

The University of Virginia's College at Wise  
 Planning and Institutional Effectiveness

<b>Unit/Department or Functional Area</b>	<b>Name and Title of Person Completing Form</b>
College Services	Joe Kiser Director of College Services

<b>Mission of Department or Functional Area</b>
<p>The mission of the College Services area is to support the purpose and goals of the University of Virginia's College at Wise -- its educational and public service missions -- by providing responsive and responsible service in the areas of Procurement Services, Accounts Payable, Surplus Property, Fleet Management, Mail Services and Printing Services.</p> <p>We achieve our mission by our dedication to excellence in customer service, obtaining maximum value for each dollar of expenditure, and fostering a fair, ethical and legal environment.</p>

2005-2006						
	Outcome Goals in Measurable Terms	Desired Accomplishments/ Goals	Critical Priorities	How Outcomes Will Be Achieved (Action Plan)	Method(s) of Assessment (Be Specific)	Results
	1. Increase College usage of vendors on eVA and SWAM list by 50%.	All		Phone calls and one-on-one visits to vendors explaining the state's new initiatives and inviting them to register for these. Assist interested vendors with paperwork as needed.	Number of invoices received from American Management Systems for non-usage.  Total dollar spend with certified SWAM vendors as compared to previous year.	Results were accomplished and the College should continue to see an increase in eVA and SWAM vendors.
	2. Customer satisfaction with printing services increased by 75%.	All		Invest funds into the print shop to provide the necessary equipment to properly operate, including updating the press, new computer, new copiers, and laminator.  Addition of a graphic designer position.	Annual Printing Services Survey  Success in hiring a graphic designer.	Results were accomplished and we have seen a more efficient operation within Printing Services.
	3. Establish 10 new outside contracts	All		Work with departments and identify most urgent and common needs.  Prepare solicitations for bid.  Complete contracts.	FY2006 Contract File	College Services was successful in establishing 18 new contracts, with 9 of these being multi-year agreements to help serve the needs of our departments.

The University of Virginia's College at Wise  
 Planning and Institutional Effectiveness

	4. Increase professional development opportunities for staff by 25%.	2.1 2.5	T	Compile professional development plan for college services staff.  Seek funding for staff to attend professional development opportunities.	Number of workshops and training seminars attended.	College Services was successful in increasing professional development opportunities as staff attended the National and State Procurement Forums as well as Supplier Diversity Workshops.
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**Analysis and Documented Improvements Narrative**

**Outcome Goal #1: *Increase College usage of vendors on eVA and SWAM list by 50%.***

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. **If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?**
2. **What improvements have been made as a result of your efforts on this goal?** The College is meeting requirements established by the Commonwealth in the areas of eVA and SWAM.
3. **Did your assessment suggest other areas for further improvement?** More College vendors need to be recruited into the eVA and SWAM programs to ensure continued growth.
4. **Provide a one paragraph executive summary for the annual institutional effectiveness report:**  
 Procurement met its goal established for the increased use of eVA and SWAM vendors. Total spend with Minority-owned Businesses was up 8% this fiscal year, and total spend with Woman-owned Businesses was up 4.1%. The College increased its use of the State, University, and VASCUPP contracts which are all registered vendors in the eVA System.

**Outcome Goal #2: *Customer satisfaction with printing services increased by 75%. Reduce the number of re-printed by 50%.***

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. **If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?**

The University of Virginia's College at Wise  
Planning and Institutional Effectiveness

2. **What improvements have been made as a result of your efforts on this goal?** The number of re-printed jobs dropped dramatically this Fiscal Year. Printing Services only re-printed THREE jobs this year.
3. **Did your assessment suggest other areas for further improvement?** Yes. Printing Services must begin getting approval signatures on all proofs prior to printing the job.
4. **Provide a one paragraph executive summary for the annual institutional effectiveness report:**

Printing Services met its goals for Fiscal Year 2006. Only three jobs of 512 had to be re-printed, or .006%. Printing Services was successful in hiring a part-time graphic designer which as proven to be very beneficial. Printing Services was also able to purchase pieces of equipment to update the press, a plate maker, laminator, business card slitter, and a collator. Printing Services also negotiated a new deal with Xerox to exchange the copiers that were under a lease to new copiers that will operate more economically.

**Outcome Goal #3: *Establish 10 new outside contracts***

**Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.**

1. **If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?**
2. **What improvements have been made as a result of your efforts on this goal?** Departments have saved time and money by having the ability to procure goods and services from the established contracts.
3. **Did your assessment suggest other areas for further improvement?** Yes. More contracts should be established to assist departments.
4. **Provide a one paragraph executive summary for the annual institutional effectiveness report:**

College Services met its goal by establishing 18 new contracts to provide goods and services to the College in Fiscal Year 2006. Of these 18 new contracts, 9 were established as multi-year agreements to address the needs of the departments. Establishing these contracts has allowed departments to save time when procuring these goods and services and focus more time on other responsibilities.

The University of Virginia's College at Wise  
Planning and Institutional Effectiveness

**Outcome Goal #4:** *Increase professional development opportunities for staff by 25%.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. **If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?**
2. **What improvements have been made as a result of your efforts on this goal?** Staff have continued professional development which allow the College the stay current on recent changes that effect the way we conduct business.
3. **Did your assessment suggest other areas for further improvement?** Yes. Continuing to attend the procurement forums will allow buyers to meet more diverse vendors and establish networking opportunities.
4. **Provide a one paragraph executive summary for the annual institutional effectiveness report:**  
College Services provided employees the opportunity to attend professional development opportunities, as well as pursue higher education degrees. With the assistance of Human Resource Professional Development funds and financial assistance from the Vice Chancellor for Finance and Government Relations, employees attended seven (7) workshops/conferences, and one employee obtained a Masters degree.