# 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 <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

# Be sure to SAVE your progress as you work!

**Administrative Unit**
Post Office

**Submission Year**
2020-2021

**Assessment Coordinator Name**
Michelle Weeks

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## 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.

**Unit Goal**
Evaluate effectiveness of services offered in the Campus Post Office

**Pillar of Success Supported**
Facilities Positioned for Growth and Efficient Utilization

## 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**
2020-2021

**Performance Target for "Met"**
3.50-4.0

**Performance Target for "Partially Met"**
3.0-3.49

**Performance Target for "Not Met"**
2.0-2.99

| | |
|---|---|
| **Assessment Measure Used** | **Frequency of Assessment** |
| Instrument - Satisfaction survey | Ongoing - point of service evaluation forms |
| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
| 3.92 | 3 |

**Comments/Narrative**
Our package workload has increased 41.1% and 49.7% over the first two weeks from the same time last year! Search results for typing "package volume increase" into Google, experts say that the pandemic has accelerated E-commerce growth by 5 years. This coupled with the Bearcat Shop's transition into a virtual bookstore has increased our workload significantly. Prior to the pandemic we were monitoring the workload ratio, but this shift has not been incremental in nature. We are also unable to receive packages at our office and instead must travel to the Print Shop daily to collect deliveries. Depending on volume this may take up to 9 back and forth trips at 600+'. If the mail comes before my student worker arrives we have to leave the window unattended and this has been as long at 20-30 minutes!

**Resources Needed to Meet/Sustain Results**
At this point we need a secure location where the USPS can access for deliveries and additional help to receive and process packages. A central receiving location on campus would be ideal, or even fix the elevator USPS uses when delivering mail to the delivery dock (the elevator has been down for several years and until a few months ago they had alternately been delivering across the plaza to the front area). I request a minimum increase to our student worker budget by $4,000 annually.

**Explanation of How Resources Will Be Used**
The $4,000 will allow me to hire an additional student for 3 hours per day during the school year. This will allow us to schedule a student worker to cover the 9-11 timeframe that is unoccupied, as well as to overlap for the first month of each semester when deliveries are at the highest. This will need to be monitored and may need to be adjusted on an annual basis, as Federal Work Study funds have been depleted extremely quickly the past 2 years.

# 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**
2020-2021

**Performance Target for "Met"**
3.5-4.0

**Performance Target for "Partially Met"**
3.0-3.49

**Performance Target for "Not Met"**
2.0-2.99

| **Assessment Measure Used** | **Frequency of Assessment** |
|---|---|
| Instrument - Satisfaction survey | Ongoing - point of service evaluation forms |
| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
| 3.92 | 3 |

**Comments/Narrative**
Most comments in this category are compliments regarding the friendly, courteous service we provide. However, the extreme increase in packages has created a more fast paced work area where we don't have any time to connect with students as we did previously. Additional funding will give us the staffing needed to continue to provide outstanding service.

**Resources Needed to Meet/Sustain Results**
I have requested an additional $4,000 (minimum) above and would use the funds to more appropriately staff the LU Post Office. We will continue to monitor increase in enrollment/residency trends, as well as mail and package volume.

**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 and would use the additional funds requested to employ extra help during the first month of each semester, which is when our volume is highest.

# 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**
2020-2021

**Performance Target for "Met"**
3.5-4.0

**Performance Target for "Partially Met"**
3.0-3.49

**Performance Target for "Not Met"**
2.0-2.99

| | |
|---|---|
| **Assessment Measure Used** | **Frequency of Assessment** |
| Instrument - Satisfaction survey | Ongoing - point of service evaluation forms |
| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
| 3.88 | 3 |

**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. Because student workers are not long-term we consistently train new student workers. Because of the sheer volume of USPS regulations, it takes a while for students to learn them all. This lack of familiarity with the rules occasionally means they won't have the right answer (or an answer at all).

**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. I will create a small training guide for students moving forward to ensure that they know where to look for the correct information.

**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**
2020-2021

**Performance Target for "Met"**
3.5-4.0

**Performance Target for "Partially Met"**
3.0-3.49

**Performance Target for "Not Met"**
2.0-2.99

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

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

**Comments/Narrative**
At this point we are monitoring the reaction of the increased enrollment of resident students as well as the increased online ordering of packages, some due to Covid-19. We are at capacity with currently installed mailboxes and because they very old and replacement parts are not available. We are also working within a confined space - as students order more, and larger packages, there is overcrowding in the LU Post Office. The increased package ordering has caused us to have packages overflow into the back hallway as there isn't anywhere for them to be brought immediately. Also, since the elevator has been down for several years and USPS is no longer able to deliver to the door, they have been delivering at the Print Shop. At times they have left the packages outside the building where students would have access to them. This is a serious issue that needs to be addressed asap.

**Resources Needed to Meet/Sustain Results**
We need a central receiving location on campus where the USPS can deliver mail and packages, as well as where can access them for transport back to the LU Post Office. The LU Post Office is also experiencing storage shortages. Due to the extreme increase in packages we have boxes stored all over the floor. This often decreases our timely response, as well as creating an unsuitable working environment from tripping over boxes in the walkway. Consideration will need to be given to creating a larger campus Post Office or acquiring additional storage space as soon as possible.

**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. A different facility or other arrangements need to be considered for the future.

# Goal Summary

### Goal Summary/Comments
Currently, the LU Post Office is operating at or above capacity in regards to resources, space, and personnel. We need added funding for extra help, as well as facilities positioned to handle our increased volume. Although we are maintaining positive satisfaction results with faculty, staff, and students - these growth changes are recent and skewed based on time of data collection. With the growth of resident students and increased online ordering trends, the LU Post Office NEEDS to make some adjustments for the next academic year. At this point we need to consider a new facility that will give us adequate storage, as well as a secure location for USPS to make deliveries.

### Changes Made/Proposed Related to Goal
I propose charging a fee to students who want to rent a campus mailbox. The USPS currently charges $34 per quarter for PO Box rental. Charging a small fee of $10 per semester will generate revenue that can be used for capital expenditures as well as increased payroll budget. If about half of our residents rent a box that would generate almost $18,000 annually. Using these funds, we could remodel a facility more suitable for our increasing deliveries that also provides appropriate storage space, increase funding for additional student worker help, and replace dilapidated mailboxes.

### Upload Files (if needed)