

2016-2017 Assessment Cycle VPAF_Auxiliary Operations: Real Estate

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".

Exceptional customer service and proper stewardship of the auxiliary real estate assets of the University of Louisiana at Lafayette.

Assessment Plan (due 1/20/17)

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

Assessment List

Goal/Objective	Improve customer service in the auxiliary units in the real estate area.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment	

Measures	Assessment Measure	Criterion	Attachments
	Indirect - Satisfaction	Overall satisfaction, measured annually on area assessment instruments, will increase by three percentage points in each real estate department (dining, transportation, housing, and union).	
	Indirect - Survey - students	Overall satisfactions ratings will increase by 3% over the previous year.	

Goal/Objective	Improve financial planning and forecasting ability by creating and implement standardized comprehensive monthly financial reports for all departments.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	Attachments
	Indirect - Survey managers (Other)	Managers will indicate a better understanding of their units' financial statuses and projections after the reporting process is implemented.	

Goal/Objective	By FY 2016-2017, all real estate auxiliary departments will be self-supporting.		
Legends	OO - Outcome/Objective (administrative units); SLO - Student Learning Outcome/Objective (academic units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	Attachments
	Direct - Financial Reporting (Other)	Year-end financial reports will show that each department generated sufficient revenue to cover all expenses and debt payments without any subsidy from the University's other funds.	

Results & Improvements (due 9/15/17)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Improve customer service in the auxiliary units in the real estate area.

Goal/Objective	Improve customer service in the auxiliary units in the real estate area.				
Legends	OO - Outcome/Objective (administrative units);				
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Assessment Measures	Assessment Measure		Criterion		
	Indirect - Satisfaction	Overall satisfaction, measured annually on area assessment instruments, will increase by three percentage points in each real estate department (dining, transportation, housing, and union).			
	Indirect - Survey - students	Overall satisfactions ratings will increase by 3% over the previous year.			
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Satisfaction	Has the criterion Overall satisfaction, measured annually on area assessment instruments, will increase by three percentage points in each real estate department (dining, transportation, housing, and union). been met yet? Not met	Due to staffing vacancies and other administrative priorities, surveys were only implemented in the dining area this year.		- Assessment Process: Data Collection changed: Surveys need to be created and implemented. Surveys were only implemented in one area this year, therefore the goal cannot be met.
	Indirect - Survey - students	Has the criterion Overall satisfactions ratings will increase by 3% over the previous year. been met yet? Not met	Overall satisfaction in student dining increased, but not by 3%. Surveys were not completed in other areas due		

			to staffing vacancies and other administrative priorities.		
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Assessment List Findings for the Assessment Measure level for Improve financial planning and forecasting ability by creating and implement standardized comprehensive monthly financial reports for all departments.

Goal/Objective	Improve financial planning and forecasting ability by creating and implement standardized comprehensive monthly financial reports for all departments.				
Legends	OO - Outcome/Objective (administrative units);				
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Assessment Measures	Assessment Measure		Criterion		
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Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Survey managers (Other)	Has the criterion Managers will indicate a better understanding of their units' financial statuses and projections after the reporting process is implemented. been met yet? Met	Comprehensive monthly financial reports have been created and are in use by all managers. Managers report having a better understanding of their units' financial statuses and are able to more accurately project/forecast.		- Policy / Process / Procedural: The new process was implemented and resulted in more clarity and improved ability to project financial outcomes.

Assessment List Findings for the Assessment Measure level for By FY 2016-2017, all real estate auxiliary departments will be self-supporting.

Goal/Objective	By FY 2016-2017, all real estate auxiliary departments will be self-supporting.
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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)?

Closer monitoring of the dining program, closer monitoring of expenses throughout all areas (transportation, housing, dining, and union).

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

We need to account for outside factors that influence our ability to meet goals when setting targets and timelines.

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)