

# University of Louisiana at Lafayette

## Detailed Assessment Report 2015-2016 Cajun Card

As of: 11/21/2016 01:41 PM CENTRAL

(Includes those Action Plans with Budget Amounts marked **One-Time, Recurring, No Request.**)

### Mission / Purpose

The mission of the Cajun Card Office is to provide the University of Louisiana at Lafayette with a convenient ID card system, an efficient one-card financial solution, and an advanced campus access and security system. Our office will continuously adhere to the university's mission by providing professional service, convenience, and technology advancement to all of our students, faculty and staff. Our goal is to expand card use and security systems throughout the campus with improved technologies and support. Our staff is dedicated to promoting customer satisfaction, campus security, and student success.

### Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

#### O/O 1: Cajun Cash Benefits

Explore more program options on how to make Cajun Cash more beneficial to students and employees of the University.

##### Related Measures

##### **M 1: Research**

Research each year by comparing other university programs. Research through internet resources, the NACCU (National Association of Campus Card Users) network, and student feedback.

Source of Evidence: Administrative measure - other

##### **Target:**

By the end of Fall 2018, have researched and planned at least 1 program to make Cajun Cash more beneficial.

##### Finding (2015-2016) - Target: Partially Met

Jennifer Fontenot attended the 2016 NACCU conference held in San Francisco. She found in her research of attending specific presentations that Florida University had an interesting presentation on "Enhancing Your Campus Card with a Loyalty Program". In this presentation, she learned about creating a loyalty/reward program in which points/prizes would be awarded to those using "Cajun Cash" on a regular basis. The loyalty program was comprehensive and more research would have to be done since every university is different. More research will be done to see whether or not this would be a good fit with our University and program we currently have in place.

##### Related Action Plans (by Established cycle, then alpha):

##### **Continue to research a loyalty program and other beneficial 1card programs**

After finding one option, we plan to continue our research on the loyalty program and seek all other beneficial programs to enhance our 1card

system. We plan to make a draft of what our loyalty program would consist of and how it would work with our system in place.

**Established in Cycle:** 2015-2016

**Implementation Status:** Planned

**Priority:** High

**Relationships (Measure | Outcome/Objective):**

**Measure:** Research | **Outcome/Objective:** Cajun Cash Benefits

**Projected Completion Date:** 05/2017

#### **M 5: Cancel**

Cancel

Source of Evidence: Presentation, either individual or group

#### **O/O 2: Track on-campus Cajun Cash**

Track on-campus Cajun Cash usage in order to evaluate income and expenses involved in the Cajun Cash program.

#### Related Measures

##### **M 2: Cost Comparisons**

Annual Cajun Cash Sales, service fees charged, and 1-Card annual maintenance charges for equipment and software for each campus merchant: Office of Transportation, Ragin Cajun Stores, Student Health Services, Dupre Library, Copy Machines, UL Lafayette Dining Services, and Papercut.

Source of Evidence: Existing data

#### **Connected Document**

[Cost Analysis 2015-2016](#)

#### **Target:**

Evaluate each year 100% of on-campus merchants by completing cost comparisons.

#### **Finding (2015-2016) - Target: Met**

See Cost Analysis document. Found that some terminals were not supporting themselves and department is losing money on specific terminals. Overall department is still profiting from the Cajun Cash program.

#### Related Action Plans (by Established cycle, then alpha):

##### **Evaluate Profit/Loss**

For cost analysis of On-Campus terminals for FY2015, there were only 2 that had a loss. Auxiliary copiers were not charged for 1 copier because it was offline for a year but this next fiscal year, they will be charged, so we will not have a loss. For Papercut terminal, we are going to establish new charges each year for just maintenance fees (not service transaction fees) to recoup the maintenance cost only. This plan will put our on-campus terminals at full profit.

**Established in Cycle:** 2015-2016

**Implementation Status:** Planned

**Priority:** High

**Relationships (Measure | Outcome/Objective):**

**Measure:** Cost Comparisons | **Outcome/Objective:** Track on-campus Cajun Cash

**Projected Completion Date:** 10/2016

### O/O 3: Track Off-Campus Cajun Cash

Track off-campus Cajun Cash usage in order to evaluate income and expenses involved in the Cajun Cash program.

#### Related Measures

##### **M 3: Cost Comparison**

Annual Cajun Cash Sales, service fees charged, and 1-Card annual maintenance charges for equipment and software for each off-campus merchant: Subway, CC's Coffee House (St. Mary Blvd.), CC's Coffee (N. College Dr.), Textbook Rentals, Cracker Barrel Stores, Campus Grounds, Hungry Howie's Pizza, and Cajun Commander Cafe.

Source of Evidence: Existing data

#### **Connected Document**

[Cost Analysis 2015-2016](#)

#### **Target:**

Evaluate each year 100% of off-campus merchants by completing cost comparisons.

#### **Finding (2015-2016) - Target: Met**

See cost analysis document for findings. Several off-campus merchants are at a loss for FY2015. Overall there is a loss for off-campus merchant terminals.

#### Related Action Plans (by Established cycle, then alpha):

##### **Evaluate Off-Campus Merchant terminals - keep or not to keep**

After our findings, we have removed terminals from Cracker Barrel stores and Campus Grounds, our 2 lowest terminals. We do recoop for Textbook rentals a \$75/month terminal rental not in cost analysis. We do not charge Zeus because they already pay Sodexo fees to be on campus and the campus received a percentage of sales already from Sodexo. The 2 CC's will hopefully pick up business this coming fiscal year and we will re-evaluate next year.

**Established in Cycle:** 2015-2016

**Implementation Status:** Planned

**Priority:** High

#### **Relationships (Measure | Outcome/Objective):**

**Measure:** Cost Comparison | **Outcome/Objective:** Track Off-Campus Cajun Cash

### O/O 4: Re-card campus

Re-card campus to align with new Banner ERP which requires new identification numbers for students and employees.

#### Related Measures

##### **M 4: Count of employees and students**

Count of employees at the end of the Summer 2016 semester and count of students by the end of the Fall 2016 semester.

Source of Evidence: Activity volume

#### **Target:**

90% completion of employees and students by the end of Fall 2016 semester.

### Finding (2015-2016) - Target: Partially Met

We printed 10,000 cards for students and employees at the end of the summer 2016 which is about 60% completion. As of September 28, 2016 (almost middle of fall semester) we have printed 14,000 cards which is about 85% of completion.

#### Related Action Plans (by Established cycle, then alpha):

##### **Continue goal of completion**

Set a date of September 30, 2016 to deactivate all old cards and announce this to students so we can complete our goal. By the end of Fall we expect 90% completion considering those that will just never come to get their card because they don't need it or use.

**Established in Cycle:** 2015-2016

**Implementation Status:** In-Progress

**Priority:** High

#### **Relationships (Measure | Outcome/Objective):**

**Measure:** Count of employees and students |

**Outcome/Objective:** Re-card campus

## Analysis Questions and Analysis Answers

### **How were assessment results shared and evaluated within the unit?**

Evaluations and results were shared with Assessment Coordinator and Director of the department to take action for any improvements.

### **Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?**

No action plans were used from previous cycle(s).

### **What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?**

Learned a lot about numbers, cost analysis, what's working and what's not. Great findings and future plans to implement success!