

## 2016-2017 Assessment Cycle VPAF\_Auxiliary Operations:Housing Business Operations

### 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 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.

### Assessment Plan (due 1/20/17)

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

##### Assessment List

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

Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	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 2016-2017.	

Goal/Objective	Improve guest experience of Housing Residents by providing same day maintenance repairs.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	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.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	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	

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## Results & Improvements (due 9/15/17)

### Results and Improvement Narratives

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

Goal/Objective	Increase Guest Satisfaction by providing housekeeping services two times per week.				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
Assessment Measures	<b>Assessment Measure</b>		<b>Criterion</b>		
	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 2016-2017.			
Assessment Findings	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Summary</b>	<b>Attachments of the Assessments</b>	<b>Improvement Narratives</b>
	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 2016-2017. been met yet?	While we did not meet the target of 5.50, we did increase satisfaction from 4.89 to 5.33. This was a significant increase in satisfaction.		- Professional development/training: To assist us with reaching this target in the future, we are implementing further training for our Management team and our housekeeping staff.

		Not met			
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**Assessment List Findings for the Assessment Measure level for Improve guest experience of Housing Residents by providing same day maintenance repairs.**

Goal/Objective	Improve guest experience of Housing Residents by providing same day maintenance repairs.				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
Assessment Measures	<b>Assessment Measure</b>		<b>Criterion</b>		
	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	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Summary</b>	<b>Attachments of the Assessments</b>	<b>Improvement Narratives</b>
	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	While we did not meet our satisfaction rating of 4.75, we did increase from 4.06 to 4.57.		- Policy / Process / Procedural: dministration will make sure that the management team is entering in completion times as accurately as possible. Administration will meet with Management weekly to continuously monitor these work orders. Maintenance reports will be set to daily run at 7:30 am and

		a rating of 4.06 to 4.75. been met yet? Not met			3:30 pm for the management team to review open work orders and appropriately address issues. Our target satisfaction will remain at 4.75
	Direct - Performance (recital/exhibit/science project)	Has the criterion 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. been met yet? Not met	Through our research into work order completion times, 70% of workorders that were submitted Monday through Thursday were completed within 24 hours. Of all work order 62% were completed on time within the 24 hour period. Of the 38% that were not completed in the 24 hour time frame 5% were completed 26 hours. Our Target will remain 80%.		- Policy / Process / Procedural: Administration will make sure that the management team is entering in completion times as accurately as possible. Administration will meet with Management weekly to continuously monitor these work orders. Maintenance reports will be set to daily run at 7:30 am and 3:30 pm for the management team to review open work orders and appropriately address issues. Target will remain at 80%

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

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

Assessment Measures	<b>Assessment Measure</b>		<b>Criterion</b>		
	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	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Summary</b>	<b>Attachments of the Assessments</b>	<b>Improvement Narratives</b>
	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 "Room Assignment Process" Target: Target EBI Score of 4.75 been met yet? Met	We successfully met this criterion with a score of 4.96.		- Assessment Process: Continuous monitoring: We will continue to monitor this criterion and work towards more improvement.

## 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)

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)?**

Overall we have seen significant improvement in our satisfaction areas. While our targets in two of our areas have not yet been met, the team is making significant improvements.

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

We have learned that our efforts have been fruitful in seeing improvements and that with more intense monitoring, we can exceed our goals for the next upcoming cycle.

## Attachments