



Planning and Evaluation Tracking

College Year: 2009-2010

Division of: Administrative Services

Person Responsible: LYNN THORNTON

Department of: AC Bookstores

Person Responsible: Dennis Leslie

Purpose Statement: To provide a customer service oriented and profitable bookstore for students, faculty and staff.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.To increase the profitability of the bookstore	<p>1. By using the Auto-generated Returns Module of our inventory control system and by keeping track of special or unusual return dates in the Microsoft Exchange 2007 calendar, the Textbook Buyer and the Returns Clerk will return textbook overstock within the vendor's allotted returns timeframe, in accordance with their Returns Policy, so that none of the overstocked textbooks become non-returnable or are rejected by the vendor as logged on a "Non-returnable and Rejected by Vendor" log.</p> <p>Revised Objectives for 2009-2010: The above plan will be followed in order to decrease the non-returnable cost by 20% over the upcoming year.</p>	<p>1. 2008-2009 Non-returnable overstock textbooks were entered in a log. This log included textbooks that were non-returnable when the plan was initiated. October 08 thru October 09 a total at cost of \$8,272.89 in textbooks were logged as nonreturnable.</p>	<p>1.Analysis: The textbook buyer learned the procedures to utilize the auto returns module and data on non-returnable textbooks was logged. Log was helpful in seeing a dollar amount for this obsolete inventory. The auto returns module has proven to be very useful in keeping tract of books needing to be returned.</p> <p>Action plan: Continue to use the Auto Generated Returns module and Microsoft Office Exchange calendar in order to reduce the non-returnable dollar total by 20%.</p>

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revised 8/1/05