Ohlone College
Program Review Report

• Program Description and Scope:
  1. Program Review Title: Purchasing, Contracts, & Auxiliary Svcs
  3. Review Type: Administrative Services
  4. Program/Departments: Purchasing and General Services (67701)
  5. Authority Code: 22-Director, Purchasing, Contract Administration, and
  6. External Regulations: Yes X No
     Describe:
     Statutes from 13 different California legal codes; California Code of Regulations; local, state, and federal compliances; state regulations; California CC Chancellor's Office policies/regulations.
  7. Provide a brief narrative that describes the services provided.
     The Purchasing/Receiving Department serves the entire District for all of its acquisition needs. The Purchasing and Contracts Department ensures the purchases of material and services at the lowest pricing by following the District policies and procedures for competitive bidding. By working with the departments on campus to obtain multiple quotes, the District often realizes significant savings. Purchases for materials and services over the set bidding thresholds are processed by formal bidding procedures as prescribed by governing regulations.
     The Purchasing department is responsible for seeking and ensuring public competition. Currently the department maintains a database of interested vendors, uses the Blue Book of Building and Construction, and searches for prospective vendors on the Internet.
     The Purchasing department is a crucial element in the development of contracts with vendors for bond funded and other public works projects. The Director of Purchasing, Contracts, and Auxiliary Services is responsible to identify potential qualified bidders, perform informal and formal solicitations, analyze responses, and recommend awards of public works projects and negotiated contracts to the Board. Purchasing handles change order processing function for the District.
  8. Describe how the program specifically serves students, faculty and staff:
     A “just-in-time” ordering system for office supplies has been arranged by Purchasing for the department users to order office supplies on-line and have materials delivered directly to their offices the next business day.
     The Purchasing department manages the internal redeployment and surplus of District materials that are no longer needed; and the warehouse staff oversees public auctions/sales/donations according to established guidelines resulting in additional revenue of the District.
     Hazardous materials are used on campus in various departments for student learning and by facilities personnel. The Purchasing department, in conjunction with the Facilities department, is responsible for ensuring District...
compliance with State, Federal, and local regulations relating to the use of hazardous materials and the disposal of hazardous waste. The Purchasing department is also responsible for management of the required hazardous materials data sheets (MSDS) and hazardous waste document files, including the Hazardous Materials Business Plan (HMBP).

Archiving District records is processed through the Purchasing and Receiving departments in accordance with established guideline. Archived documents are collected in the department and then sent to the warehouse for storage or for shredding. Guidelines for storage/retention periods are determined by State law and District Board Policy.

The District Buyer, working with individual departments and/or the travel agency, processes travel requisitions, makes travel arrangements, provides payment information to hotels and processes purchase orders when required for conference registrations.

9. Describe how the program or service needs are addressed (how the program/service accomplishes what it’s supposed to do.) How are current technologies applied?

The Director works closely with legal counsel and trade organizations to ensure District compliance with laws and regulations. Risk management duties include code compliance, risk analysis, and liability reduction.

The Director is responsible for producing and submitting board agenda items for the board to approve, ratify, or review. The Director attends Board meetings and is available to provide information on contract approval and other business related agenda items.

The Director or designee maintains the District CalCard credit card program. The Director monitors card usage and verifies card holders compliance with program guidelines.

Negotiation and administration of District-wide contracts for shredding, document storage, utilities, other on-going service contracts are an integral part of the Purchasing Director’s duties.

Oversight of Auxiliary Services, including Flea Market, food services, and the Bookstore, is also part of the program responsibilities.

The Purchasing staff is engaged in providing an exceptional customer service to internal and external customers by responding to phone/email/walk-in inquiries related to all areas of Purchasing, Contracting and Auxiliary Services.

10. Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.

The Purchasing office maintains files of District contracts/agreements relating to purchases, bids, and for on-going services. The Director of Purchasing, Contracts, and Auxiliary Services prepares, reviews, and signs contracts on behalf of the District and works closely with department users to negotiate various contracts with various vendors. The Director acts as a resource providing information, advice, and direction on contracting and other business relations.
Federal Agencies.

For example, since January 2012 as purchasing director the department has activated the function tool in the Datatel - commodity code field - this allows Ohlone to comply with the DGS reporting responsibilities related to tracking recycled content and disadvantaged businesses participation.

One of the auxiliary services, Fresh and Natural, have established a new location for their coffee cart so it is more visible, accessible, and a more varied menu. Another auxiliary area, the Bookstore was also revamped and textbook rental has increased to better serve our students and faculty needs.

11. *Discuss the impact of the program on the community and the impact of the community on the program.*

The Purchasing department often serves as an initial point of contact for the local business community who wish to promote their products and/or services to the district. By keeping aware of what local commercial resources are available, the purchasing department not only provides an opportunity to impact the local economy in a positive way (by itself often becoming a client) but also allows vendors to seek information about the programs and services offered by Ohlone.

**College Mission**

1. *Mission Statement*

The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.

2. *Vision Statement*

Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.

3. *Core Values, Goals & Objectives:*

**College Core Values**

- We promote diversity and inclusiveness.
- We maintain high standards in our constant pursuit of excellence.
- We value trust, respect and integrity.
- We promote team work and open communication.
- We practice innovation and actively encourage risk-taking and entrepreneurship.
- We demonstrate stewardship for our human, financial, physical and environmental resources.
College Goals/Objectives

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.
   1. Annually sustain the fiscal health of the district.

5. Lead and educate the community in environmental sustainability.
   1. By 2013 employ sustainability principles in all college facilities and operations using the President Climate Commitment as a guideline.

4. Briefly describe how the program supports the college mission, vision selected college values.

   6. We promote team work and open communication.

   We work closely with all departments to ensure we listen and respond to their needs. Therefore we conduct group meetings and surveys about our dept to ensure we are fulfilling our customer needs. We are an integral part of College Council.

   (Mike Bowman environmental survey scan)

   7. We practice innovation and actively encourage risk-taking and entrepreneurship.

   The department is always looking for new ways to secure vendors that have the same focus and goals for our end product - quality education. Purchasing staff attend conferences and vendor workshops to promote and ensure the Department is current with services and products much needed by our institution.

   8. We demonstrate stewardship for our human, financial, physical and environmental resources.

   We plan ahead to ensure efficiency and compliance with agency requirements. We try to purchase products and services from vendors who's company mission addresses the sustainability and environmental objectives we share. Outreach programs to small and disadvantaged business and cultural awareness in purchasing and contracting activities helps to create partnerships with vendors and community leaders.
5. Briefly describe how the program supports selected college goals.

5. Lead and educate the community in environmental sustainability.

1. By 2013 employ sustainability principles in all college facilities and operations using the President Climate Commitment as a guideline.

With the inception of the Measure G Bond, this has awarded the purchasing dept the opportunity to continue it’s review of current market trends for Green Technology. The Newark Center and Building 7, at Fremont are both previous examples of where the purchasing dept played a key role is securing sustainable materials.

An example would be the procurement of Solar panels for the Solar Farm located at Fremont Campus Soccer field.

6. Briefly describe how the program supports selected college objectives.

Annually sustain the fiscal health of the district.

In order to sustain the fiscal health of the District, the purchasing department follows the competitive bidding process to obtain best pricing/value and to adhere to best procurement practices. An example would be the purchasing of the Solar Panels from Borrego Solar for the solar farm. The Purchasing department also is able to save funds not only in the general fund, but also for purchases relating to grants and other activities. These savings leverage the funds available for other materials and/or services that maybe needed in the future.

• Student Learning Impacts

1. Student Learning Impact -

Although the Purchasing Department is not directly involved in the instruction process, it does indirectly support learning by having the appropriate goods and services available in all classrooms and labs to support student success. By working closely with the Bond and Facilities departments, the bids, contracts, and purchase orders are processed to provide students with safe and updated facilities, classrooms, and equipment that is conducive to learning.

a. Enter assessment results for "Student Learning Impacts" and analyze student success.
see above

b. Future Action

- **Program Achievement**
  
  1. *List area-specific outcomes.*

  The District has purchased the software to assist with vendor registration and prequalification for all future business opportunities. This package will allow the District to measure vendors qualifications automatically thus saving the District substantial resources.

  2. *Identify internal and/or external benchmarks and regulations.*

     This software is a typical example of current industry trends and keeps this department and District on track with its counterparts. By using this software Ohlone is also staying in compliance with the regulatory agencies and is viewed by the public as trustworthy.

  3. *Enter assessment results for area-specific outcomes and analyze trends.*

     In progress. Software package is currently being tested. March 2013 is scheduled production launch.

  4. *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

     Prior to obtaining this software Ohlone did not have an effective formal process of vendor maintenance as required by CUPCCAA. By utilizing funds to purchase this software the District can demonstrate the ability to follow compliance regulations regarding vendor prequalification, maintenance and management.

  5. *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*

     Software package purchased includes tech support and program updates at no additional costs to the District.

  6. *Describe any additional notable program achievements (optional).*

  7. Additional Program Table Data

  8. Future Action

     Current levels of achievement indicators maintained.

- **Program Analysis**
After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program improvement objectives (PIOs), analyze the data and any identified trends, and summarize your findings. Use these data and trends to prioritize, revise, or develop new PIOs.

1. Describe program achievements and successes.
   - New director hired (January 2012).
   - Activated electronic purchase requisition process across all campus departments.
   - Activated Vendor Registration and Maintenance.
   - Reviewed and updated CalCard holders information to meet compliance requirements.
   - Hired purchasing buyer/analyst for the Bond.

2. According to the evidence, what are the areas needing improvement?
   - Use of facilities - rental program.
   - Document storage. Implement an Electronic Content Management System
   - Copier Program - Review current Maintenance
   - Purchasing Department Website - Update web pages with current
   - Asset redeployment and public sale program.
   - Asset tracking and reconciliation system.

*Program Improvement Objectives:*

1. Objective:

   Reorganize Campus Copier Program to provide improved usage and equipment replacement plan to better serve users needs while reducing operational costs.

   a. Action Plan
      
      **Year 1:**
      
      1. Contact current service provider to gather data on supplies, usage and other costs.
      2. Present proposal to President's cabinet for review and approval.

   b. Staffing
      
      **Year 1:**
      
      Re-train current staff member to coordinate this process.
c. *Assessment Plan: List Assessment Strategies*
   
   **Year 1:**
   
   Monitor and track service call, usage, and costs.

4. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.*

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

**Rationale:**

Redesigning DCP will save the District substantial funds, improve services, and create a sense of responsibility for their own equipment.

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2. **PIO Assessment**
   
   a. *Enter assessment results with analysis.*

   Information is requested and will be presented February - March 2013.

   b. *Future Action*
   
   Current level of focus maintained. Describe.

1. **Objective:**

   Improve delivery of mail/duplicating processes to create an environment that meets and exceeds expectations for delivered services.

   a. *Action Plan*
   
   **Year 1:**
   
   Currently analysing existing mail room workflow, in order to
prepare recommendations to enhance practicality and levels of service delivered campus-wide. This report (proposed Summer 2013) when completed will address needs below (staffing, facilities, technology, equipment).

b. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.*

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.
   
   **Rationale:**
   
   The new mailroom model will expedite delivery of much needed resources and information to all the Ohlone community.

5. Lead and educate the community in environmental sustainability.
   
   **Rationale:**
   
   Purchase of sustainable equipment and increase use of email and scanning capabilities to deliver mail.

2. **PIO Assessment**
   
   a. *Future Action*
   
   Strategies to promote improvements. Specify.
   
   Analyze needs and create plan.

1. **Objective:**

   Development and training of Purchasing staff and provide guidance to the campus community on purchasing procedures. It is critical that the department maintain current skill sets to provide adequate services to ensure conservation and compliance.
a. Action Plan  
Year 1:  
Provide development and training opportunities for staff.

b. Equipment (Include items that fit under department budget codes)  
Year 1:  
Computer based training programs.

c. Technology (Include items that fit under IT budget codes)  
Year 1:  
Updated computers.

d. Other (Include other resources needed)  
Year 1:  
Professional development and training will require workshops, funding, conference attendance and membership to Professional organizations.

e. Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.  
4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.  
Rationale:  
The purchasing department attempts to keep its employees current with knowledge obtained through training and professional development. This is turn impacts student learning in a positive way because they (employees) are more aware of the expectations of the students and their academic environment.
2. **PIO Assessment**
   
   a. *Enter assessment results with analysis.*

   The District Buyer and a Director attended 2012 Spring Training Conference in San Diego and received a thorough update on purchasing procedures and public contract laws.

   b. *Describe how PIO achieved one or more of the college goals and objectives, had an impact beyond the particular department, and contributed to student success/learning.*

   Both have a better understanding of ADA compliance requirements for accessible information technology acquisitions governed by Section 508 and CA Gov. Code 11135

   c. *Future Action*

   Current level of focus maintained. Describe.

   Ongoing training and development is necessary to keep staff updated with legislative regulations to remain at the forefront of the purchasing field, improves employee morale, and boosts performance.

*Outside Review Results*

1. List each team members name and title.
   None.

2. Discuss key feedback provided by team and how it was incorporated into the report.
   None.

*Attached Files*