The Surplus Property department has the responsibility of removing unwanted property from Auburn University departments and from the Alabama Cooperative Extension Service. The removal of unwanted property is initiated through the completion of a BO-8001 document by the department and presented to Surplus Property. After receiving the BO-8001 document, the Surplus Property Department schedules the removal of unwanted property. The Surplus Property staff then accounts for the items listed on the documents and transfers this information to the Property Services Department for further processing.

**Expected Outcome: Surplus Request Response Times**

The Surplus department receives request to remove surplus from departments. All effort is made to remove these items as quickly and efficiently as possible as soon as notified.

**Assessment Methods:**

The response times were calculated by reviewing each of the surplus requests and adding the total days from the time the request was first received to the time the request was completed. The total number of days is divided by the number of requests per fiscal year to calculate the average rate of collection.

**Findings:**

Often Surplus requests will be made on a Friday afternoon, or during a vacation period. Receiving these requests at these times factors in weekend days and or lengthy holidays. Surplus requests appear to have a longer response time during these time periods. It was found in reviewing the 2010-2011 fiscal year, the response time for surplus removal was 4.68 days per request average. In the 2011-2012 fiscal years, the response time was 4.52 days per surplus pick up. These results show an improvement of .04% over the previous year.

**How did you use the findings for improvement?**

The Surplus department is excited to see the response time decrease over the course of the two fiscal years. The Surplus department is going to change the method of data collection for 2013. Weekend days and university holidays will be eliminated to accurately calculate surplus request pickups.

**Additional Comments:**

None
Expected Outcome: The Annual Number of Surplus Removal Requests

We expect more surplus requests as university personnel gain an understanding of the requirements of disposal per university policies.

Assessment Methods

The staff of Surplus Property maintains records of all completed surplus requests. The years of review were the fiscal years of 2010-2011 and 2011-2012.

Findings:

It was found that in the fiscal year 2010-2011, there were 696 surplus requests completed. In the fiscal year 2011-2012, there were 761 surplus requests completed. This surplus request increase is 9%.

How did you use the findings for improvement?

Since surplus requests are initiated by departments on campus, we feel this increase shows an awareness of the Surplus Property department, its staff and the service we provide. Auburn University employees know they can contact us for advice and information. When the staff of Surplus Property communicates with the various departmental personnel on campus, we request the departments to utilize our services more frequently. The Surplus Property Staff has found that it is easier to remove property from campus departments in smaller more manageable quantities. As the Auburn University campus becomes more pedestrian friendly, it is much easier to navigate campus in smaller vehicles.

Additional Comments:

None

Expected Outcome: The Number of Facilities Department Assists in Removal

The Surplus Property Department will utilize the services of the Facilities Service Support group efficiently.

Assessment Methods

The Surplus department simply reviewed all of the requests from both the 2010-2011 and 2011-2012 fiscal years and noted the frequency of Facilities assistance.

Findings:
It was found in the fiscal year 2010-2011, Facilities assisted Surplus Property 109 times. During the fiscal year 2011-2012, Facilities assisted Surplus Property 137 times. This assistance Facilities provided is an increase of 26%.

How did you use findings for improvement?

The surplus removal requests initiated by departments come with many variables. Often surplus removal requests have time constraints, size and weight issues, access to building difficulties, and lack of adequate personnel. Surplus Property attempts to remove all surpluses with our staff, but often assistance is required. It has been observed by the staff of Surplus Property as the Auburn University campus becomes more pedestrian friendly, it is often difficult to access main campus buildings that no longer provide access with trucks. The Facilities department has access to these building by being able to unlock gates and bollards on walkways. The Surplus department uses the above data to work with the departments on campus to send surplus requests more frequently with more manageable loads that can be hand carted distances on pedestrian walkways.

Additional Comments:

None

Expected Outcome: The Number of Alabama Public Schools Participating in the Back to School Program

The excess surplus property generated by Auburn University that is transferred to Alabama Public Schools.

Assessment Methods:

The Surplus Department reviewed the records of the fiscal years 2010-2011 and 2011-2012 to calculate the number of Alabama Public schools who made use of Auburn University’s surplus property.

Findings:

In the Fiscal year 2010-2011, 17 different Alabama Public schools made 22 visits to Surplus Property. The following is the list of schools that visited Surplus Property during the 2010-2011 fiscal year:

- Auburn High School
- Bullock County High School
- Charles Henderson Middle School
- Clay County High School
- Elmore County High School
- Loachapoka Elementary School
In the Fiscal year 2011-2012, 25 different Alabama Public Schools made 29 visits to Surplus Property. The following is the list of schools that visited Surplus Property during the 2011-2012 fiscal year:

- A.M. Windham Elementary School
- Auburn High School
- Beauregard High School
- Billingsley School
- Bullock County High School
- Department of Youth Services
- Elmore County High School
- Fayette County High School
- Hale County High School
- Lee County Board of Education
- Loachapoka High School
- Notasulga High School
- Phenix City Public Schools
- Phenix City Head Start
- Prattville Elementary School
- Respond with Love Learning Center
- Russell County Board of Education
- Russell County High School
- Russell County Middle School
- Southside Middle School
- Tallassee Elementary School
- Tallassee High School
- Valley High School
- Verner Elementary School
- Wrights Mill Road Elementary
This increase in public school participation is 47%.

**How did you use findings for improvement?**

The Surplus department will continue its efforts to contact all Alabama Public Schools using the postal service, email and telephone. The Surplus department will continue to foster the relationships it has gained for future transactions.

**Additional comments:**

None