

2017-2018 Assessment Cycle VPAF_Auxiliary Operations: Cajun Card

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."

The mission of the Cajun Card Office is to provide the University of Louisiana at Lafayette with a convenient ID card system, an efficient one-card financial solution, and an advanced campus access and security system. Our office will continuously adhere to the university's mission by providing professional service, convenience, and technology advancement to all of our students, faculty and staff. Our goal is to expand card use and security systems throughout the campus with improved technologies and support. Our staff is dedicated to promoting customer satisfaction, campus security, and student success.

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	Explore more program options on how to make Cajun Cash more beneficial to students and employees of the University.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Research (Other)	By end of Fall 2018, have researched and planned at least 1 program to make Cajun Cash more beneficial. Research by comparing other university programs through internet resources, NACCU (National Association of Campus Card Users) network, and student feedback.	

Goal/Objective	Track on-campus Cajun Cash usage in order to evaluate income and expenses involved in the Cajun Cash program.(Imported)		
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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

By setting goals and/or objectives, we can measure, test, and use our results to make better decisions, keep or improve what is working, and get rid of what's not working. Our overall plan is to continue to provide high quality cards and services to our students and employees by researching new ideas to expand our Cajun Cash system. By continuing to research and experiment with new ideas, we can move towards implementing a new plan to expand.

Results & Improvements (due 9/15/18)

Results and Improvement Narratives

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		<p>1Card annual maintenance charges for equipment and software for each campus merchant:Office of Transportation, Ragin' Cajun Stores, Student Health Service, Dupre Library, Copy Machines, UL Lafayette Dining Services, and Papercut. been met yet? Met</p>	<p>of the on campus locations have dropped in revenue year over year. The biggest impact being the bookstore and Sodexo. Further review is needed and effort into incentivizing students to use Cajun Cash more across campus.</p>		
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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) (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) 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.

The effects are as expected. Our findings correspond to our prior action plans. We continuously are trying to make our program better for students. We will take a more aggressive and proactive approach to reviewing all expenses, programs and new opportunities that will grow the overall campus card experience for students.

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.

We have learned to continuously evaluate our department's budget, technology, etc., while researching new ways to improve our programs and technology.

Attachments (optional)

Upload any documents which support the program / department assessment process.