

University of Louisiana at Lafayette

Detailed Assessment Report 2015-2016 Real Estate

As of: 11/21/2016 12:33 PM CENTRAL

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

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

O/O 1: Increase Participation

Increase participation, defined as the number of meals used divided by the number of meals sold, in student dining program.

Related Measures

M 1: Participation

Participation is calculated each week of each semester. The semester's average will be compared against the previous like (fall-to-fall and spring-to-spring) semester.

Source of Evidence: Activity volume

Target:

Participation will increase from 36% in the Spring 2015 semester to at least 40% in the Spring 2016 semester.

Finding (2015-2016) - Target: Not Met

Target was not met. Participation in the Spring 2016 was higher (38%) but did not meet the 40% target. This objective will remain in place next cycle.

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

Meal Plan Revision

With input from food service committee, students, and dining provider, meal plans are in the process of being revised to better match student wants and needs. A quality assessment program with penalties assessed to the provider is being implemented. These should result in increased participation going forward.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Participation | **Outcome/Objective:** Increase Participation

O/O 2: Improve Customer Service

Improve customer service in the auxiliary units in the real estate area.

Related Measures

M 2: Brief Surveys

Brief (3-question) surveys that measure friendliness, responsiveness, and effectiveness) will be conducted periodically in each location. Responses will be averaged each semester.

Source of Evidence: Evaluations

Target:

Improvement of 5% over the previous semester's averages in each of the 3 categories in each location.

Finding (2015-2016) - Target: Not Reported This Cycle

Target was not reported this cycle. The surveys were not implemented. The surveys will be implemented in the Fall 2016 semester. This objective will remain in place next cycle.

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

Service Training

Implement customer service training across all areas (currently only provided in Student Housing), require completion of training prior to being scheduled to work, implement staff development plan to ensure we are treating our employees as we want them to treat customers.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Brief Surveys | **Outcome/Objective:** Improve Customer Service

O/O 3: Clarify and Streamline Dining Services

Clarify and streamline dining services policies and procedures by removing ambiguities, clarifying roles, and defining processes and procedures in the contract document.

Related Measures

M 3: Amended Dining Services Contract

An amended dining services contract between the University and the provider will be fully executed.

Source of Evidence: Administrative measure - other

Target:

Document should be fully executed by Summer 2016.

Finding (2015-2016) - Target: Met

Target was met.

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

Generally, reports are generated weekly and are shared in weekly team meetings. This will continue going forward. Progress on the contract revision objective was also reported weekly and a copy was distributed once signed.

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?

Participation in the dining program, while not meeting the target, did increase from 36% to 38%.

Completion of the new dining contract has reduced ambiguity in weekly partnership discussions and has provided a better roadmap for parties to follow in tracking fund balances and resolving disputes.

Changes to improve outcomes next year:

1. Implementation of unit-wide customer service training.
2. Implementation of unit-wide ongoing customer service evaluation (surveys).
3. Regular (weekly)