

2017-2018 Assessment Cycle VPAF_Auxiliary Operations: Housing Business Operations

Mission (due 12/4/17)

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 / VP and Program / Department Mission

Mission of College or VP-area

Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."

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.

Mission of Program / Department

Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."

The Offices of University Housing and Residential Life are committed to enhancing student learning and personal growth by providing safe, well maintained, inclusive, and sustainable on campus housing. Our dedication to support the mission of the University is evident by creating purposeful residential communities and engaging with students focusing on the total guest experience.

Attachment (optional)

Upload any documents which support the program / department assessment process.

Assessment Plan (due 12/4/17)

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

Assessment List

Goal/Objective	Increase Guest Satisfaction by providing housekeeping services two times per week.(Imported)
----------------	--

Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms". Target: To reach a satisfaction rating of 5.50 for the Academic Year 2017-2018.	

Goal/Objective	Improve guest experience of Housing Residents by providing same day maintenance repairs.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Timeliness of Repairs", and by the percentage of work orders completed within the target time frame. Target: To increase satisfaction from a rating of 4.06 to 4.75.	
	Direct - Performance (recital/exhibit/science project)	Measure: Utilize the completion time from the work order module within the StarRez Property Management System. Target: 80% of work orders completed within the target time frame of 24 hours.	

Goal/Objective	Improve guest experience satisfaction through the housing signup and assignment process.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			

Assessment Measures	Assessment Measure	Criterion	Attachments
	Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Room Assignment Process" Target: Target EBI Score of 4.75	

Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

Assessment Process

- 1) Yearly student satisfaction and learning outcome surveys are conducted utilizing Sky-factor (Formally EBI - The Educational Bench-marking Institute).
- 2) The department expects to achieve higher student satisfaction in regards to the on campus housing experience. With higher satisfaction, the department hopes for higher retention rates.
- 3) The initiatives set forth in the above goals/objectives are designed to directly impact student satisfaction. The thought behind the initiatives are centered around "Guest Experience". It is theorized that higher touch will equal higher retention.
- 4) The data from the Educational Bench-marking Institute (Now known as Sky-factor) is utilized to annually analyze the impacts on the initiatives that the department is putting into effect. Based on results from these surveys, we are able to determine areas excelling in the initiatives along with areas that are needing improvement. This allows us to have a targeted management approach to our student satisfaction.
- 5) Each year a report is created and shared with the department, and the Directors of Real Estate and Auxiliary Services for reporting up to the VP of Administration and Finance.

Results & Improvements (due 9/15/18)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Increase Guest Satisfaction by providing housekeeping services two times per week.(Imported)

Goal/Objective	Increase Guest Satisfaction by providing housekeeping services two times per week.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Assessment Measures	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> </tr> </thead> <tbody> <tr> <td>Indirect - Survey - students</td> <td>Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms". Target: To reach a satisfaction rating of 5.50 for the Academic Year 2017-2018.</td> </tr> </tbody> </table>		Assessment Measure	Criterion	Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms". Target: To reach a satisfaction rating of 5.50 for the Academic Year 2017-2018.								
	Assessment Measure	Criterion												
Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms". Target: To reach a satisfaction rating of 5.50 for the Academic Year 2017-2018.													
Assessment Findings	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> <th>Summary</th> <th>Attachments of the Assessments</th> <th>Improvement Narratives</th> </tr> </thead> <tbody> <tr> <td>Indirect - Survey - students</td> <td>Has the criterion Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms". Target: To reach a satisfaction rating of 5.50 for the Academic Year 2017-2018. been met yet? Not met</td> <td>While the department did not meet the target of 5.50, significant improvement was made with the score raising from 5.27 to 5.37.</td> <td></td> <td>- Professional development/training: The housekeeping staff will receive further training and be monitored for continuous improvement.</td> </tr> </tbody> </table>				Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives	Indirect - Survey - students	Has the criterion Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms". Target: To reach a satisfaction rating of 5.50 for the Academic Year 2017-2018. been met yet? Not met	While the department did not meet the target of 5.50, significant improvement was made with the score raising from 5.27 to 5.37.		- Professional development/training: The housekeeping staff will receive further training and be monitored for continuous improvement.
Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives										
Indirect - Survey - students	Has the criterion Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms". Target: To reach a satisfaction rating of 5.50 for the Academic Year 2017-2018. been met yet? Not met	While the department did not meet the target of 5.50, significant improvement was made with the score raising from 5.27 to 5.37.		- Professional development/training: The housekeeping staff will receive further training and be monitored for continuous improvement.										

Assessment List Findings for the Assessment Measure level for Improve guest experience of Housing Residents by providing same day maintenance repairs.(Imported)

Goal/Objective	Improve guest experience of Housing Residents by providing same day maintenance repairs.(Imported)				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
Assessment Measures	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Assessment Measure	Criterion		
Assessment Measure	Criterion				

	Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Timeliness of Repairs", and by the percentage of work orders completed within the target time frame. Target: To increase satisfaction from a rating of 4.06 to 4.75.
	Direct - Performance (recital/exhibit/science project)	Measure: Utilize the completion time from the work order module within the StarRez Property Management System. Target: 80% of work orders completed within the target time frame of 24 hours.

Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Survey - students	Has the criterion Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Timeliness of Repairs", and by the percentage of work orders completed within the target time frame. Target: To increase satisfaction from a rating of 4.06 to 4.75. been met yet? Met	Satisfaction was measured at 4.82 for this cycle.		- Assessment Process: Continuous monitoring: The Office of University Housing will continue to monitor our progress in this area making sure that maintenance repairs are being completed in a timely manner.
	Direct - Performance (recital/exhibit/science project)	Has the criterion Measure:	This goal was not met with		- Professional development/training : Building Engineers

		Utilize the completion time from the work order module within the StarRez Property Management System. Target: 80% of work orders completed within the target time frame of 24 hours. been met yet? Not met	2403 work orders of 3164 being completed within 24 hours target time. This results in 76%.		will be retrained on the importance of completing these work orders within the time required. - Resources / Resource Allocation (for Administrative Units): Two new building engineers are being added to the staffing to assist with this goal.
--	--	---	--	--	---

Assessment List Findings for the Assessment Measure level for Improve guest experience satisfaction through the housing signup and assignment process.(Imported)

Goal/Objective	Improve guest experience satisfaction through the housing signup and assignment process.(Imported)														
Legends	OO - Outcome/Objective (administrative units);														
Standards/Outcomes															
Assessment Measures	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> </tr> </thead> <tbody> <tr> <td>Indirect - Survey - students</td> <td>Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Room Assignment Process" Target: Target EBI Score of 4.75</td> </tr> </tbody> </table>					Assessment Measure	Criterion	Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Room Assignment Process" Target: Target EBI Score of 4.75						
Assessment Measure	Criterion														
Indirect - Survey - students	Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Room Assignment Process" Target: Target EBI Score of 4.75														
Assessment Findings	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> <th>Summary</th> <th>Attachments of the Assessments</th> <th>Improvement Narratives</th> </tr> </thead> <tbody> <tr> <td>Indirect - Survey - students</td> <td>Has the criterion Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking</td> <td>Satisfaction with the room assignment process has been met with a rating</td> <td></td> <td>- Assessment Process: Continuous monitoring: The Office of University Housing will continue to pay close attention to the</td> </tr> </tbody> </table>					Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives	Indirect - Survey - students	Has the criterion Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking	Satisfaction with the room assignment process has been met with a rating		- Assessment Process: Continuous monitoring: The Office of University Housing will continue to pay close attention to the
Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives											
Indirect - Survey - students	Has the criterion Measure: Results are to be measured by satisfaction ratings from the Educational Benchmarking	Satisfaction with the room assignment process has been met with a rating		- Assessment Process: Continuous monitoring: The Office of University Housing will continue to pay close attention to the											

		Institute (EBI) survey results. In particular the question regarding "Room Assignment Process" Target: Target EBI Score of 4.75 been met yet? Met	of 5.07 being received.		design of the housing sign up process and monitor student satisfaction throughout the year. Direct feedback from the students in the form of emails, phone conversations and in person meetings will be utilized.
--	--	--	-------------------------	--	---

Reflection (Due 9/15/18)

Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

1) How were assessment results shared in the program / department?

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 (selected)

Other (explain in text box below)

2) How frequently were assessment results shared?

Frequently (>4 times per cycle) (selected)

Periodically (2-4 times per cycle)

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) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.

The result of past evaluations and corrective actions taken towards staffing and training have been fruitful. While not all goals have been met, significant improvements have been seen throughout the assessments.

5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.

Retention of on campus students and the return of off campus "upperclassmen" students to on campus housing has been on the rise. Based on this year's housing signups, there has been a 6% growth in housing occupancy, the majority of this increase is attributed to upperclassmen renewal/return to camps from off campus.

Attachments (optional)

Upload any documents which support the program / department assessment process.