

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>

2004-2005				2005-2006		
Expected Outcomes	How Outcomes Will Be Achieved	Method (s) of Assessment and/or Measurement	Results, Evaluation, Use	Expected Outcomes	How Outcomes Will Be Achieved	Method(s) of Assessment and/or Achievement
1.Improve Printing Services	Implement changes to better serve departments Move Operations back to UVA-Wise Establishment of off site contracts	Departmental feedback	Changes were made to better serve departments under the existing contract and received positive feedback from departments. We successfully moved operations back to UVA-Wise and hired a full-time printer to better serve the College. Since operation were moved back there was not a need to establish off-site contracts because all printing can come through Printing Services	1. Solicit vendors to register for eVA and SWAM.	This will require phone calls and on-one visits to vendors explaining the states new initiatives and inviting them to register for these.	Number of vendors contacted and registered
2. Closer working relationship with UVA	Attend meetings at the University as well as have them attend/conduct meetings in Wise	Number of visits coordinated	In 04-05, a MOU was established between College Services and UVA Procurement Services. This MOU defines our relationship and responsibility to the University. The University has made three trips to Wise in 04-05, and College Services has attended numerous meetings at the University.	2. Continue to update and improve Printing Services	Investing funds into the print shop to provide the necessary equipment to properly operate. Feedback from departments regarding their needs being met.	Evaluating progress with equipment and departmental feedback.
3.Improve customer relations	Strive to help departments in all areas of College Services in a professional manner	Departmental feedback	Departments have indicated the working relationship with this office has improved significantly. We are receiving positive feedback even with the implementation of the states new requirements.	3. Establish outside contracts to facilitate procurement process.	Work with departments and identify needs. Prepare solicitations for bid.	Number of new contracts established
4. Continue professional development	Funding and release time from the office	Number of development opportunities attended	Liz Moore graduated in December 04 receiving a BS degree in Business Administration which will be advantageous	4. Continue Professional Development	Continue to provide funding for staff to attend professional	Number of workshops and training seminars attended.

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			to our department. The Director of College Services completed the requirements and obtained his VCO certification. Liz Moore, Sandra Adkins, and Paula Martin all attended the national purchasing conference.		development opportunities	
5.				5.		