

2016-2017 Assessment Cycle VPAF_Auxiliary Operations: Food 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".

None Available in 2016-2017

Assessment Plan (due 1/20/17)

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

Assessment List

Goal/Objective	With our food service provider, create and approve a campus dining master plan by the end of the Spring 2016 semester.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment	

Measures	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> <th>Attachments</th> </tr> </thead> <tbody> <tr> <td>Direct - Presented to and approved by administration (Other)</td> <td>Administration will approve the plan by May, 2016</td> <td></td> </tr> </tbody> </table>			Assessment Measure	Criterion	Attachments	Direct - Presented to and approved by administration (Other)	Administration will approve the plan by May, 2016	
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Goal/Objective	Achieve an overall average cross-location satisfaction score of 3.2 on a 4 point scale in the Spring 2016 semester.								
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Results & Improvements (due 9/15/17)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for With our food service provider, create and approve a campus dining master plan by the end of the Spring 2016 semester.

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	Indirect - Survey - students	Has the criterion Weekly surveys taken at all dining locations in the Spring 2016 semester will average 3.2 or above. been met yet? Met	The survey average was 3.21.		- Policy / Process / Procedural: After reviewing counts of surveys at different locations, we determined that not all areas were equally surveyed. We have asked Sodexo to survey each location evenly and consistently through the next cycle.

Assessment List Findings for the Assessment Measure level for Meal plan participation will increase to 40% for the Spring 2016 semester.

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	Direct - Data Review (Other)	Has the criterion Participation, defined as the number of meal plan meals sold divided by the number used, will be calculated at the end of the semester. A minimum of 40% is expected. been met yet? Met	Meal plan participation was 41%.		- Assessment Process: Results Discussed / Shared: While we met the 40% goal, we are still concerned that students are not using their meal plans more often. We have shared and discussed with students, faculty, and staff and the feedback we've gotten is that the plans may not be designed for our students' needs. We are addressing this with Sodexo and have asked them to review the plans and submit a proposal with revised meal plans that better match students' needs.

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 (selected)

Other (explain in text box below)

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

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

Dining quality and participation increased.

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

Our process for measuring and evaluating quality is laborious and tedious. We need to discuss with Sodexo a better, more efficient way to measure quality.

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)