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
Printing Services

Submission Year
2020-2021

Assessment Coordinator Name
Stacey Hart

Enter Assessment Coordinator Email
shart@lander.edu

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
To Evaluate the effectiveness of services, quality and timely production of printing jobs for faculty, staff and students. Also we have been looking to bring the outsourced printing back into Lander. Just in our area we are sending out thousands of dollars in jobs that we should have the capabilities to do in-house as well as the jobs that are outsourced by other Departments like University Relations and Admissions. There is no reason why the print shop shouldn't be equipped to print letterhead, envelopes, Business cards and brochures for the university!

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
2018-2019 Academic Year

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**
Print Shop Service Evaluation Form	Ongoing - point of service evaluation forms

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Print Shop Service Evaluation Form	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.

Resources Needed to Meet/Sustain Results
The Print Shop recently acquired a jogging machine which allows us to sort papers at a faster rate.

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

Performance Target for "Met"
4.0-3.50

Performance Target for "Partially Met"
3.0-3.49

Performance Target for "Not Met"
2.0-2.99

Assessment Measure Used	**Frequency of Assessment**
Print Shop Service Evaluation Form	Ongoing - point of service evaluation forms
Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Print Shop Service Evaluation Form	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

Resources Needed to Meet/Sustain Results
Currently, the Print Shop is appropriately staffed to meet current demands.

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

Performance Target for "Met"
4.0-3.50

Performance Target for "Partially Met"
3.0-3.49

Performance Target for "Not Met"
2.0-2.99

Assessment Measure Used	**Frequency of Assessment**
Print Shop Service Evaluation Form	Ongoing - point of service evaluation forms
Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Print Shop Service Evaluation Form	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.

Resources Needed to Meet/Sustain Results
The current office computer Which is a windows 7 runs on an OLD Access program that will Not run on widows10 and can not be updated! Mary McDaniel ordered a new computer a year ago for our office but it cant be installed because of the old Access program that will not run on windows 10 All the accounting and invoicing for departmental print orders are processed through this program. This computer can not be turned off or updated for fear it may crash. IT ,Tom Covar and Jeffery Hopkins are aware of the problem. I have researched and found a storefront that can replace the Access program through Ricoh along with a copier and envelope printer that can help us meet the University's needs.

Explanation of How Resources Will Be Used
As of now Resources would be used to purchase a new computer for copy services . 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
2020-2021 Academic Year

Performance Target for "Met"
4.0-3.50

Performance Target for "Partially Met"
3.0-3.49

Performance Target for "Not Met"
2.0-2.99

Assessment Measure Used	**Frequency of Assessment**
Print Shop Service Evaluation Form	Ongoing - point of service evaluation forms

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Print Shop Service Evaluation Form	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.

Resources Needed to Meet/Sustain Results
We are currently in the process of researching replacement copiers for our lander print shop . I have asked that we consider bringing Lander Printing back into Lander. Thousands of dollars are being outsourced in the print shop and other various departments here at Lander. With having the proper equipment here at the print shop we will save the University thousands in outsourced jobs that can be utilized in other areas.

Explanation of How Resources Will Be Used
We are currently working on an estimate for cost, we will compare the cost effectiveness of this to the cost that 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.

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.

Upload Files (if needed)
propsal savings.pdf