH THE CAMPUS COMMUNITY - To support educational programs by communicating and working closely with the campus community in confirming receipt of goods and services to ensure receipt of invoices and recording of assets. **Start Date:** 10/12/2009 **End Date:** 03/14/2011 **AUO Status:** Active	**Artifact/Instrument/Rubric/Method/Tool Description:** Materials Management will conduct training on the electronic procurement process for faculty and staff. **Type of Artifact/Instrument/Rubric/Method/Tool:** Workshop/Conference/Training **Criterion (Written in %):** Training will assist faculty and staff on the electronic procurement process. The success of this training will be measured by the number of successful requisitions processed into purchase orders within ten working days. At least two training sessions on electronic requisitions will be held by March 2010 once requisition approval queues haved been tested. 100% of the participants of these trainings will improve in processing requisitions. 60% of requisitions will be processed into a purchase order within 10 working days. **Anticipated Use of Assessment Result:** Department faculty and staff will be effective and efficient in understanding the procedures and requirements for requisitions.	**Artifact/Instrument/Rubric/Method/Tool** 11/04/2010 - Materials Management conducted trainings for Department Chair Trainings in August 2009 and August 2010 on the procurement process. Trainings were scheduled in March of 2010 for the processing of electronic requisitions however, had to be cancelled due to server taken off-line for the upgrade for Banner 8. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** Materials Management will continue the manual requisition process until there is available space on the server to accomodate the training. Priority was given to MIS for the server since MM was the only department that was using Banner extender at the time. **Budget Related Performance Indicators:** To support educational programs through oversight of the procurement process, MM ensures the college follows GovGuam and federal rules and regulations in procuring goods and services, insuring applicable assets, and tracking college inventory. **Related Documents:** DC Training Agenda August 2, 2010 03/08/2010 - Materials Management will schedule at least 2 trainings with some departments in March 2010. The approval queues still need to be tested for the departments that will be trained on processing electronic requisitions in Banner. **Summary of Result Type:** **Criterion Not Met** **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data	11/04/2010 - Materials Management will continue to conduct training on the procurement process. However, the training on Banner Self-Service for electronic requisitions cannot be scheduled until the server is available for Banner extender. Banner extender is necessary for the training since that is the tool that will be used in order to scan quotes, sole source forms and other required documents to accompany the requisition electronically. Banner 8 is scheduled to go live February 2011. **Implementation Status:** 03/18/2011 - Materials Management went live with Banner 8. At this time, Sungard and MIS are working on the production set up for Banner extender. Materials Management will continue to conduct basic procurement training at least once a year for college department staff.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria ((Written in %.)) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Task Name:	**Collection Status**	
	On-line electronic requisition training	**Budget Implications:**	
	Task Description:	No budget impact	
	On-line electronic Training for faculty and staff on processing requisitions in Banner.		
	Task:		
	Assist in preparing scheduling the training dates and provide hands on training to faculty and staff.		
Materials Management - FA09-SP11 AUO#2 TIMELINESS IN PROCURING SUPPLIES, EQUIPMENT & SERVICES - To support educational programs by ensuring the timeliness in procurement of supplies, equipment, and services needed in support of college programs and	**Artifact/Instrument/Rubric/Method/Tool Description:** A monthly review of the timeliness of purchase orders will be done by monitoring the electronic requisitions log in the new Banner system	11/04/2010 - Processed requisitions received in Materials Management on a daily basis. However this assessment cycle, MM was not able to collect all of the required data due to the shortage of staff. The only data that collected is the number of requisitions received monthly: 10/09 (n=169),	11/04/2010 - MM processed all requisitions that had all the required information to process the PO however, was not able to see how many of the requisitions received in MM were processed within ten
Start Date: 10/12/2009 **End Date:** 03/14/2011 **AUO Status:** Active	**Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** 90% of the requisitions received by Materials Management will be processed into a purchase order within 10 working days.	11/09 (n=142), 12/09 (n=227), 01/10 (n=86), 02/10 (n=114), 03/10 (n=227), 04/10 (n=153), 05/10 (n=132), 06/10 (n=220), 07/10 (n=208), 08/10 (n=305) and 09/10 (n=404); Total number of purchase orders processed in FY 2010 was 2371.	working days. The information collected is the number of requisitions processed into a PO within that month. In the next cycle, MM will ensure that all the data is collected in order to assess this AUO. Although MM did not collect all the data, MM found some issues
	Anticipated Use of Assessment Result: The results will be used to track the performance of the MM office. If the results fall below the 90% level then the situation will be discussed the the MM staff for appropriate action.	**Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** Shortage of staff to collect the last of the data; MM hired a Buyer I in November 2009; this position was vacant for almost one year.	that will be addressed to improve the process of creating PO's within a timely fashion. MM will return all requisitions that have problems to the requestor so they can provide the pending information. MM will also continue to conduct training to assist the staff in the procurement process.
	Budget Related Performance Indicators: A monthly review of the timeliness of purchase orders will be done by monitoring		**Implementation Status:** 03/18/2011 - Buyer I is currently

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		the requisitions log in banner **Related Documents:** requisition to PO spreadsheet FY10	**Implementation Status:** tracking the dates in which the requisition needs to be processed into a PO to meet assessment requirements. Buyer I has also been assigned to the Bookstore from 1-4 Monday - Thursday until position is filled. 11/04/2010 - MM found that returning the requisitions to the department helped the requestor address the requisition problem immediately and assisted in obtaining the necessary information in a tmely manner.
		03/08/2010 - Materals Management is currently tracking the number of requisitions processed into purchase orders within the 10 working day time period. **Summary of Result Type:** **Criterion Not Met** **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data Collection Status **Budget Implications:** Over $500 **Notes:** Currently, the Buyer I tracks all requisitions that are received in Materials Management and monitors how long it takes to become a purchase order.	
	Artifact/Instrument/Rubric/Method/Tool Description: A monthly review of the open purchase order report will determine outstanding purchase orders and the action need to complete each purchase. **Type of**	02/01/2011 - Materials Management Office issued more than twice as many bids in FY10 compared to FY 09. Materials Management was not able to maintain a log of the number of PO's that were older than 6 months that needed to be cleared off the report. **Summary of Result Type:**	02/01/2011 - Buyer II was not able to keep up with monitoring the open order report due to assisting issuing bids, preparing for pre-bid conferences, bid openings and issuing amendments during FY10. P & I Administrator assisted Buyer II

Means of Assessment & Criteria ((Written in %)) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Artifact/Instrument/Rubric/Method/Tool: Document Review **Criterion (Written in %):** 90% of the purchase orders will be current (no older than 6 months). **Anticipated Use of Assessment Result:** The Buyer II will review the results monthly and if the target of 90% is not met then the situation will be discussed with the Procurement & Inventory Administrator for appropriate action.	Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** Although the Buyer I was hired in November 2009, the Buyer II was not able to keep up following up with all the vendors on a monthly basis. The Buyer II assisted the Procurement & Inventory Administrator in the bid process. **Budget Related Performance Indicators:** a monthly review of the open purchase orders report will determine outstanding PO's and the action needed to complete the purchase. **Related Documents:** open encumbrance report	in closing and/or cancelling old PO's. Open Purchase Order Reports will begin to be printed on a monthly basis beginning February 2011 and MM Office will work on reviewing statements and ensuring that invoices are processed and sent to A/P in a timely manner. **Implementation Status:** 03/18/2011 - MM Office has started printing the open order report in order to keep track of old purchase orders that need to either be closed or cancelled. MM has pulled all prior year 2010 purchase orders to check on the status of the deliveries and begin to check with vendors and departments on closing or cancelling them.
	03/08/2010 - On a monthly basus, Materials Management Office is monitoring how many outstanding purchase orders are aged. **Summary of Result Type:** **Criterion Not Met** **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data Collection Status Over $500 **Budget Implications:** **Notes:** Currently, the Buyer II tracks the number of outstanding purchase orders that are aged. Each month, an open order report is printed to determine how many oustanding purchase orders are older than 6 months.	

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Materials Management - FA09-SP11 AUO#3 MONITOR PROCUREMENT COMPLIANCE - To support educational programs through oversight of the procurement process, Materials Management ensures that the college follows GovGuam and federal rules and regulations in procuring goods and services, insuring applicable assets, and tracking **Start Date:** 10/12/2009 **End Date:** 03/14/2011 **AUO Status:** Active	**Task Name:** Monitoring of requisitions processed into Purchase Orders **Task Description:** Determining how many requisitions were processed into a purchase order. **Task:** On a monthly basis, the Buyer I will check the log of requisitions received and dtermine how many were processed into purchase orders within the ten working days. **Artifact/Instrument/Rubric/Method/Tool Description:** A review of the annual audit report and reporting requirements for GCC. **Type of Artifact/Instrument/Rubric/Method/Tool:** Financial/Budget Review and/or Audit Report **Criterion (Written in %):** The annual audit report will identify "material findings" relative to procurement processes. Public law will stipulate the reporting requirements necessary to ensure government transparency and accountability.	11/04/2010 - The audit for FY 2009 is complete and GCC was in compliance with reporting requirements and ensured that the procurement rules and regulations were being followed. FY 2010 is underway at this time. **Summary of Result Type:** Criterion Met **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** There were no material findings in the Auditor's Report. MM will continue to ensure GCC is in compliance with all procurement rules and regulations by reviewing each purchase for proper documentation (ie: quotes based on dollar thresholds, sole source). This includes bids and RFP's that exceed $15,000.00 for goods and services. **Budget Related Performance Indicators:** Annual audit fee $26,500.00; 1) A review of the annual audit report 2) procurement & inventory administrator will facilitate the completion of the Annual insurance policies	01/28/2011 - MM will continue to ensure GCC is in compliance with all procurement rules and regulations by reviewing each purchase for proper documentation (ie: quotes based on dollar thresholds, sole source). This includes bids and RFP's that exceed $15,000.00 for goods and services. 01/28/2011 - The Materials Management Office will continue to follow the standard operating procedures of procurement and comply with the Government of Guam Rules and regulations when procuring goods and services for the College. The MM Office will ensure that necessary documentation is provided upon review of each purchase. **Implementation Status:** 03/18/2011 - The FY 2010 audit is underway and MM Office will

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) // Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	3) physically affix applicable tagging on all assets, in addition to surveying and removing surplus equipment **Related Documents:** Financial Report		**Implementation Status:** review the audit upon completion to ensure that improvement is made where necessary. MM Office is working on ensuring that all documents required by the auditors is provided in a timely manner to prevent a delay in the audit. MM Office will also provide an update on the 2010 audit once it is complete.
		03/08/2010 - At this time, the FY2009 audit is being performed. **Summary of Result Type:** Criterion Not Met **Data Collection Status/Summary of Result Status:** **Administrative/Student Services Unit Data Collection Status** **Budget Implications:** No budget impact **Notes:** Upon issuance of the annual audit report, Materials Management will be able to assess the compliance and the report will identify any "material findings" related to our procurement processes.	
	Artifact/Instrument/Rubric/Method/Tool Description: Procurement & Inventory Administrator will facilitate the completion of the annual insurance policies. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** Meeting the applicable deadlines for insurance renewals (crime, property, auto,	01/28/2011 - The renewal of policies for property, automobile, crime, and educational insurance was completed for period (October 1, 2009 - September 30, 2010). The property, automobile, and crime insurance is with Moylan's Insurance and educational insurance with United Educator's. **Summary of Result Type:** Criterion Met **Data Collection Status/Summary of Result Status:**	01/28/2011 - The College's insurance policies for property, auto, crime and educators have been renewed for period October 1, 2010 - September 30, 2011. The College will continue take necessary safety measures to reduce risk or claims made to the college such as: maintaining facilities, securing assets, conducting training for employees,

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %)) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	and United Educators). **Anticipated Use of Assessment Result:** Consult with VP of Business & Finance, Risk Manager and Insurance Broker to address any issues from previous policy	etc.) **Open** **Budget Implications:** Over $5,000 **Notes:** The insurance renewals for the period of: October 1, 2010 - September 30, 2011 have been completed are in place. **Budget Related Performance Indicators:** 1) A review of the annual audit report 2) procurement & inventory administrator will facilitate the completion of the Annual insurance policies 3) physically affix applicable tagging on all assets, in addition to surveying and removing surplus equipment	**Implementation Status:** 03/18/2011 - MM will prepare the bid specifications together with the risk manager to issue the bid for property, auto, crime and educators insurance. Bid will expire at the end of September 2011. MM will also ensure that the college continues to be insured.
		Related Documents: Property, Auto, Crime and Educators Insurance Policy effective 10 01 10	
		03/08/2010 - The Procurement & Inventory Management Administrator has completed the insurance renewals for the period (October 1, 2009 thru September 30, 2010). **Summary of Result Type:** **Criterion Met** **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data **Collection Status** **Budget Implications:** Over $5,000 **Notes:** In July 2010, renewals will begin for October 1, 2010 thru September 30, 2011.	
	Artifact/Instrument/Rubric/Method/Tool Description: Physically affix applicable tagging on all assets, in addition to surveying and removing surplus equipment identified.	01/28/2011 - MM Office hired new Inventory Management Officer effective November 2010 to ensure tagging of all assets for the college. Currently, IMO has been tasked to survey and remove equipment from the campus and move to	01/28/2011 - MM Office will try to purchase a machine that will generate tags that are durable and not easily removed from the

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %,) /iTasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status

| | Conduct physical inventory for fixed assets by the end the fiscal year

Type of Artifact/Instrument/Rubric/Method/Tool:
Document Review
Criterion (Written in %):
100% of fixed assets will be inventoried, in addition to surveying and removing surplus equipment identified.
Anticipated Use of Assessment Result:
All fixed assets will be tagged as the items are received. Fixed Assets will be inventoried by the end of the fiscal year. | GSA. IMO has also been moving equipment out of the Foundation Building.

Summary of Result Type:
Criterion Met
Data Collection Status/Summary of Result Status:
Open
Budget Implications:
No budget impact
Notes:
IMO will research on functions and features of a tagging machine that will best suit the needs of the college. Current tags are easy to be removed.
Budget Related Performance Indicators:
A review of the annual audit report 2) procurement & inventory administrator will facilitate the completion of the Annual insurance policies 3) physically affix applicable tagging on all assets, in addition to surveying and removing surplus equipment

03/08/2010 - About 60% of the fixed assets have been inventoried at the college. There have been quite a bit of surveys to GSA and Mental Health in January 2010 and February 2010.
Summary of Result Type:
Criterion Not Met
Data Collection Status/Summary of Result Status:
Administrative/Student Services Unit Data
Collection Status
Budget Implications:
No budget impact
Notes:
Materials Management continues to tag fixed assets as they are received at the college. Materials Management is also getting some assistance to get the balance of the inventory completed. | equipment/asset.

Implementation Status:
03/18/2011 - Procurement & Inventory Administrator will work with Inventory Management Officer to find a better way of tagging items as they are received. In addition, MM will request for additional funds to purchase a tagging machine to ensure that all fixed assets are tagged. |

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) /Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Task Name: Annual Audit Report Review **Task Description:** Review Annual Audit Report **Task:** Review the annual Audit Report and identify any procurement issues that need to be addressed.		
	Task Name: Annual Insurance Policy Renewals **Task Description:** Obtain insurance policies annually **Task:** Fill out applications for annual renewals of Educator's Insurance (General Liability, Educators Legal Liability, Umbrella Liability, Limited Professional), Crime, Automobile and Property Insurance. Complete vehicle, equipment and property schedules.		
	Task Name: Conduct Physical Inventory and tag fixed assets **Task Description:** Perform a physical inventory and tag fixed assets **Task:** Each year, the IMO will perform a physical inventory of all equipment and and physically affix tags on all fixed assets.		
Materials Management - FA09-SP11 **AUO#4 BOOKSTORE QUALITY SERVICE** - To support educational programs by ensuring student satisfaction in providing quality services, including adequate supply of books and supplies in a timely manner. **Start Date:** 10/12/2009 **End Date:**	**Artifact/Instrument/Rubric/Method/Tool** **Description:** Inventory will be taken before the start of each semester to determine the projected needs for each class based on the schedule of classes. **Type of** **Artifact/Instrument/Rubric/Method/Tool:** Document Review	11/04/2010 - The Bookstore Manager takes inventory of all books in stock so that he has a count of the number of those books needed for the start of the next semester. An estimate of 70% of the textbooks were in stock prior to Fall 2010. The Bookstore Order worksheet by semester is sent out to All Deans of the college to be distributed to all Department Chairs and Special Project Coordinators so that an accurate	01/28/2011 - Physical inventory was conducted for the Bookstore on 9/30/09 and 9/30/10 and reviewed by the Auditor. Books that will not be used in the next semester will be returned to the vendor for full credit. Once the book orders for the courses are submitted to the

Administrative Unit Outcomes (AUOs)

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
03/14/2011 **AUO Status:** Active	**Criterion (Written in %):** 90% of the required textbooks will be available for students to purchase by the start of the semester. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** The Bookstore does not have control on the addition or cancellation of a course per semester. Shortage of textbooks arise when the semester begins and there is a need to rush the books since the cost of shipping increases due to the weight and the priority of the shipment. Some of the vendors were requesting prepayment for textbooks prior to shipment. Bookstore Manager will work closely with Materials Management and the Business Office to ensure the timely payment on all book orders. This will assist in getting the vendors to ship book orders as soon as the Bookstore Manager places the order. **Budget Related Performance Indicators:** Inventory will be taken before the start of each semester to determine the projected needs for each class based on the schedule of classes. **Related Documents:** <u>Bookstore Inventory Physical Count as of October 1, 2009</u>	count of books are ordered.	Bookstore Manager then he can check the inventory and proceed with preparing the book orders by vendor. During the Fall 2010, there were some vendors requesting for prepayment due to late payments. The Bookstore Manager will work closely with the MM and BO to ensure that there are no outstanding invoices for the book vendors. This will help in getting the books shipped once the orders are placed. **Implementation Status:** 03/18/2011 - Bookstore Manager position vacant and currently being recruited for. IMO & Buyer I currently taking inventory of books for Summer semester and will also review stock of books for the Fall semester. 02/01/2011 - MM will review the statements for book vendors to ensure that all invoices are accounted for, processed for payment and sent to A/P for check processing. This will allow vendors to ship textbooks upon receipt of order and without requesting for prepayments resulting in books being received prior to the start of the semester. 11/04/2010 - The bookstore has requested that all book orders be submitted by the mid-October 2010 so that the Bookstore Manager has enough time to place the orders for the start of the semester.

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria ('Written in %)/Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			Implementation Status: 03/18/2011 - Delay in delivery of books from McGraw-Hill and John Wiley due to an outstanding invoices that were not processed for payment. Since the, payments have been made to book vendors to ensure that will be no holds on book order releases. MIM will be sending out Book Order worksheets by the end of March 2011 for Summer 2011 semester so that orders are placed in time for receipt of books prior to the start of the semester. 11/04/2010 - Physical inventory was conducted for the Bookstore on 9/30/10 and reviewed by the Auditor. Books that will not be used in the Spring Semester 2011 will be returned to the vendor for credit. The shipping costs of these returns will be charged to the college.
	Artifact/Instrument/Rubric/Method/Tool Description: On-line digital book order or text book purchase. Bookstore will pilot at least one course to be tested for e-books. **Type of Artifact/Instrument/Rubric/Method/Tool:** Document Review **Criterion (Written in %):** 70% of this course being piloted will be purchased through e book orders. **Anticipated Use of Assessment Result:** This pilot test will help the Bookstore determine how to proceed with processing	01/28/2011 - The data was not able to be collected because all attempts to aquire e-books was not successful. The vendors that provide the textbooks do not have e-books available for Guam. A majority of the e-books come from Coursesmart and Cengage Brain however, access is not available in Guam at this time. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000	01/28/2011 - VP of F & A and Procurement & Inventory Administrator has worked to prepare a Book Rental Policy to assist students in renting books at cost. P & IA will review with the Bookstore Manager to finalize and upload in myGCC. **Implementation Status:** 03/18/2011 - P & I Administrator and Bookstore Manager discussed the policy however, did

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) //Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	orders for digital books versus placing orders for text books. It will also determine how many students will purchase books on-line vs actual text books.	**Notes:** Bookstore Manager, VP of F & A and the Procurement & Inventory Administrator is finalizing the Book Rental Policy so that students are able to rent books at cost. **Budget Related Performance Indicators:** On-line digital book order or text book purchase. Bookstore will pilot at least one course to be tested for e-books.	**Implementation Status:** complete the review due to death of Bookstore Manager. P & I Administrator will review the policy, discuss with Dean's on the courses to pilot and then upload on myGCC.
		Related Documents: e book restriction for Guam	
		02/24/2010 - The Procurement & Inventory Administrator, Bookstore Manager and the VP of Business & Finance met with Abigail Fabrigas from Cengage Learning on February 15, 2010 (Professional Development Day) to discuss electronic books. We were informed that Guam is considered international and is not able to purchase books electronically. Ms. Fabrigas will check to see if Guam can be put on the list to allow GCC to purchase books electronically. She will also provide GCC cost information of 10 courses purchased electronically and in print to determine the savings. **Summary of Result Type:** Criterion Not Met **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data Collection Status **Budget Implications:** No budget impact	
	Task Name: Textbook inventory **Task Description:** Take an inventory of textbooks prior to the start of each semester.		

Administrative Unit Outcomes (AUOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Task: Inventory will be taken before the start of each semester to determine the projected order for each course based on the schedule of classes.		