

Report Form A-2
Assessment of Program Outcomes for
AUXILIARY ENTERPRISES

Campus Dining –Laundry Services
(Educational Support Unit)
AY 2004-2008
(Assessment Period)

Instructions: This form should be used to report on each of your **Outcomes**. Although you may not assess every program outcome every year, you will have a report for each outcome based on the year that it *was* assessed.

- 1. Program Outcome** (What characteristic, skill, behavior, attitude, service, performance, product, system, process, output, etc., did your program intend to offer or enhance?)

Establishment and maintenance of administrative structures which support on-campus dining services offered to students, faculty, and staff.

- 2. Strategies Used to Meet Program Outcome** (What did you do?)

2004-08

1. Utilize SIS administrative software to collect, store, and retrieve individual meal plan applications.
2. Utilize SIS administrative software to create individual meal plan accounts.
3. Provide 1000 sq ft of additional on-campus dining space “Jazzman Café”
4. Revitalize and update “Pardus” faculty and staff on-campus dining facility.
5. Advertise (flyers and campus announcements) on-campus dining facilities and services.
6. Provide additional dining service “Sport Grille” locate in Farrell Laundry (1564 Square Feet)
7. Utilize ID card system for meal plan & Laundry Services.
8. Maintain effective cash handling procedures.

2008-09

1. Utilize Banner administrative software to collect, store, and retrieve individual meal plan information.

- 3a. First Measure or Means of Assessment for Outcome above and Criteria for Success** (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

Participation rates were utilized to measure success of auxiliary support of on-campus

dining.

3b. Results/ Findings (How did you do? Summarize assessment data collected.)

Over the years, participation from student client groups has increased. Since groups have an array of near-by dining choices, we predict that the following increase is due to improved on-campus dining services. On-campus dining participation rates for 2004-08 are as follows:

FY 2004 7,262

FY 2005 6,503

FY 2006 7,253

FY 2007 7,386

3c. Use of Results (How did you use the findings, e.g., maintain, improve, change, etc.)

Because on-campus dining participation rates has shown a steady increase for almost a decade and because it is forecasted that student enrollment will increase, Auxiliary Enterprise is planning to identify, remodel or build increased square footage to support on-campus dining.

4a. Second Measure or Means of Assessment for Outcome above and Criteria for Success, if available (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

4b. Results/ Findings (How did you do? Summarize assessment data collected.)

4c. Use of Results (How did you use the findings, e.g., maintain, improve, change, etc.)

5. Documentation (What is the evidence and where is it located? Give name, location, dates, etc., e.g., Revised Admissions Manual is located in the office of Jane Smith, Director of Undergraduate Admissions; Meeting minutes from June 4, 2006, are located in the office of Dr. James Smith, etc.)*

Participation rates can be found in the Office of Ms. Tressy Wilson, MSC, Rm. 107.

* This is a sample report only and may or may not reflect an actual unit's outcome and report.