

2016-2017 Assessment Cycle VPAF_Auxiliary Operations: Cajun Card

Mission (due 1/20/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / Department / Program Mission

College Mission

Provide the college mission in the space provided. If none is available, write "None Available in 2016-2017."

We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

Department / Program Mission

Provide the department / program mission in the space provided. If none is available, write "None Available in 2016-2017".

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.

Assessment Plan (due 1/20/17)

Assessment List (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Explore more program options on how to make Cajun Cash more beneficial to students and employees of the University.
Legends	OO - Outcome/Objective (administrative units);

Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Research (Other)	By end of Fall 2018, have researched and planned at least 1 program to make Cajun Cash more beneficial. Research by comparing other university programs through internet resources, NACCU (National Association of Campus Card Users) network, and student feedback.	

Goal/Objective	Track on-campus Cajun Cash usage in order to evaluate income and expenses involved in the Cajun Cash program.		
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	Assessment Measure	Criterion	Attachments
	Indirect - Cost Comparison (existing data) (Other)	Evaluate each year 100% of on-campus merchants by completing cost comparisons which includes annual Cajun cash sales, service fees charged, and 1Card annual maintenance charges for equipment and software for each campus merchant: Office of Transportation, Ragin' Cajun Stores, Student Health Service, Dupre Library, Copy Machines, UL Lafayette Dining Services, and Papercut.	

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Goal/Objective	Successfully implement new ID procedures in compliance with the new Law/ Act 401 recently passed that will that will take effect 1/1/19. Law will require IDs to have a signature and expiration date.								
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Results & Improvements (due 9/15/17)

Results and Improvement Narratives

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		locations), Textbook Rentals, Hungry Howie's Pizza, and Cajun Commander Cafe. been met yet? Met	more advanced OTC terminals. These OTC terminals are smaller and cost less than our previous terminals.		
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Assessment List Findings for the Assessment Measure level for Successfully implement new ID procedures in compliance with the new Law/ Act 401 recently passed that will that will take effect 1/1/19. Law will require IDs to have a signature and expiration date.

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Reflection (Due 9/15/17)

Reflection

1) How were assessment results shared in the unit?

Please select all that apply. If "other", please use the text box to elaborate.

Distributed via email

Presented formally at staff / department / committee meetings

Discussed informally (selected)

Other (explain in text box below)

2) How frequently were assessment results shared in the unit?

Frequently (>4 times per cycle)

Periodically (2-4 times per cycle) (selected)

Once per cycle

Results were not shared this cycle

3) With whom were assessment results shared?

Please select all that apply.

Department Head (selected)

Dean / Asst. or Assoc. Dean

Departmental assessment committee

Other faculty / staff

4) What were the measurable or perceivable effects on your current (2016-2017) findings based on prior action plans (created in 2015-2016)?

The effects are as expected. Our findings correspond to our prior action plans. We continuously are trying to make our program better for students. We believe our action plans and measurements are working well in regards of what we would like to accomplish. We set goals and we make sure we are attempting to meet, if not surpass them.

5) What has the unit learned from the current assessment cycle?

We have learned to continuously evaluate our department's budget, technology, etc., while researching new ways to improve our programs and technology.

Attachments

Attachments

Upload any supporting documents related to your assessment plans, results, or improvements. Documents may include rubrics, survey questions, reports, etc. There is no limit to the number of documents you can upload.

Click "Select File" to upload document(s)