

Assessment Cycle 2021-2022

Auxiliary Services

Department: Auxiliary Services

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Date: June 2022

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Date: June 2022

Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Auxiliary Services is to provide the highest quality products and services to the Northwestern State University community while setting the highest operational standards possible. Auxiliary Services' departments survey their customers each year on the delivery of products, services, and customer service. In addition, student focus groups and committees provide valuable input on student trends, needs, and desires throughout the year.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative, and qualitative) is collected and returned to the assessment coordinator.
- (2) The assessment coordinator will analyze the data to determine whether the service provider has met the measurable outcomes.
- (3) Results from the assessment is disclosed and discussed in an open forum with all service coordinators/providers.
- (4) Individual meetings with service providers will take place as needed (show cause):
- (5) The assessment coordinator, in consultation with the service provider, will determine if changes are required to the service provided and to the measurable outcomes or assessment tools for the next assessment period.

Note. During Assessment Cycle 2021-2022, Northwestern State University continued to face hardships due to the continued effects of the COVID pandemic. Through deliberate planning, Northwestern remained focused on modified academic programs, facilities, services, and resources to enhance learning and the health and safety of students, faculty, staff, and the public, while striving to meet students' satisfaction standards and expectations.

Assessment Cycle 2021-2022

Assignments and student learning assessments continued to be modified to maximize the principles of equitable evaluation and assure the highest quality in-person classes, online delivery of courses, and hybrid face-to-face and virtual studies. Technological equipment and resources were updated and expanded to provide high academic quality and flexibility while using lower bandwidth.

Student learning outcomes guide the design and delivery of instruction to ensure student learning. While the assessment process continues, it would be naïve to assume academic program assessments have not been affected – the degree of which is based on individual programs. Because of the tireless efforts of Northwestern’s highly accomplished and respected leadership, faculty, and staff, the trust of current and future students in the University’s commitment to extraordinary academic and experiential student learning opportunities is evident through increased enrollment, even during these trying times.

Service Outcomes:

SO 1. Ensures the institution provides a professional food service with a wide variety of nutritional and dietary sensitive food selections in a clean and culturally sensitive dining facility environment.

Measure 1.1. The University compiles data by leveraging a survey instrument by which students will be asked to rate food service based on quality, variety, service, sanitation, and the environment. The target is 85%, which will rate all categories as satisfactory.

Finding: Target was met.

Analysis: In 2020-2021 the target was met. In AC 2020-2021 we took specific feedback/suggestions directly from the customer and implemented as many of those changes as possible. Based on the analysis of the 2020-2021 results, we added to the offerings of a wide variety of food options for students with medical/dietary food restrictions. We also increased our readily available items for common dietary restrictions and food allergies. We have implemented a new app called “bite u” making our Iberville menus available to view. Since COVID restrictions have been lifted, we are now able to return to a more traditional style of service which allows students to self-serve at their leisure. As a result of these changes, in AC 2021-2022 the target was met.

Decision, action, or recommendation. Based on the analysis of the results in 2021-2022, NSU will make changes based on student feedback and concerns. We will work to come up with new ways to receive student feedback and comments. Now that COVID restrictions are no longer a constraint, we plan to add new and exciting food stations at Iberville and bring back themed meals, with hopes to keep students interested and excited about dining on campus, while continuing to strive to offer a variety of nutritional and dietary sensitive food selections to all students, faculty, staff and guests.

Assessment Cycle 2021-2022

Measure 1.2. Through multiple random nondisclosed inspections, the facility is graded on food quality, variety, service, sanitation, and the environment. The target score is receiving a 9 out of 10 score by a student or faculty inspector.

Finding: Target met.

Analysis: In AC 2020-2021 the target was met. Based on the analysis of these results, Louisiana Department of Health completed their nondisclosed inspection of food service locations during the fall and spring semesters to rate their visit based on food quality, variety, service, sanitation, and environment. These inspections are based on national food service standards. Areas receiving comments include employee rights, chemical hazards, food safety, retail practice, and sanitation. The combined score from all visits was 94%. As result of these changes, in AC 2021-2022 the target was met.

Decision: In AC 2021-2022, the inspectors all gave the facilities a Satisfactory Rating. During the 2021-2022 inspection, we received a score of 99% in both physical safety and food safety. This confirms our commitment to continue providing the highest standards in cleanliness and food and environmental safety. For AC 2022-2023, We will continue to strive to in keeping our environments as clean and sanitary as it was deemed for 2021-2022. No longer bound by COVID restrictions, we will be able to bring back the student/faculty inspections to continue assurance of these standards.

SO 2. The bookstore will maintain appropriate inventory to meet student needs.

Measure 2.1. The bookstore will maintain current semester required textbooks for students. Target is a 100% accuracy rate in having in stock the textbooks required for students per semester.

Finding: Target met.

Analysis: In 2020-2021 the target was met. In 2020-2021 the bookstore expanded participation to over 500 courses in the IncludED program, giving students the ability to have access to all required course materials on day 1 of class, the bookstore opened the semester with all textbook adoptions in their system and on the shelf for purchase. As a result of these changes, in AC 2021-2022 the target was met.

Decision: In 2021-2022 the target was met. The bookstore held both in person and video meetings with deans and faculty to discuss both print and digital textbooks requirements for course adoptions. Once again, books were ordered and in place before the start of the semester, except for one biology course, which the publisher had printing delays due to demand constraints. In fall 2021 the IncludED Program continued to improve, offering students material access on or before the first day of class. The success of this program is evident with the increase to 555 spring courses using the IncludED Access for their course materials. In 2022-2023 AC year, we will continue to work with our Follett vendor to ensure we are getting the lowest contracted prices available, while working to fine tune course material adoption process and availability avenues. This endeavor continues to

Assessment Cycle 2021-2022

save students an average of 62% on textbooks and required course materials and provides day 1 access to all course materials both digitally and on the shelf.

Measure 2.2. The bookstore will maintain a 95% student satisfaction rate per each semester's survey.

Finding: Target met.

Analysis: In AC 2020-2021 the target was met. Based on the 2020-2021 analysis, the IncludED program was expanded to more courses, helping students to have their required course materials at the start of each semester. Making online learning more convenient and effective for students not on campus. Although student response to receipt survey was extremely low, the limited responses received regarding students' satisfaction, NSU bookstore received a 100% in "asked questions to determine needs" and 100% in "associate made merchandise recommendations." Confirming our target goal of 95% satisfaction rate was met.

Decision: In 2021-2022 the target was met. Based on 2021-2022 high call volume the bookstore was receiving during hours of operation, a call center was put into place, to help field the frequently asked questions and to direct students to the proper places for online ordering, shipping, and material access questions. This call center has cut down on calls received directly to the bookstore, allowing students to receive immediate answers to their questions, while allowing the bookstore employees to give their undivided time and attention to students in person. For the 2022-2023 year, we will investigate ways to improve our student survey process and ways to increase student completion of the survey. These improvements will help to get a better, more concise overview of students' satisfaction rate with the bookstore and our IncludED program.

SO 3. Housing provides accommodations, which are clean, well maintained, safe and comfortable thereby contributing to the overall learning environment.

Measure 3.1. Through residence hall policies and programs, University housing creates an environment that fosters learning while supporting the personal growth and development of students. Target is 95% of student reflect their satisfaction with a ranking of nine or better on their student housing survey.

Finding: Target not met.

Analysis: In 2020-2021 the target was not met. Due to the sanitizing and distance requirements in place due to COVID restrictions, move-in was extended over multiple days and only 2 family members per student were allowed to assist. Since COVID restrictions were still in place for the beginning of the AC 2021-2022 move in, some of these hindrances remained for the fall semester, but we were able go back to normal move-in processes for the Spring 2022 semester. Also, for 2021-2022 AC, there was a

Assessment Cycle 2021-2022

significant decrease in the number of students who completed the survey. The scale for the survey was set as 1 being not at all, up to 10 being the very best. Although most rankings were 5 and higher, which was give a positive rating, the goal of reaching a 9 or higher for 95% of students surveyed was not achieved and therefore the target was not met. Therefore, in AC 2021-2022 the target was not met.

Decision: The AC 2021-2022 target for Measure 3.1 was not met. Based on the analysis of the results the following changes will take place in the upcoming 2022-2023 year. Auxiliary Services will work to create a short and specific survey sent to students regarding their overall satisfactory and experience regarding their on-campus living accommodations. Residential Life will work on incorporating proposed living learning communities to bring residents together through recreation partnerships with the WRAC and female empowerment awareness and activities with NSU Women's Organizations. With the removal of COVID restrictions, Campus Living can now open all amenities at all residences and has plans to remodel the University Columns Clubhouse. Campus Living is also seeking approval from NSU to construct BBQ pavilions at University Place in two separate phases, as well as, installing new bike racks at University Place. For 2022-2023, the move in process will return to normal practices, allowing more hands-on assistance and availability for students moving in during the fall.

Measure 3.2. Through residence hall policies, programs, and IT communications, to include Purple Alert, create a safe and secure environment that fosters learning while supporting the personal growth and development of students. Target is 95% of student reflect their satisfaction in safety measures and communications (**television and internet**) with a ranking of nine or better on their student housing survey.

Finding: Target Not met.

Analysis: In 2020-2021 the target was not met. For 2020-2021 cable and internet continued to be a major dissatisfaction for campus residents. Based on these shortcomings, Campus Living moved forward with the cancellation of the cable television from campus residence halls and increased the internet availability for streaming service options for students' television needs. In AC 2021-2022 the target was not met. Although major improvements have been made over the last year for internet and television for on campus housing, the targeted goal of 95% satisfaction fell short for the 2021-2022 assessment year, based on the limited responses received from the student surveys.

Decision: In AC 2021-2022 the target was not met. Based on the analysis of the 2021-2022 results, University Columns and University Place did away with cable television and increased the internet usage capabilities to allow for increased streaming access to allow students a better and wider variety of television options. At University Place, new wiring, cabling, and equipment was installed, after new provider was contracted. At University Columns, the bandwidth was increased by 50% and no issues were reported by students regarding streaming issues. Satisfaction among students is expected to increase in the 2022-2023 year in response to these changes and updates.

Assessment Cycle 2021-2022

SO 4. The University maintains a post office, which operates during peak periods and offers the essential mail services.

Measure 4.1. Post office hours of operation are set to maximize student access. Target is 95% of students reflected their satisfaction with a ranking of nine or better on their student survey.

Finding: Target met.

Analysis: In 2020-2021 the target was met. Based on the analysis of these results in AC 2020-2021 the NSU Post Office continued to maintain extended hours of operation during move in day to assign post office boxes to students and explaining the post office's hours and operations. Based on the 2020-2021 satisfaction responses from students, the Post Office continued with extended hours for 2021-2021. Extended hours for 2021-2022 also included the first two Saturdays of the Fall 2021 semester for 4 hours and extended Friday hours until 2:00 p.m. on Fridays in November and December to accommodate increased packages for Christmas season. In addition to extended hours, the Post Office Coordinator has also met delivery services and/or students on the weekends for perishable packages that require immediate delivery. Based on these changes and improvements, the AC 2021-2022 target was met.

Decision: In 2021-2022 the target was met. Based on the analysis of these results and responses from customers, in 2022-2023 the Post Office will continue with the set extended hours of operations to help accommodate both students and delivery services. In 2021-2022 the Post Office installed an electronic locker system which allows 24/7 package pickup for students. This has been a tremendous success with student satisfaction for accommodations. Student input shows an increased desire to move to a more electronic means for package and mail pick up and notification. We will investigate funding and ability to increase the number of electronic lockers for the 2022-2023 year.

Measure 4.2. Post Office mail room service conforms to the needs of the student (can handle letters, packages, priority, and certified mail functions, accepts varied payment methods).

Finding: Target Met.

Analysis: In 2020-2021 the target was met. In 2020-2021 the post office began the process to procure and the install the smart locker system. The success of the electronic lockers has been an extraordinary improvement in the ability to make packages safe, yet available for students after post office hours of operation during the 2021-2022 year. As a result of the installation of this smart locker system, the 2021-2022 target was met.

Decision: In 2021-2022 the target was met. The smart locker system has generated successful feedback from students regarding the availability of their packages after hours. It has also led to discussion regarding increasing the number of smart lockers to possible use with all mail and packages received for students. In the 2022-2023 year, we will also

Assessment Cycle 2021-2022

investigate avenues available to contact students electronically when any mail has been received at the post office. In the 2022-2023 year, we plan to send out a student survey, asking for input on additional services and/or improvements they wish to see within the post office department.

Comprehensive summary of key evidence of improvements based on analysis of results: The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2021-2022. These changes are based on the knowledge gained through the analysis of the AC 2020-2021 results.

- In 2021-2022 NSU alleviated some of the dining food service restrictions and brought back the more traditional types of service, such as the self-self.
- Continued to work with app developers to finalize the “bite u” app for online food orders and menu availability.
- Fine-tuned and adjusted the IncludED Access Program to help students save on required course materials, while making these materials more accessible and readily available.
- Brought new and exciting technology into the student post office, continues to boost student satisfaction and interaction within the post office service. We looked for new and exciting ways to make sure students are receiving their mail and packages in a convenient
- Increased resident involvement and satisfaction by adding and updating new amenities at each location.

Plan of action moving forward: Based on analysis of results from 2021-2022 NSU will keep a welcomed and opened dialog between their students and faculties and the services represented within the Auxiliary Services Department. We will continue to assess the input and recommendations provided to make sure we are doing everything reasonably attainable to ensure that the experiences on NSU campus are beyond satisfactory. We will continue to strive for safe, clean and accommodable access to all areas of services provided to ensure overall experience is second to none.