

Assessment Cycle 2022-2023

Auxiliary Services

Department: Auxiliary Services

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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.

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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 not met.

Analysis: In 2021-2022 the target was met. In AC 2021-2022 we launched a new dining app, however, student usage of the app has been extremely low. Based on the analysis of the 2021-2022 results, we intended to add themed meals and other exciting dining experiences to Iberville, however, this was not accomplished due to loss of our executive chef. An immediate search was put into place to find an experienced, quality chef to meet the standards of quality required by NSU. All intended actions and recommendations were put on hold in order to focus on meeting the students' needs during the absence of an executive chef while simultaneously, searching for a worthy replacement. As a result of these unforeseen setbacks, in AC 2022-2023 the target was not met.

Decision, action, or recommendation. In 2022-2023, NSU worked attentively with Sodexo to hire a reputable chef with hopes to bring new ideas and food variety to the NSU campus. An important decision was made to begin a search to hire a second chef to help meet the campus' service standards so as to not exhaust a single chef's abilities and availability. Once a second, quality chef is secured, NSU will work with Sodexo and both chefs, to come up with new and innovative selections of meals and food availability while improving the student experience with campus dining.

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 2021-2022 the target was met. Since the COVID restrictions were lifted, unannounced faculty/staff inspections were put back into practice, allowing undisclosed staff to visit the cafeteria randomly throughout each semester to inspect the facility, service, and food quality. These visits revealed the staff working to provide optimal service with quality food options in a clean and well-maintained environment. Even when faced with the loss of the executive chef, the managers and staff were still able to ensure students needs and requests were being addressed and met, thus providing a 9 out of 10 reviews based on the performed inspections. As a result of these inspections, the 2022-2023 target was met.

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Decision: In AC 2022-2023, even with the loss important staff members, our dining facilities were still able to not only meet but exceed students, as well as faculty and staff's expectations of providing quality food options, with friendly service and accommodations in a clean and well-kept environment. We continue to perform unannounced inspections to ensure that we are providing the superior quality and services at all campus dining locations. We continue to work with dining managers to ensure that all food handling and safety procedures, as well as cleaning and sanitizing equipment, work surfaces and dining areas procedures continue to be updated, implemented, and followed.

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 2021-2022 target was met. Communications between bookstore and faculty has continued to improve, resulting in an increase in the number of instructors who complete the book and/or course material adoption before the required deadline. By doing so, we ensure meeting the course materials in stock and readily accessible for students by the first day of class. As a result, in AC 2022-2023 the target was met.

Decision: In 2022-2023 AC year, NSU continues to work with our Follett vendor to ensure course materials are being made available in the most convenient and effortless way possible. We will work with Follett and NSU IT department in the upcoming fall semester to incorporate a new platform within the Moodle course shell to streamline how digital course material will be made available to students each semester. This new platform will eliminate the requirement for digital codes from many publishers and allow students a single access point to all course materials, regardless of publisher.

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

Finding: Target met.

Analysis: In AC 2021-2022 the target was met. The call center that was implemented continues to field and resolve a high call volume of frequently asked questions from students. By continuing to utilize the call center, the bookstore staff has been able to focus their attention on in store customers, which has significantly increased our student satisfaction according to the survey responses received. Although student survey responses are still very low in number, those who did complete the survey gave "satisfactory" and "exceeds expectations" responses, giving the bookstore a 95% satisfaction rating.

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Decision: In the 2022-2023 AC the student survey responses continue to be very minimal in participation. Moving forward, we will send out a student survey before mid-term to see if student response will be greater than it is during the middle to end of the semester. We work with bookstore managers to ensure students are being notified in a timely manner of any pending orders, book availability and any other concerns that were brought to our attention. We are working with the Electronic and Continuing Education Department to incorporate our IncludED Access Program into the High School Dual Enrollment Program to allow the course material access and savings to be passed on to our high school students taking NSU college courses.

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 2021-2022 the target was not met. The living learning communities that were put into place provided opportunities for students to come together for common social and personal interest, rather than housing assignments and residency location. Campus living completed the proposed two new BBQ pavilions at University Place, providing additional places for students to come together and provide a more sociable place to gather within the residential community. The new bike racks were also installed over the fall and spring semesters to allow more convenient placement of personal bikes. With all of the new accommodations and updates, however, student survey responses, although significantly positive, still did not meet the required nine out of ten ranking set forth in our measured target expectations.

Decision: The AC 2022-2023 target was not met for another consecutive year. Because of the continuation of failing to meet our expected targets each year, an intensive review took place of our housing measures. This brought the realization that the expectations that were being placed on the target goal were overstated. Beginning with the 2023-2024 year, the current measures 3.1 and 3.2 will be combined to state that, "Through residence hall policies and programs, university housing creates a safe and well-maintained living environment that fosters learning while supporting the personal growth and development of students. Target is an overall rating of 7 or higher on a 1-10 scale showing student satisfaction regarding areas of living accommodations and housing safety measures on the student housing survey."

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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 2021-2022 the target was not met. Since the cable television was removed and the internet capabilities were updated to accommodate streaming and internet availability, the need to measure communications standards has become unnecessary. The few complaints regarding communications issues have either been resolved through the student work order request process or elevated to the network provider when beyond NSU's control. Regarding student safety, housing updated all gate locks so that they can only be opened by an active dorm room key fob. This has eliminated the ability for students to give out gate codes to others who do not reside in the dorms. Even with the majority of student responses being favorable regarding safety measures, the overall survey rating was a 7.8, therefore still failing to meet the stated target.

Decision: Since communication is no longer a necessary target, it has been decided that for the 2023-2024 year to combine the current 3.1 and 3.2 measures to reflect that, "Through residence hall policies and programs, university housing creates a safe and well-maintained living environment that fosters learning while supporting the personal growth and development of students. Target is an overall rating of 7 or higher on a 1-10 scale showing student satisfaction regarding areas of living accommodations and housing safety measures on the student housing survey." We have also determined that a measure regarding the facility management and improvements would be beneficial in determining the quality of student living environments on campus. A new measure 3.2 will be added to ensure that housing facilities are being properly maintained and kept in satisfactory conditions. For the 2023-2024 year the new 3.2 measure will read, "To ensure that campus residence halls are being properly maintained and kept to an exceptional standard. Target is 90% of all student work orders placed will be addressed and resolved within a 24-hour time frame and 25% of University Place Residence Halls and University Columns will receive upgrades or improvements each year."

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 2021-2022 the target was met. The post office extends hours during first two weeks of fall semester by opening on Saturdays to accommodate incoming students,

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moving on campus, with setting up post office box addresses and assignments. Hours of operation are also extended during holiday closures to accommodate students who chose to remain on campus and not return home. Post Office Coordinator also works with students in case of emergency or time-sensitive situations to meet with them at the post office during non-operating hours. As a result of these efforts students reflected extreme satisfaction and the target was met.

Decision: In 2022-2023 the target was met. In addition to continuing to extend hours and make accommodations for students, as needed, NSU is partnering with Amazon bringing an Amazon locker hub to the outside of Watson Library. By placing the Amazon lockers on campus, students can now select to have their packages delivered to the hub instead of the post office therefore, eliminating pickup restrictions due to Post Office operating hours.

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 2021-2022 the target was met. The Post Office Smart Locker System, located in the NSU Post Office, continues to be a hit with students regarding delivery of mail and packages to students' post office box address. During the 2022-2023 year 8,562 packages were delivered through the smart locker system, proving the positive impact this accommodation has had for our students. As a result, the 2022-223 target was met.

Decision: In 2022-2023 the target was met. The smart locker system has led to student feedback requesting all mail be delivered or made available through the smart locker system. However, budget reviews and revisions were unsuccessful in acquiring sufficient funds to increase the number of lockers needed to accomplish this request. NSU and the Post Office are working toward new and innovative ideas to continue to meet the needs of our students regarding all postal service needs.

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 2022-2023. These changes are based on the knowledge gained through the analysis of the AC 2020-2021 results.

- In 2022-2023 a new chef was hired to replace the one that resigned.
- A decision was made to begin the hiring process for a second chef to help manage the responsibility of meeting the students' dining needs and accommodations on campus.
- Communication between bookstore and faculty were improved by way of Teams calls, email correspondence and group discussions, improving the number of instructors who are accurately and successfully completing their adoption

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deadlines before the given deadline.

- Installed Amazon locker hub beside Watson Library to allow students convenient pickup of all Amazon packages without having to have it shipped to NSU Post Office Box.
- Re-evaluated and added housing standards and measures in an effort to better demonstrate efforts made to achieve exemplary standards for on campus residency.

Plan of action moving forward: Based on analysis of results from 2022-2023 NSU will look for new and innovative ideas to continue improving services and responsibilities within the Auxiliary Services Department. We will continue to maintain safe, clean, and accommodable access to all areas of services provided to ensure overall experience is second to none. We will encourage student and faculty input and feedback to ensure that we are meeting the needs of all who call NSU home.