

Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Administrative Unit

Printing Services

Submission Year

2019-2020

Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.

Assessment Coordinator Name

Stacey Hart

Enter Assessment Coordinator Email

shart@lander.edu

If more than one coordinator, please choose one for emails to be sent to.

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

To Evaluate the effectiveness of services, quality and timely production of printing jobs for faculty, staff and students.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

A timely response was provided.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

3.5-4.0

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

3.0-3.49

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

2.0-2.99

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Print Shop Service Evaluation Form

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Ongoing - point of service evaluation forms

Data Collected for this Timeframe (Results)

Print Shop Service Evaluation Form

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

We have also made some changes to our Copy Service Request Form by adding more choices of paper and more finishing options. This will make it more self-explanatory for Faculty and Staff who use our services. We also added a quick link on our online request form that delivers straight to our email address for faster service and more convenience for our faculty, staff, and students. We are hoping that by adding these new features, we will be able to produce high quality print jobs faster and more conveniently for the university.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

The Print Shop recently acquired a jogging machine which allows us to sort papers at a faster rate.

Include estimate of cost.

Explanation of How Resources Will Be Used

We are always striving to see how we can improve our services for our faculty staff and students. The Print Shop will use this resource to reduce service time to faculty and staff.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Staff was courteous and helpful

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

4.0-3.50

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

3.0-3.49

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

2.0-2.99

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Print Shop Service Evaluation Form

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Ongoing - point of service evaluation forms

Data Collected for this Timeframe (Results)

Print Shop Service Evaluation Form

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

Bonner Abercrombie was named among the 2019 Staff Excellence award winners. We have also made our online request form with a quick link which emails printing request and files faster. This removed some additional steps decreasing our job process time and creating a more easy to use format for employees.Curr

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Currently, the Print Shop is appropriately staffed to meet current demands.

Include estimate of cost.

Explanation of How Resources Will Be Used

The Print Shop currently uses resources adequately to meet demand.

Outcome 3

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Staff Provided Accurate Information

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

4.0-3.50

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

3.0-3.49

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

2.0-2.99

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Print Shop Service Evaluation Form

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Ongoing - point of service evaluation forms

Data Collected for this Timeframe (Results)

Print Shop Service Evaluation Form

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

The Print Shop effectively communicated to faculty and staff where to access the newly designed copy service request form online. This gave faculty and staff easier access to this resource and the email link reduced the time it would take them to search for the forms or email address. We also redesigned the form to be more user friendly, allowing us to better understand our customers needs.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

The print shop has upgraded some of its equipment to better serve the University. We have upgraded our lamination machine to 27in wide for a better coverage area and cost effectiveness. We have seen an increase in our outdoor signage use as well, so we have upgraded the thickness of our laminating material for better outside use. The current copy services computer is old and outdated. We have recently been informed there will be an update issue because of the age of this computer. At this point we would need to evaluate cost options for a new unit.

Include estimate of cost.

Explanation of How Resources Will Be Used

Resources would be used to purchase a new computer for the copy services desk. By purchasing a newer, faster computer we will obtain faster processing abilities to continue to meet the increased demand stemming from higher enrollment.

Outcome 4

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Overall Experience

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

4.0-3.50

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

3.0-3.49

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

2.0-2.99

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Print Shop Service Evaluation Form

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Ongoing - point of service evaluation forms

Data Collected for this Timeframe (Results)

Print Shop Service Evaluation Form

Score (Met=3, Partially Met=2, Not Met=1)

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

3

Comments/Narrative

Currently, the Print Shop is exceeding the satisfaction of our customers. We would like to offer more services in the future and have begun to research various machines that will allow us to begin printing envelopes in house in emergency situations, where timeliness is of the essence. Working closely with other departments any delay along the route can hold a job up beyond a reasonable time frame.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

We are currently in the process of researching replacement copiers for summer procurement. I have asked that we consider the attachment that will allow us to also print envelopes on site. While we can't fully sustain the every day order of this supply, we can hope to provide emergency services as needed.

Include estimate of cost.

Explanation of How Resources Will Be Used

We currently don't have an estimate for cost, but once we do we will compare the cost effectiveness of this to the cost the we currently spend for out sourcing these jobs with rush processing.

Goal Summary

Goal Summary/Comments

The print shop has upgraded some of its equipment to better serve the University. We have also made some changes to our Copy Service Request Form by adding more choices of paper and more finishing options. We also added a quick link on our online request form that delivers straight to our email address for faster service and more convenience for our faculty, staff, and students. We have also consistently maintained a 4.0 average on our Print Shop Service Evaluation Form.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

We would like to replace the current copy services desk computer with a faster, more efficient model. We will also be replacing copiers as our current lease expires, and will work closely with Procurement to secure this. By continuing to evaluate the service needs of our faculty, staff, and students we will continue to facilitate growth within the Print Shop.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)