



Planning and Evaluation Tracking

College Year: 2006-2007

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 replace our current POS & textbook management system with a more user friendly, efficient and up to date system.	1. Bookstore leadership and POS committee will obtain proposals from vendors, view demonstrations, and make a recommendation to the Board of Regents, with a view to completing training and installation by Aug. 1, 2006 in time for the 2006 Fall Semester.	1. WinPrism System selected 2. Backoffice and POS system installed and live May 15th	1. WinPrism system has increased efficiency and speed at POS. Continues to allow accurate tracking of inventory.
2. To provide quality customer service by knowledgeable and efficient cashiers.	2. After being trained by an experienced cashier or supervisor, a bookstore cashier will understand POS policies and be able to perform a list of POS procedures in compliance with the POS Manual. This will be demonstrated by successfully completing a written and hands on, policy and skills test.	2. Procedures manual was created for POS. Washington Street had one training session for Rush.	2. Procedures manual was helpful and still being used. Action Plan: 1) continue to add procedures to manual as needed. 2) Create a more user friendly and accessible version of manual. 3) Create a training checklist and policy & skills test.

3. To have effective communication between the bookstores, administrators, faculty and staff regarding changes in enrollment.	3. After sending a series of reminder e-mails, including directions for reporting changes, Department Chairs and Program directors will communicate 100% of the changes in enrollment in a timely manner, as documented by the log of responses.	3. A form was created but procedures are still being developed	3. Data was not tracked due to a lack of procedural development. We plan to develop procedures, forms, & instructions for reporting changes in enrollment. Action Plan: 1) Discontinue plans for faculty reporting enrollment additions. 2) Datatel query created to show sections added after a given date. 3) bookstore will run query periodically before the start of the semester.
4. To increase textbook sales by providing more purchasing options to our students	4. Make textbooks available for purchase on-line, increase the selection of used books available, and research other textbooks formats, in order to encourage and facilitate students purchasing their books from the AC Bookstores. We expect to see a 1% increase in the sale of textbooks as measured on a spreadsheet November 2006 thru October 2007	4.	4.

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