2017-2018 Assessment Cycle VPAF_Auxiliary Operations: Printing Services

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."
Printing Services is a full service printing and production facility that supports not only the degree-granting mission of the University, but also student life and the general University community.

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	Get the ability to take credit cards so that we could accept outside print sales.(Imported)
Legends	OO - Outcome/Objective (administrative units);

Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion	Attachments
Indirect - Satisfaction	Show some progression in getting this process setup.	

Goal/Objective	Get more of the departmental printing business on campus.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion	Attachments
Indirect - Benchmarking	Compare the amount of campus jobs received against previous years.	

Goal/Objective	Increase the printing work received from SLCC(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion	Attachments
Indirect - Benchmarking	Successfully completing any work requested by SLCC.	

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

Printing Services will continue to work on connections that have been built over the years with the university community, SLCC, and several non-profit entities around the community. The idea is to continue to increase the types and quantity of printing produced through Printing Services. A factor in increasing the amount of printing we produce for outside entities will be the ability to process credit card payments. Another major factor will be the investment in new equipment that better serves the needs of the university community. Printing Services uses data it generates from the yearly cycle to assess our outcome for the fiscal year and plan for the new year. Data is shared as needed through the appropriate channels.

Results & Improvements (due 9/15/18)
Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Get the ability to take credit cards so that we could accept outside print sales.(Imported)

Goal/Objective	Get the ability to take credit cards so that we could accept outside print sales.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Indirect - Satisfaction	Show some progression in getting this process setup.

| Assessment Findings | |

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Indirect - Satisfaction	Has the criterion Show some progression in getting this process setup. been met yet? Not met	We have been unable to get this process in place. We will continue to advocate for this process.		- Resources / Resource Allocation (for Administrative Units): Need to advocate for the funding for this process.

Assessment List Findings for the Assessment Measure level for Get more of the departmental printing business on campus.(Imported)

Goal/Objective	Get more of the departmental printing business on campus.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Indirect - Benchmarking	Compare the amount of campus jobs received against previous years.

Assessment Findings	

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Indirect - Benchmarking	Has the criterion Compare the amount of campus jobs received against previous years. been met yet? Not met	The overall quantity of jobs received from campus departments has dropped. This has occurred because budgets are being continually cut and less printing dollars are available. We have made some headway in reaching and receiving printing from different departments around campus.		- Assessment Process: Continuous monitoring: Will continue to monitoring the quantity of jobs received, while investigating new opportunities.

Assessment List Findings for the Assessment Measure level for Increase the printing work received from SLCC(Imported)

Goal/Objective	Increase the printing work received from SLCC(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Indirect - Benchmarking	Successfully completing any work requested by SLCC.

	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Assessment Findings	Indirect - Benchmarking	Has the criterion Successfully completing any work requested by SLCC. been met yet? Met	SLCC printing ventures have gone through without a hitch. We have also increased the work we receive from SLCC and we continue to grow our partnership with them.		- Assessment Process: Continuous monitoring: Will continue to build on our relationship with SLCC and other outside entities.

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
Discussed informally (selected)
Other (explain in text box below)

2) How frequently were assessment results shared?

Frequently (>4 times per cycle)
Periodically (2-4 times per cycle)
Once per cycle (selected)
Results were not shared this cycle

3) With whom were assessment results shared?
Please select all that apply.
Department Head
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.

Due to the decrease in the quantity of jobs received, we are closely watching the budget and finding ways to streamline our process.

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.

No changes have occurred due to this assessment process.

Attachments (optional)
Upload any documents which support the program / department assessment process.