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| **Unit/Program Name** | Copy Services and Campus Post Office |
| **Office of Primary Responsibility** | Director of Copy Services and Campus Post Office |
| **Assessment Coordinator** | Mary McDaniel |
| **Submission Date of this Report** | May 30, 2017 |

1. **Unit/Program Goal**: (Campus Post Office) Evaluate effectiveness of services offered in Campus Post Office

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| **Strategic Goal Supported** | | 4. Environment – Surveys were completed by faculty, staff and students and the following were graded by all areas. Scores of 4. Outstanding, 3. Exceeds, 2. Meets and 1. Below are available. | | | | | | | |
| **Indicator of Success or Student Learning Outcome** | **1.** | A timely response was provided | | | | | | | |
|  | **2.** | Staff was courteous and helpful. | | | | | | | |
|  | **3.** | Staff provided accurate information. | | | | | | | |
|  | **4.** | Overall experience. | | | | | | | |
| **Assessment Instruments and Frequency of Assessment** |  | Instrument | | | | Frequency | | | |
|  | **1.** | Campus Post Office Service Evaluation | | | | Ongoing - point of service evaluation forms | | | |
|  | **2.** | Campus Post Office Service Evaluation | | | | Ongoing - pont of service evaluation forms | | | |
|  | **3.** | Campus Post Office Service Evaluation | | | | Ongoing - point of service evaluation forms | | | |
|  | **4.** | Campus Post Office Service Evaluation | | | | Ongoing - point of service evaluation forms | | | |
| **Expected Outcome of Indicator of Success or Student Learning Outcome** |  | Met (3) | | Partially Met (2) | | | | Not Met (1) | |
|  | **1.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 2.0 - 2.99 | |
|  | **2.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 2.0 - 2.99 | |
|  | **3.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 2.0 - 2.99 | |
|  | **4.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 2.0 - 2.99 | |
| **Summary of Data Collected** | **1.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
|  |  | 3.76 | 4.0 | | 3.82 | | 3.9 | | 3.68 |
|  | **2.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
|  |  | 3.96 | 4.0 | | 4.0 | | 3.9 | | 3.90 |
|  | **3.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
|  |  | 3.88 | 4.0 | | 4.0 | | 3.9 | | 3.86 |
|  | **4.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
|  |  | 3.92 | 4.0 | | 3.94 | | 3.9 | | 3.86 |
| **Review of Results and Actions Taken** | **1.** | The Campus Post Office must work with Central Receiving on package delivery which sometimes delays actual delivery to the students’ boxes – which causes frustration. While the average score on this is a 3.68 which met the standard, the Post Office strives for a 4.0 satisfaction level. There has been a new staff member hired in Central Receiving – which should allow for improvement in this area. | | | | | | | |
|  | **2.** | The Post Office Manager hires student workers who have great work ethics as well as pleasant personalities for customer service. She has excellent training for them as well. | | | | | | | |
|  | **3.** | The Post Office Manager and the student workers work really hard to keep up with current postal regulations with the USPS. | | | | | | | |
|  | **4.** | This office is comprised of one full-time employee and two student workers who alternate duties. They do a great job of meeting the needs of the university. | | | | | | | |
|  | **Sum** | Some of the additional comments that are compiled from the surveys are:  The staff has been very helpful and respectful. Thankful to have a Post Office on Campus. PO is very well run. | | | | | | | |
| **Indicator of Success or Student Learning Outcome Outcomes** |  | Indicator of Success Evaluation | | | | Indicator of Success Score | | | |
|  | **1.** |  | | | |  | | | |
|  | **2.** |  | | | |  | | | |
|  | **3.** |  | | | |  | | | |
|  | **4.** |  | | | |  | | | |
| **Additional Resources Required to Achieve or Sustain Results** | | None at this time. | | | | | | | |

1. **Unit/Program Goal**: (Copying Services) Effectiveness of services offered in Copying Services

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| **Strategic Goal Supported** | | 4. Environment - Surveys were completed by faculty, staff and students and the following were graded by all areas. Scores of 4. Outstanding, 3. Exceeds, 2. Meets and 1. Below are available. | | | | | | | |
| **Indicator of Success or Student Learning Outcome** | **1.** | Copy Services Service Evaluation: Quality of Work | | | | | | | |
| **2.** | Copy Services Service Evaluation: Customer Services | | | | | | | |
| **3.** | Copy Services Service Evaluation:Timeliness of Completion | | | | | | | |
| **4.** | Copy Services Service Evaluation:Overall Final Product | | | | | | | |
| **Assessment Instruments and Frequency of Assessment** |  | Instrument | | | | Frequency | | | |
| **1.** | Copy Services Customer Service Survey | | | | Ongoing - point of service evaluation forms | | | |
| **2.** | Copy Services Customer Service Survey | | | | Ongoing - point of service evaluation forms | | | |
| **3.** | Copy Services Customer Service Survey | | | | Ongoing - point of service evaluation forms | | | |
| **4.** | Copy Services Customer Service Survey | | | | Ongoing - point of service evaluation forms | | | |
| **Expected Outcome of Indicator of Success or Student Learning Outcome** |  | Met (3) | | Partially Met (2) | | | | Not Met (1) | |
| **1.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 2.0 - 2.99 | |
| **2.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 2.0 - 2.99 | |
| **3.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 2.0 - 2.99 | |
| **4.** | 3.5 - 4.0 | | 3.0 - 3.49 | | | | 20 - 2.99 | |
| **Summary of Data Collected** | **1.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
| 3.86 | 4.0 | | 4.0 | | 4.0 | | 3.94 |
| **2.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
| 3.86 | 4.0 | | 4.0 | | 4.0 | | 3.94 |
| **3.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
| 3.89 | 4.0 | | 4.0 | | 4.0 | | 3.94 |
| **4.** | 2012 | 2013 | | 2014 | | 2015 | | 2016 |
| 3.93 | 4.0 | | 4.0 | | 4.0 | | 3.94 |
| **Review of Results and Actions Taken** | **1.** | In 2016 Printing Services implemented a new multi-function machine – which improved the capability of services offered in-house. This machine now completes finish work like booklets that had previously been outsourced at a much higher price than in-house work. | | | | | | | |
| **2.** | The Graphics Artist in Printing Services has taken on several design opportunities which adds an improvement aspect for additional help to the University Relations department. She does more design work like flyers, postcards, etc. for various departments – which allows more time for the University Relations department to concentrate on more complex projects like the Lander Magazine. She also designed a new layout for the commencement program. | | | | | | | |
| **3.** | During the timeframe to replace machines, timeliness suffered. Now that they are fully operable, machines are much more efficient and adds a much improved operational function for this unit. | | | | | | | |
| **4.** | The machines that have been added to Printing Services definitely produce a professional final product which ultimately made improvements to the overall final product. | | | | | | | |
|  | **Sum** | Additional comments from surveys:  Great Service!  I can’t be more impressed and appreciative of the work of Printing Services.  They are always willing to go above and beyond to make sure that we have what we need.  Always a pleasure working with the print shop staff!!!  The Print Services Department is a valuable resource to have at Lander  This increase in color copies indicate more in-house printing – and less outsourcing. This is a savings for the university.  The lower numbers in black and white copies indicate that departments are printing on efficient machines in their respective areas as well as cutting back on actual paper usage. Many academic areas are emailing syllabi and booklets to students rather than printing them ahead of time for hand-out.  Lower numbers of outsourced printing indicates that more in-house printing is being done in addition to cutting back on some paper materials. | | | | | | | |
| **Indicator of Success or Student Learning Outcome Outcomes** |  | Indicator of Success Evaluation | | | | Indicator of Success Score | | | |
| **1.** |  | | | |  | | | |
| **2.** |  | | | |  | | | |
| **3.** |  | | | |  | | | |
| **4.** |  | | | |  | | | |
| **Additional Resources Required to Achieve or Sustain Results** | |  | | | | | | | |

1. **Unit/Program Summary**

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| **Unit/Program Goal** | **Strategic Goal Supported** | **Unit/Program Goal Outcome** | | **Additional Resources Required to Achieve or Sustain Results** |
|  |  | **Score** | **Evaluation**  **Met: 3.00 – 2.01**  **Partially Met: 2.00 – 1.01**  **Not Met: 1.00 – 0.01**  **Not Evaluated: 0.00** |  |
| 1. Evaluate the effectiveness of services offered in the Campus Post Office |  | 3.00 |  | $0.00 |
| 1. Effectiveness of services offered in Copying Services |  | 3.00 |  | $0.00 |
| **UNIT/PROGRAM TOTALS** | | **3.00** |  | **$0.00** |