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	**Submission Year**
Post Office	2018-2019

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	**Enter Assessment Coordinator Email**
Michelle Weeks	mweeks@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.

Evaluate effectiveness of services offered in the Campus Post Office

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	**Frequency of Assessment**
Instrument - Satisfaction survey	Ongoing - point of service evaluation forms

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).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
3.62	3

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

Comments/Narrative

With the new Pitney Bowes SendSuite tracking system our package receiving time has decreased tremendously. However, there is a delay from the time packages are scanned in Central Receiving until they are available for pickup in the Campus Post Office. Although the package notification implicitly states to wait an hour for processing, most students don't actually read the email and come immediately. We have contacted Pitney Bowes and there is currently no way to delay emails, so we are going to try implementing a new wording structure in the future.

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

At this point there are no additional resources needed to meet or sustain results. However, we will closely monitor increase in enrollment/residency trends, as well as mail and package volume.

Include estimate of cost.

Explanation of How Resources Will Be Used

The LU Post Office currently utilizes all available resources in order to meet the needs of our students.

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"

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	**Frequency of Assessment**
Instrument - Satisfaction survey	Ongoing - point of service evaluation forms

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).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
3.92	3

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

Comments/Narrative

This year we were able to increase our student worker budget slightly. This allowed us to have 3 workers present during the extraordinarily busy time we experience at the beginning of the semester. With the increase of resident students, as well as a large freshman class, we were able to provide additional support to new students, while reducing wait time.

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

At this point there are no additional resources needed to meet or sustain results. However, we will closely monitor increase in enrollment/residency trends, as well as mail and package volume.

Include estimate of cost.

Explanation of How Resources Will Be Used

The LU Post Office currently utilizes all available resources in order to meet the needs of our students.

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"

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	**Frequency of Assessment**
Instrument - Satisfaction survey	Ongoing - point of service evaluation forms

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).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
3.85	3

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

Comments/Narrative

The rules and regulations required by USPS are constantly changing. We continue to monitor these changes as they occur and adjust our processes accordingly.

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 continuously monitor USPS rules and regulations to ensure we are providing accurate information to faculty, staff, and students. This information is provided by USPS free of charge as it occurs, or is offered as additional training provided by Pitney Bowes.

Include estimate of cost.

Explanation of How Resources Will Be Used

The LU Post Office currently utilizes all available resources in order to meet the needs of our students.

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"

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	**Frequency of Assessment**
Instrument - Satisfaction survey	Ongoing - point of service evaluation forms

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).

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
3.69	3

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

Comments/Narrative

The overall experience we provide students have improved. At this point we are monitoring the reaction of the increased enrollment of resident students as well as the increased online ordering of packages. We are close to capacity with currently installed mailboxes on campus and will need to keep this in mind as growth continues. Some of our mailboxes are very old and replacement parts are not available. We are also working with a confined space - as students order more and larger packages there is overcrowding in the LU Post Office.

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

At this point we can meet/sustain results, however, close monitoring of the resident student population as well as incoming mail/package trends must occur in order to continue providing excellent service to our faculty, staff, and students.

Include estimate of cost.

Explanation of How Resources Will Be Used

The LU Post Office currently utilizes all available resources in order to meet the needs of our students.

Goal Summary

Goal Summary/Comments

Currently, the LU Post Office is operating at near capacity in regards to resources, space, and personnel. However, we are maintaining positive satisfaction results with faculty, staff, and students. With the growth of resident students and increased online ordering trends, the LU Post Office may need to make some adjustments for the next academic year. At this point our current stance is to continue to monitor how the increased enrollment and online ordering affects that amount of mail/packages that are processed in the LU Post Office.

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

The LU Post Office has added an additional scanner to process packages. This additional scanner has increased efficiency in the Post Office as we are able to receive packages on one scanner as we deliver packages with the other. In 2018 we installed additional mailboxes to anticipate the growing student body. As of this report, and based on enrollment we expect to have enough mailboxes for the upcoming academic year. Since the university is close to maximum in regards to residential housing they would need to add additional facilities to accommodate more students. At this point we would need to look to increase the LU Post Office facilities to manage growth.

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

Upload Files (if needed)