

2016-2017 Assessment Cycle VPAF_Auxiliary Operations: Union 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 mission of the UL Lafayette Student Union is to provide convenient, high-quality facilities and efficient services to support the university community's social, cultural, educational and recreational programs and services which, in concert with the institution's educational offerings, develop students' intellectual, emotional, physical and social growth. The Student Union offers a state of the art facility that provides an environment which is designed to encourage interaction among the campus groups, increase a sense of campus community, and expand the avenues through which the University educates its students. We are committed to providing high quality, convenient services and facilities that enhance the daily life of our students, faculty, staff and community.

Assessment Plan (due 1/20/17)

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

Assessment List

Goal/Objective	Work to increase off campus room rentals from 3% to 10% of overall room rentals.
Legends	OO - Outcome/Objective (administrative units);

Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Rental reports (Other)	Using the EMS software, to run a room rental report once a month to monitor off campus rentals. Aggressive marketing of rental space as well as direct contact with potential clients will need to be implemented.	

Goal/Objective	To construct a centralized location for all Student Union inventory which would alleviate having equipment in highly trafficked hallways.		
Legends	OO - Outcome/Objective (administrative units);		
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	Direct - Project	This will have to be an addition to the outside of the Student Union. The addition would be either under the covered area on the ballroom side facing the courtyard area or the Wharton Side of the building next to Bayou Bijou exit.	

Goal/Objective	To help improve student satisfaction with the Student Union, write a STEP grant to add 3 print stations in the following locations: SGA hallway, Post Office hallway, and Cashier Center hallway.		
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	Direct - Project	write and submit a STEP grant to add the print stations.	

Results & Improvements (due 9/15/17)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Work to increase off campus room rentals from 3% to 10% of overall room rentals.

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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
 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)?

The 2015-2016 action plan was focused on the Student Union being in operation for one year. The results from that year were used to help formulate goals that were more targeted and concise.

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

The unit learned that more resources has to be targeted toward off campus room rentals if that area is to be increased. Also, the unit learned the challenges of writing an acceptable STEP proposal. Lastly, the unit learned that unexpected hurdles such as lack of funding can lead to utilizing creative ways of handling storage issues.

Attachments