Highline College Institutional Effectiveness Department Report

2020-2021

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| **Department information** | |
| Department name | Bookstore |
| Date this report was completed | September 9, 2020 |
| Staff who contributed to this report | Flint Thornton |
| Department Mission statement  (if applicable) | Highline College Bookstore, a self-sustaining enterprise serving our campus community, provides students, faculty, and staff with convenient and cost-effective access to course materials, academic supplies, and other quality merchandise. |

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| **Taking stock of 2019-2020** |
| **Describe 2-5 major accomplishments for 2019-2020. For each accomplishment, identify the related objective or indicator from the Mission Fulfillment Report (MFR), and describe the evidence you used assess this accomplishment** |
| 1. The Bookstore was able to quickly transitioned to a fully online operation before the spring quarter and deliver course materials to students in time for classes. (Core Theme 3, Objective 3). |
| **Department strengths** |
| 1. Bookstore Full-time employees have an average of over 6 years working in Washington CTC bookstores. (Core Theme 4, Objective 1). |
| **Department challenges** |
| 1. The current pandemic, and resulting working and learning operations, is creating revenue challenges. 2. Current Point-of-sale system is reaching end of life. A timely evaluation, selection and transition to a new system concurrent with CTC implementation will pose challenges. |
| **Areas you would like to improve** |
| 1. Seeking to improve revenue through enhanced product and service offerings through the store’s online sales front. |

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| **2020 - 2021 work plan development** |
| **Goals:** Identify 3-6 goals for your department for 2020-2021. Each goal should be associated with the core theme objective or indicator that best relates to the desired outcome of your work. In parentheses after each of your goals, describe the evidence you plan to use to assess the achievement of that goal.  Not every objective or indicator will have an associated goal from your department, and you are welcome to delete the Core Themes/Objectives/Indicators that are NOT directly related to your goals for 2020-2021. |
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| 1. Seek revenue opportunities while reducing expenses to meet budget requirements.  2. Maintain & ensure the health and safety of students and employees while delivering course materials to students in a timely manner. Develop a plan for eventual re-opening of the physical store to students.  3. Successful selection of and transition to a new point of sale system before fiscal year end. |
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