

2016-2017 Assessment Cycle VPAF_Auxiliary Operations: Transportation Services

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 Office of Transportation Services is to provide fair and equitable parking for Faculty, Staff, Students and Visitors to the University. This is accomplished through routine enforcement of the UL Traffic Code. This is accomplished through quality service in a courteous, timely and orderly fashion.

Assessment Plan (due 1/20/17)

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

Assessment List

Goal/Objective	To effectively and efficiently move commuter parking customers from Cajun Field to Main Campus with minimal wait and travel times. Provide real time data through smart phone application and web based access to customers allowing them to monitor and actually track the bus locations for accurate and up to date arrival times.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

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Goal/Objective	Increase the communications to the university community in a proactive time period relating to permit renewals, traffic code changes, lot/facility closures/disruption resulting from construction projects/maintenance.						
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Results & Improvements (due 9/15/17)

Results and Improvement Narratives

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			<p>y successful in reducing that time as indicated in the attached reports.</p>		<p>routes and determine when we needed to add additional resources to our operation to ensure quality customer service and meet our goals. It should be noted that we are on average transporting 800 plus passengers each hour from Cajun Field to campus.</p>
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Assessment List Findings for the Assessment Measure level for Increase the communications to the university community in a proactive time period relating to permit renewals, traffic code changes, lot/facility closures/disruption resulting from construction projects/maintenance.

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Direct - Bi-Annual survey of the University Community/Customers (Other)	Has the criterion Effectively communicate notifications at a minimum of one week prior to event with two week notice being optimal. been met yet? Met	We have been 90% successful in our ability to get information to our customer base. The 10% unsuccessful is primarily due to our department not knowing when other departments such as Facilities are taking over an area for projects in a particular building. We are at times notified the day before or even as last as the day of.		- Policy / Process / Procedural: Our staff has become more streamlined with running the overall operation which includes permit sales, lot closures, events and other criteria that effect the entire University community we serve. As a result we have been able to not only push out this information through our parking management system email processes earlier, but also through a partnership with the Office of Marketing and Communications. By getting ahead of the events and items that effect our campus community we have gained better trust and understanding from those individuals we serve.

Assessment List Findings for the Assessment Measure level for Improve residential communities parking needs relating to close proximity parking for loading and unloading groceries.

Goal/Objective	Improve residential communities parking needs relating to close proximity parking for loading and unloading groceries.
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	Assessment Measure	Criterion			
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Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Survey - students	Has the criterion Create and regulate short term parking needs in and around university housing complexes. been met yet? Not met	As of this time we have not been able to create any 30 minute loading and unloading zones near the intended target housing complexes. However through our enforcement officers and monitoring we are able to allow individuals needing this service to park in areas that can be monitored and do not cause traffic or pedestrian concerns.		- Assessment Process: Continuous monitoring: Due to geographical nature of the housing complexes as well as the limited roadway and parking areas around several of these buildings, we will continue to evaluate other ideas that would assist the residential students with this situation.

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 (selected)

Discussed informally

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 (selected)

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

We have certainly improved our communications across the board to the entire campus community as well as those visiting. We have logged a much lower percentage of complaints related to permit sales, lot closings, transit times as well as overall perception of the campus community.

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

Through formulating these assessments and goals we are able to better understand and monitor changes that have a positive impact on the campus community.

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)