Unit Report
Bookstore/Post Office
Northwest Mississippi Community College
January 2006
Bookstore/Post Office Review

I. Unit Mission

The purposes of the bookstore and post office are to provide quality services for students and the educational community.

II. Unit Goals

1. Improve overall service.
2. Upgrade facilities and equipment.

III. Evaluations of the Unit and Use of Results Forms

Northwest Mississippi Community College

Evaluation Follow-up Form

The following form is to be completed and signed by the appropriate service unit supervisor after reviewing the results of the unit’s evaluation and after a discussion with co-workers on needed changes identified in the evaluation process. The completion of this form is meant to stimulate reflection about the purpose of the unit and to encourage the best use of results of these evaluations. A copy of this form will be sent to the appropriate Vice-President and filed with the unit’s Service Review forms.

Service Unit: Bookstore/Post Office

Date of Review of Evaluations: December, 2005

The unit’s strong points as identified by the evaluation are:
Customer Service

Opportunities for improvement identified by the evaluation are:
Request more space
Improve the process by which virtual students acquire textbooks

Goals for growth or specific activities to be undertaken and/or completed before the next evaluation are:
Request more space.
Develop a secure web site for ordering.
Encourage staff to continue their focus on customer relations.

Having met together and discussed this Evaluation Follow-up, we feel that the identified goals and specific activities adequately address opportunities for improvement and constitute evidence of attempted growth.

Signatures:

Supervisor: David Brummett
Co-workers in unit: Valeria Red, Nancy Blount, Tina Carrington
IV. Annual Plan to Improve

The annual assessment reports for the unit's Plan to Improve for the last three years are included at the end of this report.

V. Analysis of Unit Strengths, Weaknesses, Opportunities, Threats

Unit Strengths:

On major strength for the bookstore and post office is our dedication to customer service. Another strength for the unit is the cooperative working relationship between the faculty and the staff of the bookstore.

Unit Weaknesses:

The main weakness of this unit is the lack of space to serve the needs of our growing student population. Another weakness is not utilizing technology available to implement an online order process.

Unit Opportunities:

The weaknesses of this unit identify some opportunities. One opportunity is to develop and implement a plan to enlarge the facility to better accommodate the walk-in customers. Another is to set up an online or virtual bookstore to make books and supplies more accessible to off-campus students.

Unit Threats:

The main threat to this unit is other virtual bookstores and the reluctance of the institution to pursue this technology.
V. SACS PRINCIPLES COMPLIANCE SURVEY FOR SERVICE UNITS

Institutional Effectiveness:

1. Are research-based evaluation processes used for assessing the service unit?

   YES ☑   NO ☐

   If yes, list all survey instruments and other processes used by the unit for evaluating effectiveness.
   Administrative Survey - annually
   Clearance Survey – administered each semester
   Bookstore and Post Office Service Survey - annually

2. Do the use of evaluation processes result in continuing improvement in the unit?

   YES ☑   NO ☐

   If yes, describe some of the recent improvements that have come about in response to needs identified through evaluation processes.
   See attached narrative.

3. Does the unit identify expected outcomes for its services; assess whether it achieves these outcomes; and provide evidence of improvement based on analysis of those results?

   YES ☑   NO ☐

   Provide copies of the unit's "Plan to Improve" four column model for the last 4 cycles.

4. If an outcome is not achieved, are documented modifications or improvements made in the unit?

   YES ☑   NO ☐

Financial Support:

5. Is adequate financial support available to support the scope of services offered through the unit?

   YES ☑   NO ☐

6. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this unit?

   YES ☐   NO ☐

7. Are the physical facilities for this unit accessible to disabled students?

   YES ☑   NO ☐   NA ☐
8. Is the budget information accessible on-line to the unit supervisor?

YES ☒  NO ☐

Mission:
9. Does the unit have a defined mission statement?

YES ☒  NO ☐

If yes, provide mission statement below.
The purpose of the bookstore and post office are to provide quality services for students and the educational community.

10. Is the unit’s mission related to the College’s Statement of Mission?

YES ☒  NO ☐

What part of the institution’s mission does the unit effectively fulfill? (Refer to applicable phrases in the College’s mission statement)
The bookstore and post office purpose statement supports the Northwest goal of providing and maintaining quality educational support.

Staff:
11. Does the unit have qualified staff with the experience, competence, and capacity to fulfill the mission of the unit?

YES ☒  NO ☐  NA ☐

Provide a roster of administrative officers and staff with their qualifications.

12. Does the unit have a staff member charged with the responsibility for supervision and coordination of the unit?

YES ☒  NO ☐

Name of the supervisor: David Brummett
Bookstore clerks: Valeria Red and Nancy Blount  Post Office Clerk: Tina Carrington

13. Is the number of administrator/staff members employed for the unit adequate to support the unit effectively?

YES ☒  NO ☐
Security:
14. Are administrators and staff members in this unit careful in protecting the security, confidentiality, and integrity of student/staff records?

YES ☒ NO ☐ NA ☐

If yes, provide a brief description of measures taken by the unit to insure the protection of privacy of its customers and the unit’s adherence to FERPA guidelines.

SACS PRINCIPLES COMPLIANCE SURVEY

ANY ITEMS ANSWERED WITH A NEGATIVE RESPONSE INDICATE THAT THE INSTITUTION IS OUT OF COMPLIANCE AND MUST BE ACCOMPANIED WITH A WRITTEN PLAN FOR COMPLIANCE ON THE ISSUE.

Provide discussion below for any question that was assigned a “no” answer on the Principles Compliance Survey, and then provide a plan of improvement for each of those questions in the space below. Indicate the question number, your discussion, and the plan of action.

VII. Unit Improvements Resulting from the Planning Process

In response to a high level of satisfaction with the service of the bookstore and post office, our focus is to continue concentrating on customer service. The negative comments on our surveys were all directed to things out of our control, such as the high cost of textbooks.
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit's Service Report.

Name: David Brunett

Unit: Bookstore/Post Office Date: 3-23-06

Position held: Director of Union Services

Job Duties: Direct overall operation of the college bookstore, post office, and system wide vending services.

1. I have worked at Northwest Mississippi Community College for 21 years.
2. I have worked in my current position at Northwest for 20 years.
3. I have a total of 35 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   Current Position: July 1986 - Present
   Student Information Center, Jan 1985 - Aug 1986
   Student Information Center, Jan 1985 - Aug 1985
   Dispatcher/Manager, Trucking Firm, Aug 1975 - Dec 1984

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree
B. High School Diploma
C. Special certificate or license in __________________________ (field).
D. Bachelor’s degree in ________________________________ (field).
E. Master’s degree in ________________________________ (field).
F. Doctorate in ________________________________ (field).
G. Associate degree in business

Accomplishments:

________________________________________________________________________

________________________________________________________________________

Civic Interests/Professional Affiliations

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

NWCC Committee Assignments:

Colleage Wide Planning Council

________________________________________________________________________

________________________________________________________________________

Signature of Employee Date

________________________________________________________________________

________________________________________________________________________

3-23-06
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit’s Service Report.

Name: Tina Carington

Unit: POST OFFICE Date: 3/23/06

Position held: POST OFFICE MANAGER

Job Duties: All postal related such as postage sales, distribution of incoming mail & fire duties

1. I have worked at Northwest Mississippi Community College for 9 years.
2. I have worked in my current position at Northwest for 3 years.
3. I have a total of 9 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
DAYS STORE POST Manager 1 year sorted books and related supplies. Post office as above

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree
B. High School Diploma
C. Special certificate or license in NURSING (field).
D. Bachelor’s degree in (field).
E. Master’s degree in (field).
F. Doctorate in (field).

Accomplishments:

Civic Interests/Professional Affiliations

NWCC Committee Assignments:

Signature of Employee Date
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit’s Service Report.

Name: Valeria Red

Unit: Bookstore Date: 3-23-06

Position held: Sales Clerk

Job Duties: Serving the students, managing and maintaining the supplies and inventory of the Bookstore.

1. I have worked at Northwest Mississippi Community College for 7 years.
2. I have worked in my current position at Northwest for 7 years.
3. I have a total of 20 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   Wal-Mart - Eureka - Sales & Customer Service
   Nettleton - Sevierville - Sales - Customer Service
   Pleasant Hill - Erwin - Sales & Customer Service

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree
B. High School Diploma
C. Special certificate or license in (field).
D. Bachelor’s degree in (field).
E. Master’s degree in (field).
F. Doctorate in (field).

Accomplishments:
   Currently working on Bachelor's degree in Music Ed.

Civic Interests/Professional Affiliations
   Member of Pleasant Hill Baptist Church
   Member of Northwest Saddle Club

NWCC Committee Assignments:

Signature of Employee Date 3/23/06
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit's Service Report.

Name: Nancy Blount

Unit: Bookstore Date: 3-23-06

Position held: Bookstore Clerk

Job Duties: Serve the students, input stock, make answering phone, stock store, supervise work study students.

1. I have worked at Northwest Mississippi Community College for ___ years.
2. I have worked in my current position at Northwest for ___ years.
3. I have a total of ___ years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   - Bookstore Clerk 2 yrs - Supervisor
   - Cashier 2 yrs - Data processing 2 yrs - Customer Service Rep 10 yrs
   - Bookstore worker 3 yrs - Bookkeeper 1 year
   - Secretary 2 yrs

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree
B. High School Diploma
C. Special certificate or license in __________________________ (field).
D. Bachelor's degree in ______________________ (field).
E. Master's degree in ______________________ (field).
F. Doctorate in ______________________ (field).

Accomplishments:


Civic Interests/Professional Affiliations

Member of Coahoma Baptist Church
Member of Creative worship team at church / sign language singing

NWCC Committee Assignments:


Signature of Employee Date 3-23-06
Northwest Mississippi Community College  
Senatobia, Mississippi

Auxiliary Fund - Bookstore

2005-2006 Budget

<table>
<thead>
<tr>
<th>Item</th>
<th>2005 FY Revised</th>
<th>2006 FY Revised</th>
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<tbody>
<tr>
<td><strong>REVENUES</strong></td>
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<tr>
<td>13 - 121 - 530 - 000</td>
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<tr>
<td>Vending</td>
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<td>36,000</td>
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<tr>
<td>13 - 121 - 557 - 000</td>
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<td>Textbooks</td>
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<td>13 - 121 - 558 - 000</td>
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<td>Dry Goods &amp; Supplies</td>
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<tr>
<td>13 - 121 - 559 - 000</td>
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<tr>
<td>Caps &amp; Gowns</td>
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<td>43,000</td>
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<td>13 - 121 - 569 - 000</td>
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<tr>
<td>Game Room</td>
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<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>1,820,000</td>
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<table>
<thead>
<tr>
<th>Item</th>
<th>2005 FY Revised</th>
<th>2006 FY Revised</th>
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<tbody>
<tr>
<td><strong>EXPENDITURES</strong></td>
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<tr>
<td>13 - 121 - 702 - 000</td>
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<tr>
<td>Postage</td>
<td>500</td>
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<tr>
<td>13 - 121 - 704 - 000</td>
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<tr>
<td>Printing &amp; Reproduction</td>
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<td>2,500</td>
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<td>13 - 121 - 705 - 000</td>
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<td>Repairs &amp; Maintenance</td>
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<td>13 - 121 - 717 - 000</td>
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<td>Other Contractual Services</td>
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<td>13 - 121 - 722 - 000</td>
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<td>Office Materials &amp; Supplies</td>
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<td>13 - 121 - 735 - 000</td>
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<td>Purchases for Resale</td>
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<td>13 - 121 - 746 - 000</td>
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<td>Sales Tax</td>
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<td>13 - 121 - 747 - 000</td>
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<td>Amusement Tax</td>
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<td>13 - 121 - 821 - 000</td>
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<tr>
<td>Office Furniture &amp; Equipment</td>
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<tr>
<td>13 - 121 - 742 - 000</td>
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<tr>
<td>Transfer to Unrestricted Fund</td>
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<td>281,551</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>1,820,000</td>
<td>1,820,000</td>
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Northwest Mississippi Community College  
Senatobia, Mississippi

Auxiliary Fund - Post Office

2005-2006 Budget

<table>
<thead>
<tr>
<th>Item Description</th>
<th>2006 FY Revised</th>
<th>2006 FY Revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Office Sales &amp; Rentals</td>
<td>2,000</td>
<td>2,000</td>
</tr>
<tr>
<td>Post Office Sales &amp; Rentals (NWCC)</td>
<td>81,000</td>
<td>81,000</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>83,000</td>
<td>83,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Description</th>
<th>2006 FY Revised</th>
<th>2006 FY Revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postage</td>
<td>78,000</td>
<td>78,000</td>
</tr>
<tr>
<td>Printing &amp; Reproduction</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Service Contracts</td>
<td>1,000</td>
<td>1,000</td>
</tr>
<tr>
<td>Rentals</td>
<td>1,200</td>
<td>1,200</td>
</tr>
<tr>
<td>Insurance &amp; Bonds</td>
<td>100</td>
<td>100</td>
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<tr>
<td>Office Materials &amp; Supplies</td>
<td>600</td>
<td>600</td>
</tr>
<tr>
<td>Office Furniture &amp; Equipment</td>
<td>15,000</td>
<td>15,000</td>
</tr>
<tr>
<td>Transfer from Unrestricted Fund</td>
<td>(44,638)</td>
<td>(44,645)</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>83,000</td>
<td>83,000</td>
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</tbody>
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### Planning Unit: Bookstore/Post Office

<table>
<thead>
<tr>
<th>Unit/Program Intended Outcome Objective</th>
<th>Strategy/Procedure To Achieve Outcome Activity</th>
<th>Assessment/Evaluation Results</th>
<th>Use of Results Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Improve access to required textbooks for off campus students.</td>
<td>1. With the aid of technology specialists set up a secure link from the campus web page for on-line ordering.</td>
<td>1. Provided textbook information to technology specialists. Project in progress, but not complete.</td>
<td>1. Continue to provide updated textbook information for courses offered until the online ordering project is complete.</td>
</tr>
<tr>
<td>2. Improve service and product selection.</td>
<td>2. Survey students and faculty for level of satisfaction with service and products.</td>
<td>2. Clearance survey revealed that 97% of the people completing the survey were satisfied with the service and merchandise provided.</td>
<td>2. Continue offering the quality and variety of items now offered and stay open to suggestions for improvement.</td>
</tr>
<tr>
<td>3. Expand to meet the needs for our growing student population.</td>
<td>3. Renovate current cafeteria space into larger bookstore after the cafeteria moves into its new facility.</td>
<td>3. Requested in a status report a complete renovation of the existing cafeteria space into a new larger bookstore. The requested space is not yet vacant.</td>
<td>3. Will request again in my status report the renovation of the current cafeteria space into a new and larger bookstore and wait for a decision.</td>
</tr>
<tr>
<td>Unit/Program Intended Outcome Objective</td>
<td>Strategy/Procedure To Achieve Outcome Activity</td>
<td>Assessment/Evaluation Results</td>
<td>Use of Results Improvement</td>
</tr>
<tr>
<td>----------------------------------------</td>
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<td>---------------------------</td>
</tr>
<tr>
<td>1. Improve access to required textbooks for off campus students.</td>
<td>1. With the aid of the technology specialists set up a secure link from the campus web page for on-line ordering.</td>
<td>1. Provided course and book information to technology specialist working on a secure on line ordering link.</td>
<td>1. A secure link for textbook ordering is in the process of being created.</td>
</tr>
<tr>
<td>2. Improve access for all walk in customers.</td>
<td>2. Renovate check out area to better accommodate heavy traffic and all students.</td>
<td>2. Worked with the physical plant director to finalize renovation plans.</td>
<td>2. Check out area was renovated.</td>
</tr>
<tr>
<td>3. Improve service and product selection.</td>
<td>3. Survey students and faculty for level of satisfaction with service and products offered.</td>
<td>3. Clearance survey revealed that 95% of the people completing the survey were satisfied with the merchandise and service provided.</td>
<td>3. Continue offering the quality and variety of merchandise now offered. Focus on service and be open to suggestions for improvement.</td>
</tr>
</tbody>
</table>
## Unit/Program Intended Outcome

1. Have each course require the same textbook for that course on all campuses. [college-wide annual goal #11]

2. Improve the quality and variety of items offered in the bookstore.

3. Improve overall service of the bookstore and the post office.

### Strategy/Procedure To Achieve Outcome

- **Activity**
  - 1. Provide information on textbook edition cycles and pricing to the committee on standardization.
  - 2. Ask students, faculty, and administration thru a survey if the items available in the bookstore are meeting their needs and desires.
  - 3. Survey students, faculty, and administration for level of satisfaction with the services of the bookstore and post office.

### Assessment/Evaluation

- **Results**
  - 2. Provided requested information to the committee on standardization. Worked with the standardization committee to draft a standard textbook adoption policy.
  - 2 & 3. Clearance survey revealed 95% of the people completing the survey were satisfied with the merchandise and services provided.

### Use of Results

- **Improvement**
  - 1. A standard textbook adoption policy was drafted and forwarded to the Vice President for Educational Affairs for approval and implementation.
  - 2. Continue offering the quality and variety of items now offered and be open to suggestions for new items.
  - 3. Focus on service as our main product and be open to suggestions for improvements.