

ASSESSMENT REPORT FOR

Purchasing

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 15, 2003

(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally diverse state, national, and global society... Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Administrative or Educational Support Unit Mission Statement:

The mission of Texas A&M International University Purchasing Department is to procure goods and services that support the mission of the University. To facilitate this process, the Purchasing Department provides training, research, and advisement in all areas of procurement. The Purchasing Department shall in accordance with Federal, State, and System regulations, obtain the best procurement value for the University, in a professional, responsive, and timely manner.

Intended Administrative Objectives:

- 1.** University staff and faculty will be satisfied with services provided by the Purchasing Department.
- 2.** University staff and faculty will be aware of TAMU, TAMIU, and State policies, rules, and regulations pertaining to the purchasing module.
- 3.** The Purchasing Department will increase the number of opportunities for HUBs (Highly Underutilized Business) vendors.

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Intended Administrative or Educational Support Objective:

1. University staff and faculty will be satisfied with services provided by the Purchasing Department.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

Requisitions contacts will be sent a survey, Purchasing Department Institutional Effectiveness Survey, after every thirteenth created purchase order to evaluate areas in need of improvement. Responses will indicate an 80% satisfaction rate with requisitions being processed in a timely manner and information needed communicated on a one to one basis after reviewing each requisition.

1a. Summary of Assessment Data Collected:

With a 44% rate of returned surveys, 100% responded their requisition was processed in a timely manner. However, 2% felt they were not adequately informed about the necessary information required.

1a. Use of Results to Improve Unit Services:

Buyers will work one on one to clarify the information needed on a requisition. The survey will continue to be sent out with every 13th processed purchase order and results will be used to continue improving communication with the departments.

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Intended Administrative or Educational Support Objective:

2. University staff and faculty will be aware of TAMIU rules and regulations pertaining to the purchasing module.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:

Training and workshops will be provided to all creators on requisitions, policies and procedures upon initial issuance of FAMIS ID. On going training and workshops will be provided as needed. A FAMIS training workshop rating sheet will be completed by each new user. Department will maintain a log of information.

2a. Summary of Assessment Data Collected:

4% out of those returning the rating sheet felt they did not have enough training opportunities after the initial FAMIS training.

2a. Use of Results to Improve Unit Services:

Workshops will be restructured and offered to continue training on FAMIS. The same survey will continue to be sent with every 13th processed purchase order and the rating sheet will be reviewed and used for restructuring the workshops.

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Intended Administrative or Educational Support Objective:

3. Number of HUB (Highly Underutilized Business) vendors receiving bids will be increased by 50%.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:

Purchasing Bid Tabulation Log maintained in the department files will provide documentation.

3a. Summary of Assessment Data Collected:

Bid tabulations reflected an increase of 100% on the number of HUB's being sent bids.

3a. Use of Results to Improve Unit Services:

Buyers will use the broad HUB Data Base to continue providing the opportunity for HUB's to receive bids and to increase the number of bids solicited per individualized commodity and service. Bid tabulation log will continue to be maintained with emphasis on commodities and services with low HUB numbers.

SUPPORT DOCUMENTATION

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

SOURCE	LOCATION/Special Instructions
Purchasing Institutional Effectiveness Survey	SACS Resource Room Killam Library Building Room 334-C
FAMIS Training Workshop Rating Sheet	SACS Resource Room Killam Library Building Room 334-C
Purchasing Bid Tabulation Log	SACS Resource Room Killam Library Building Room 334-C

