

2017-2018 Assessment Cycle VPAF_Auxiliary Operations: Real Estate

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."

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

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	Improve customer service in the auxiliary units in the real estate area.(Imported)
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.(Imported)		
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.	

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

Results & Improvements (due 9/15/18)

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

Goal/Objective	Improve customer service in the auxiliary units in the real estate area.(Imported)				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
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?			
	Indirect - Survey - students	Has the criterion Overall satisfactions ratings will increase by 3% over the previous year. been met yet?			

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.(Imported)

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

Reflection (Due 9/15/18)

