

# Administrative Services Outcome Assessment Summary

This form can be used to record Administrative Services Outcome (ASO) assessment plans and results for courses or programs. It is recommended that this document be stored on a group drive, or in MyCuesta.

UNIT: Bookstore

DATE: 03/26/13

v. 2 2012

Staff involved with the assessment and analysis: Celeste Brown, Trudy Bell

1	Administrative Service Outcome (ASO) Statements	The Bookstore will provide student's textbooks for all course offerings as assessed through the inventory and survey of students to assess access. (ASO 1 and 6)
2	Assessment Methods Plan (identify assessment instruments)	We will assess this ASO by using the number of textbook requisitions prepared and sent out for each CRN and cross check it against the number of CRN's entered into our inventory control software. The CRN's entered will be those signed and returned with textbook requests from instructors.
3	Assessment Administration Plan	The information will be compiled each semester and summer session for all class offerings.
4	Assessment Results Summary (summarize Data)	2009-3320 reqs sent out, 855 returned with no text required, 38 no response = Textbooks for 73% of classes 2010-2810 reqs sent out, 634 returned with no text required, 49 no response = Textbooks for 76% of classes 2011-2696 reqs sent out, 382 returned with no text required, 26 no response = Textbooks for 85% of classes 2012-2555 reqs sent out, 360 returned with no text required, 19 no response = Textbooks for 85% of classes 2009- 5634 titles ordered, 2010- 4842 titles ordered, 2011- 4467 titles ordered, 2012- 3945 titles ordered.
5	Discussion of Assessment Procedure and Results, and Effectiveness of Previous Improvement Plans	Our goal is to get a response from 100% of the instructors we send requisitions to and to have all requisitions returned before finals week. Having the requisitions returned prior to finals allows us to purchase used books back from the students for the following semester. The percentage of textbooks purchased is between 70-85%, but this figure reflects requisitions returned with "no text required." We make an attempt to provide everything the instructor asks us to order.
6	Recommended Changes & Plans for Implementation of Improvements	We now have the ability to send out requisitions electronically to each instructor. We will need to meet with the Deans in the near future to discuss their requirements, such as electronic signatures before we can initiate this change.  We also purchased a program enabling us to offer eBooks and we will begin adding them to requisitions in Summer 2013.
7	Description or evidence of dialog among staff and Cluster about assessment plan and results	We currently deliver requisitions to the Division Assistants and they distribute them to each instructor in their area. Invariably there are instructors who say they never received them, so we have been working with our software distributor to set up electronic delivery to each instructor. Problems with this, not all instructors read their Cuesta email and they would still not get them plus, we currently require instructor and department head signatures on all requisitions, <i>are electronic signatures sufficient?</i>

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UNIT: Bookstore

DATE: 03/27/13

v. 2 2012

Staff involved with the assessment and analysis: All Bookstore Staff

1	Administrative Service Outcome (ASO) Statements	The Bookstore will operate to cover overhead and mortgage expenses within the proper accounting procedures as assessed by the annual audit. (ASO 2 and 4)
2	Assessment Methods Plan (identify assessment instruments)	Monthly accounting reports and beginning and ending budgets.
3	Assessment Administration Plan	Closely track monthly accounting reports, trial balance, statement of accounts, income statements and assess monthly income and expenses for the bookstore.
4	Assessment Results Summary (summarize Data)	For the fiscal year ending June 30, 2012 the bookstore had a net loss of \$18,773.12. For the fiscal year ending June 30, 2011 the bookstore had a net income of \$10,449.17.
5	Discussion of Assessment Procedure and Results, and Effectiveness of Previous Improvement Plans	The Bookstore has changed its accounting system and is now running WinPRISM accounting, which receives sales data directly from PRISM POS and inventory data directly from WinPRISM inventory control. With all of our systems now connected, the data is much more accurate and we are not manually entering the information multiple times.
6	Recommended Changes & Plans for Implementation of Improvements	The Bookstore is trying to implement as many new programs as possible to increase the accessibility to students and at the same time create new revenue streams into the bookstore. We added textbook rentals, giving the students another option, creating revenue for the bookstore, which we would have lost to other textbook renters. We are now in the process of adding eBooks and we are currently looking to increase sales in the general merchandise area. In April 2012, the Textbook Buyer retired, we adjusted duties and to this point we have left the position vacant, saving the expense of an additional employee.
7	Description or evidence of dialog among staff and Cluster about assessment plan and results	We discussed the implementation of the new accounting system and all departments within the bookstore helped bring the system online. We all had to clean up certain areas of our Inventory Control System to get the accounting system to work properly. Staff also discussed new ideas, for new products, programs etc.



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UNIT: Bookstore

DATE: 3/26/13

v. 2 2012

Staff involved with the assessment and analysis: All Bookstore Staff

1	Administrative Service Outcome (ASO) Statements	The Bookstore will ensure District compliance with Higher Education Opportunity Act (HEOA) regulations as assessed by annually reviewing policy and procedure. (ASO 6 and 7)
2	Assessment Methods Plan (identify assessment instruments)	The Bookstore exports all textbook data to our bookstore website. There are links in Class Finder and the class schedule which take the student directly to our site so that they can see what textbooks are required for their classes. The website goes up on the first day of registration and this keeps us in compliance with HEOA regulations.
3	Assessment Administration Plan	The Bookstore will continue to update our website every term.
4	Assessment Results Summary (summarize Data)	The textbook data is updated as soon as we get the information from instructors, if the term is already open on the web, the information is updated daily.
5	Discussion of Assessment Procedure and Results, and Effectiveness of Previous Improvement Plans	Students are checking out the information. Sales have dropped in the bookstore, we aren't always able to have stock on hand as early as the web goes up and students buy the books elsewhere. This is both good and bad for the students, sometimes they buy books online elsewhere and purchase incorrect editions and can't return the books, but sometimes they find better prices.
6	Recommended Changes & Plans for Implementation of Improvements	The one area where we could get into trouble is the instructors that do not send the bookstore their textbook information. The regulation requires the school to have this information available to students at the time of registration, some instructors refuse to send us textbook information and send students elsewhere to purchase their books. Most of these students do not find out until the first day of school what they are required to purchase.
7	Description or evidence of dialog among staff and Cluster about assessment plan and results	All employees enter data into the inventory control system which is uploaded to the website.

