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## Purchasing and Campus Services

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## **Purchasing and Campus Services Department History**

The Purchasing and Campus Services department serves DMACC by providing services to staff and students essential to the operation of the College. Presently the department consists of Purchasing, the DMACC Bookstore, Copy Center, and Vending. In the past it also included Word Processing and Food Services.

### **Purchasing**

Purchasing assists in determining the most economical means of purchasing supplies and equipment for the college. The purchasing process has evolved over time with the improvements in software and computer hardware. At one time the purchase order was a five-part form, which was changed to a one part form once the Banner software was implemented in 1995. Since then, with e-mail, some vendors receive their purchase orders electronically, so no forms are printed.

In 2000 the Purchasing Department introduced procurement cards, which are credit cards with institutional controls on amounts spent and where purchases are made. These have reduced the number of small dollar purchases and blanket purchase orders along with the number of open accounts with various vendors. The controls on the procurement cards limit the amount that can be spent at any one time and which merchants are used.

To increase the buying power of the college, Purchasing became a member of various GPO's (Government Purchasing Organizations). This first, was the Educational & Institutional Cooperative in 1984, but since then four more GPOs have been added. These organizations negotiate pricing, combining the purchases from their members, which results in lower prices. In 2014, Purchasing acquired software to provide an electronic marketplace that combines various vendor catalogs with GPO- negotiated pricing. This allows member organizations to purchase from the web at the best price.

Purchasing also administers the property, liability, and sports insurances for the college. As cell phones became widely used at the college, it assumed oversight of the cell phones leases and consolidated the numerous phone plans to lower costs.

With these improvements, the annual number of purchase orders has decreased from 12,739 in 1997 to less than 4,400 in 2015. This has increased department efficiency, decreased lead times and reduced paperwork. These efficiencies permitted the replacement of one administrative assistant with the addition of a receiving specialist to provide faster delivery services even with additional volume. Receiving has eliminated use of paper forms by using electronic tablets to record receipt of products and subsequent delivery with the college.

### **Copy Center**

The Copy Center supports the college through the printing materials for students and staff. This function continues to expand while offering additional services at lower costs. The staff in 1984 included a supervisor, a full time specialist and evening half-time specialist. With the retirement of the supervisor, this position was eliminated and the staffing was changed to two full-time specialists, who report directly to the Director of Purchasing.

At that time the college had one large Xerox 9900 copier and a small back up copier. The small copier was replaced with an additional Xerox 9900 to expand output. As newer and faster technology became available, one Xerox 9900 was replaced with a more versatile Xerox Docutech. Eventually, the other 9900 was replaced with a Canon copier that could also do booklets online instead of manually. As each copier became obsolete, it was replaced with Xerox 4400s and later D110 to expand capacity.

With the newer copiers, staff is able to submit orders online. As requests for color copies expanded, it was decided to add a color copier. The department now produces approximately 10,000,000 copies per year. Formerly each copy was charged back at 2.3 cents. To encourage the use of the more efficient larger machines and reduce the number of small expensive copiers, it was decided to not charge for black and white copies and make these charges a part of the department's budget. This also eliminated the time required to input the charges.

In 2013 the Copy Center moved from the upper floor of Building 6 to the previous location of Media Services in the lower portion of the same building next to the auditorium. The new production layout resulted in better work flow.

### **Bookstore**

The bookstore provides books and materials for students. It has been housed in Building 7 and more recently in Building 5. The staff in 1985 included a supervisor, assistant supervisor and three bookstore specialists at the Ankeny Campus. There was also one bookstore specialist at each of the Urban and Boone campuses.

At present there are five bookstore specialists and one manager on the Ankeny Campus, one manager and two bookstore specialists at the Urban Campus, one manager and one bookstore specialist at the Boone Campus, and one bookstore specialist each at the Carroll, Newton, and West campuses. What began as one bookstore in one location has now increased to six locations.

Total sales among all stores were \$3 million in 1996 and grew to \$7.5 million by 2008, at which time the stores were outsourced to Follett Corporation. Sales reached a high of \$9.7 million in 2012 but declined to \$8.5 million in 2014.

### **Food Services**

Food service operations began in 1970 with a full menu cafeteria in Building 7. Initially, students in the food services programs provided some assistance. The cafeteria provided food services to college staff and students, as well as to area senior citizens, financed by a contract with the Polk County Supervisors. It also provided food for conference center attendees and to the Lakeview Inn, a room with restaurant ambiance.

When the Culinary Arts instructional program started in 1975, the use of student labor was discontinued in the cafeteria. At that time Food Services Director Bev Longnecker had a staff of eight employees handling all the food production. In the early 1980s Chef Robert Anderson was assigned responsibility for managing the college food service.

When the Student Center opened in 1983, it included a small snack bar, which offered fast food, primarily to students and staff. In that year the senior citizen meal offerings were discontinued to allocate the space to accommodate expansion of the Culinary Arts Program.

The cafeteria was closed in 2005 as student enrollment continued to expand. The Snack Bar in Building 5 was renovated so it could offer deli sandwiches and entrees. The name of the Snack Bar was changed to the DMACC Café.

In 1996 sales totaled just over \$300,000 in the Cafeteria. The staff included two cooks, a supervisor, a cashier and a dish room operator. The Snack Bar was staffed by a supervisor, a cook and a cashier. By 2005 sales were also just over \$300,000. When the two were combined into one expanded operation in Building 5, sales reached the high of \$536,000 in 2010. To run this one operation, there was a supervisor, an evening lead cook, morning cook, a cashier and various part-time employees.

The Café was closed in May of 2015 to make way for renovations to Building 5. The food service department was dissolved because the college has decided to use contracted food vendors.

Two years ago, the Urban Campus decided to contract out the food service and chose Subway. A year later Boone campus decided to go with Subway because of the success at Urban. The Boone Café had been operated by Consolidated Management for three years. Previous to this each of these campuses had run their own cafes, but felt the students could be better served using outside management.

The new Student Union/Recreation facility will house a food court with four separate contract vendors. Negotiations are presently going on with Subway, Maid-Rite, Café Diem, and a vendor for pizza.

## **Vending**

Vending services began on the Ankeny Campus to dispense snacks beverages in Building 15. It expanded to other buildings as the campus grew. The Snack Bar was responsible to stock and service the machines at Ankeny, but the service was outsourced on the Urban Campus. In 1995 it was decided to outsource all the machines because of limited storage space and staff. There are a total of 88 machines now at every campus and the career academies.

## **Word Processing**

A word processing group was formed in early 1970s to provide typing services to faculty and staff on the Ankeny Campus. Ultimately four full-time employees and one supervisor prepared final copy from edited documents, and from dictation on either disks or phone recordings. A variety of other services such as typing syllabi and tests was also provided. Clients could also request the group to forward their output to the copy center or to return the completed final copy through campus mail. This department was absorbed in 1991 by the IT department because of the advancement of word processing software and personal computers.

## **Department Managers**

Several individuals served as managers of the Purchasing and Campus Services Department since its inception:

- Dale Bellaires
- Leo Michaels
- Jon McCracken
- Tim Hager

*Created August 2015 in celebration of DMACC's 50th Anniversary.*