

**San Bernardino Community College District
District Operations Program Review and Planning Workshop
Proposed Unit Effectiveness Measures**

Unit: *Purchasing*

Effectiveness Measure A

Service Outcome or Objective (What are you trying to accomplish?): *Improve purchase order processing.*

Measure (What evidence will show how effective you are in accomplishing it?): *Average turnaround time for POs.*

Assessment Method (How will you obtain that evidence?): *Figure the turnaround time in days for every PO over the past two years. Calculate the average turnaround time by month, and compare averages of like months (e.g., Oct 08 to Oct 09, etc.) to see whether we have improved. Also break down by source (CHC, SBUC, District).*

Measure of Effectiveness in Responding to the Needs of the Colleges? Yes No

Measure of Baseline or Progress on an Outcome? Yes No

Effectiveness Measure B

Service Outcome or Objective (What are you trying to accomplish?): *Customers will be satisfied with PO processing.*

Measure (What evidence will show how effective you are in accomplishing it?): *Percent of surveyed customers who are completely or mostly satisfied with PO turnaround time and accuracy. We want at least 85 percent.*

Assessment Method (How will you obtain that evidence?): *Two questions on the District Services Survey: one on satisfaction with turnaround time and the other on satisfaction with accuracy.*

Measure of Effectiveness in Responding to the Needs of the Colleges? Yes No

Measure of Baseline or Progress on an Outcome? Yes No

Effectiveness Measure C

Service Outcome or Objective (What are you trying to accomplish?): *Customers will be satisfied with the responsiveness of our services.*

Measure (What evidence will show how effective you are in accomplishing it?): *Percent of surveyed customers who are completely or mostly satisfied with our responsiveness. We want at least 95 percent.*

Assessment Method (How will you obtain that evidence?): *4-5 questions on the District Services Survey on satisfaction with phone and email responsiveness, accuracy and consistency of information, and follow-through.*

Measure of Effectiveness in Responding to the Needs of the Colleges? Yes No

Measure of Baseline or Progress on an Outcome? Yes No