

Assessment Cycle 2019-2020

Academic Support and Auxiliary Services

Department: Academic Support and Auxiliary Services

Prepared by: Jennifer Kelly

Date: June 8, 2020

Approved by: Dr. Greg Handel

Date: June 8, 2020

Northwestern Mission. Northwestern State University is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

Academic Support and Auxiliary Services is to provide a variety of services, defined as food service, bookstore (s), student housing and communications service – cable and internet, campus vending, post office and one card service, thereby supporting a living and learning environment fostering personal, professional, and academic growth for the University community.

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.

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.

Assessment Cycle 2019-2020

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 met.

Analysis: In 2018-2019, the target was not met. Based on the analysis of the 2018-2019 results, the following changes were implemented in 2019-2020, according to the plan of action from 2018-2019. In 2019-2020 the target was met.

In AC 2019-2020, we took specific feedback/suggestions directly from the customer and implemented as many of those changes as possible during AC 2019-2020. The University increased the number of healthy choices being offered in Iberville. These healthy options were increased by featuring a weekly special. We also added healthy spots on social media. There was an increase in awareness of our Roots program as well as vegan/vegetarian options across campus. In AC 2019-2020, NSU opened Steak N Shake in the Student Union. This new concept has added to the increased satisfaction of students. As a result of these changes, in AC 2019-2020, the target was met.

Decision, action, or recommendation. Based on the analysis of the results in 2019-2020, in 2020-2021, the following changes will be implemented to drive continuous improvement.

NSU will make changes based on feedback from student surveys. We will increase the number of student surveys returned. We will survey and listen to the feedback of the faculty, staff, and students to provide more satisfactory food service options available on campus

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 2018-2019 the target was met. Based on the analysis of these results in 2019-2020, EcoSure, an external company, was engaged to conduct nondisclosed inspections of food service locations during the fall and spring semesters to rate their visit based on food quality, variety, service, sanitation, and environment. The data shows satisfactory responses for Café Demon, Vic's, Grill, and Iberville Dining Hall.

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 96%. As result of these changes, in AC 2019-2020, the target was met.

Assessment Cycle 2019-2020

Decision: In 2019-2020, the inspectors all gave the facilities a satisfactory rating. Stakeholders provided feedback as to what they would like to see offered in the dining facilities. Based on this feedback in 2019-2020, NSU incorporated an area called “Roots.” This concept addresses the gluten-free, vegan, and other dietary needs of students. In 2020-2021 the director of food service will work with NSU and their corporate office to incorporate a variety of foods to Iberville Dining Hall. Chef Kevin will continue to incorporate fresh foods in his preparations. Due to COVID-19, NSU will increase the number of grab and go options as well.

Comprehensive summary of key evidence of improvements based on analysis of results: In 2019-2020, NSU made major investments to improve the quality and quantity of food service venues available to NSU students, Faculty/Staff, and the community. These changes are reflected in the growing positive responses regarding Food Service at NSU. NSU continues to add food options in Café DeMon, and the opening of Steak N Shake in the Student Union, which has made it the busiest location on campus. In addition to these improvements, NSU and Sodexo have also hired a new chef who has added fresh options to all meals at Iberville.

Plan of action moving forward: Based on analysis of results from 2019-2020, we will do the following in 2020-2021 to increase satisfaction with Food Service at NSU.

- Work with Sodexo to implement more “prepared” options in Iberville Dining Hall
- Introduce new options in Café DeMon
- Add more healthy options at Iberville.
- NSU is addressing COVID-19 and the impact on Food Services.

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 2018-2019, the target was met. In 2019-2020 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 2019-2020, the target was met.

Decision: In 2019-2020, the Bookstore worked with faculty and other stakeholders to ensure that textbooks are adopted timely therefore allowing them ample time to order and stock the required course materials. In fall 2019, NSU expanded the IncludED Program from 2 courses to 150 courses. This inclusive access gave students access to the book and material on day 1 of class. Based on the analysis and success of students in 2018-2019 and 2019-2020 in 2020-2021, we will expand the IncludED program to over 200 courses. This endeavor will save students an average of 62% on textbooks and required course materials. NSU is also exploring the option for all courses to be a part of this program and implementing a per credit hour charge.

Assessment Cycle 2019-2020

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

Finding: Target not met.

Analysis: In 2018-2019, the target was not met. In 2019-2020 Follett did not administer a survey. NSU's store was inadvertently left off the 2019-20 cycle. We are working to address the issue and determine how to move forward for 2020-21. In Spring 2018, NSU moved the management of the NSU Bookstore contract from NSU's Auxiliary Services to the NSU Foundation through a corporative agreement. In 2019-20 NSU saw a decrease in the number of students opting out of the IncludEd program. In AC 2019-2020, the target was met.

Decision: Auxiliary Services and the NSU Foundation will continue to develop a plan to ensure that all students have the correct textbook and materials available the first day of class. Due to the overwhelming response and success of the students in Math 1020/1021 and 1035/1036 NSU will implement more cause offerings in the IncludeED Program. This program will not only give students the materials day one but will also save students an average of \$113 per course or 62%. The student experience and satisfaction with the bookstore are a vital component of this new venture and it is expected that 2020-2021 will show an increase in student satisfaction. Due to Covid-19, NSU has delayed implementation of Follett Access to Spring 2021. This would allow all courses at NSU to be part of the program.

Comprehensive summary of key evidence of improvements based on analysis of results:

- 2019-2020 students were able to experience a first-class bookstore with expanded clothing, Apple products, and general merchandise.
- A cooperative endeavor was signed with Auxiliary Services and the NSU Foundation to partner on this venture. The new Campus Store provided more square footage for textbooks, course materials and apparel.
- 2019-2020 more IncludEd courses were added.

Plan of action moving forward:

- NSU Auxiliary Services and NSU Foundation will continue to partner to deliver a state-of-the-art Campus Marketplace.
- NSU will continue to seek input for all stakeholders as to what merchandise they would want available in the Campus Store
- NSU will continue to monitor the price points of textbooks and merchandise to ensure that a range of price points are available.
- NSU will expand the course offerings in the IncludEd Program which could be all courses by Spring 2021.

Assessment Cycle 2019-2020

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 2018-2019, the target was not met. Fall 2018-2019 move-in process was much more organized and received positive feedback from new students, as well as returning students, however, we did not meet the target of 95% satisfaction. For 2019-20 we extended the days for move-in. This allowed for more time and less congestion in buildings and parking lots. Students gave more favorable comments however we still have some areas of concern to address. In AC 2019-2020, the target was not met.

Decision: In 2019-2020, The Residential Life staff strived to increase participation in programming opportunities in each residential facility. Varnado Hall has now been completed, and all residential rooms and public areas are open for student usage. Varnado Hall increased the number of courses being taught within the facility for AY2019-2020. As a result, in 2020-2021, the fall's move in process should be a positive experience for all students moving in any of our residential facilities. NSU will continue to partner with Campus Living Villages to support the move in process of our students and assist with programming during the year.

Measure 3.2. Through residence hall policies, programs, and IT communications architecture, to include Purple Alert creates a safe and secure environment that fosters learning while supporting the personal growth and development of students. Target is 95% of students 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 met.

Analysis: In 2018-2019, the target was met. NSU coordinated internet services at all residential facilities so that students do not see a difference in IT services whether they are in academic facilities or residential facilities. These decisions have proven to be a major step forward for IT communications on campus. NSU has seen a major decline (almost non-existent) of complaints regarding internet and cable services. These changes have allowed NSU to have a positive rating in safety and communication services. In AC 2019-20, NSU has continued to monitor IT Services on campus. The complaints have stayed almost non-existent. As a result of these changes, in AC 2019-2020, the target was met.

Decision: Based on the analysis of the 2019-2020 results in 2020-2021, NSU will provide the infrastructure and contract management to ensure that students have the best internet

Assessment Cycle 2019-2020

and television services available to them. These services will ensure that they are provided the tools necessary to be successful when using online services.

Comprehensive summary of key evidence of improvements based on analysis of results:

- 2018-2019 NSU took steps to ensure that customer service was a top priority with all IT services. NSU contracted with local vendors to supply the IT services for residential students. 2019-2020 these services were continued.
- This initiative on NSU's part has been a game changer for students experience with online services. As NSU grows its online course offerings students are relying more and more on the fast connectivity of the internet.
- Today's classrooms incorporate online learning even if it is a traditional face to face class. NSU and their housing partner try to ensure that our services are seamless, and students do not know what is NSU and what is part of their privatized services.

Plan of action moving forward: Based on the positive results from 2019-2020, NSU will continue to explore other avenues or opportunities to bring seamless services to our students whether in housing or just in our academic facilities. NSU administration is also reviewing the residence hall policies to ensure that these policies are fostering a safe and secure environment. NSU continues to identify locations for cameras to be installed as part of our ongoing support for overall campus safety.

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 student reflect their satisfaction with a ranking of nine or better on their student survey.

Finding: Target met.

Analysis: In 2018-2019, the target was met. For AC 2019-2020, the NSU Post Office maintained expanded window service hours during move-in and the first few weeks of the semester on the weekends. For Fall 2019 Move-In Day the NSU Post Office was open for six hours assigning post office boxes to students and explaining how the NSU Post Office works to family members who wished to send items from home to NSU students. The NSU Post Office also stayed open late and staffed an additional employee during the first week of classes. Having an extra employee stay late, and staying open later, allowed students to obtain their box assignments and pick up packages in an easier manner than in year's past. The NSU Post Office also opened on the first two Saturdays of the school year. Opening on Saturday allowed students to pick up packages they needed and relieved the burden on Monday of having an overwhelming number of packages to distribute. As a result of these changes, in AC 2019-2020, the target was met.

Assessment Cycle 2019-2020

Decision: Based on the analysis of the 2019-2020 result in 2020-2021, the Post Office will be responsive to requests and suggestions made by the patrons to meet their needs and expectations in the future. The Post Office will stay open at least 15 minutes late on Fridays during the semester allowing students who may be coming from classes in Bienvenu or Russell Hall a chance to pick up items they may need for the weekend. We have also added an additional hour on Friday mornings by opening at 7:00am. This has allowed us to have packages more readily available for students on Friday mornings. The Post Office has also been responsive to students' requests if they cannot make it during regular hours by meeting students here in the evening if they contact us via Facebook, call us during regular hours or email.

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 2018-2019, the target was not met. Based on the analysis of these results, the Post Office requested that UPS research the possibility of putting in a drop box outside the NSU Post Office to allow customers to deposit items with prepaid labels. At this time UPS has said they will not do so, but before the Covid-19 impacts, there were discussion between the Post Office and Central Receiving about offering this service to students. The Post Office will follow up with Central Receiving and hopefully have something in place by Fall 2020. As a result of these changes, in AC 2019-2020, the target was met.

Decision: In 2019-2020, the target was met, and based on the analysis of these results in 2020-2021, NSU will work with Pitney Bowes to determine if NSU can implement a smart locker system for automated package delivery and retrieval. This would allow students, faculty, or staff access to packages at their convenience. The locker system would also allow touch free delivery.

Comprehensive summary of key evidence of improvements based on analysis of results: For the 2019-2020 AC NSU post office increased sales and traffic in the building by:

- Accepting debit cards and credit cards as additional means of payment.
- Lobby doors are now open 24 hours a day allowing students to access their mailboxes at their convenience.
- Staff from the post office is participating in the parent browse at Freshman Connection sessions to tell parents how to mail packages or letters to their students.

Plan of action moving forward: We discuss our hours, services offered, and satisfaction with our customers daily. In these discussions we have found that there are 2 main areas which our customers want which we currently do not offer. One is dedicated parking for both internal and external customers. Physical Plant is supposed to be installing a 'Post Office Customer Parking' sign for us to share with Steak and Shake.

Assessment Cycle 2019-2020

The other area that is frequently discussed is email/ text notification of package delivery for students. With the implementation of the Pitney Bowes lockers, the NSU Post Office could add a feature which would allow package notification for customers. Additionally, with the Covid-19 situation the Post Office has been communicating with students if they have items to retrieve to eliminate trips to the Post Office. With this infrastructure in place we can add this as an additional service with the proper training. Of course, with the advent of Covid-19 we have put policies in place to allow for more contactless delivery as well. We have also added a Twitter account to mirror our Facebook page. We have also contacted Branding and Marketing and requested additional signage for the Post Office to make up for the fact we are blocked by trees.

SO 5. The One Card Office provides students with responsive customer service and provides information regarding appeals, exemptions, direct deposit, and directs students to other departments when necessary. One Card also has administrative functions that include making sure vendors are paid for their monthly transactions from Speed Demon usage. The One Card Office is also responsible for changing Meal Plans for students on a timely basis. While there is no published time limit for this, the goal is to have the meal plan changed within two or three days.

Measure 5.1: Policies and Procedures states that the One Card Coordinator will, at the end of each month, pull reports of Speed Demon transactions, verify transactions made, and prepare an Accounts Payable voucher for payment of specific vendors.

Finding: Target met

Analysis: In 2018-2019, the target was met. Based on the analysis of these results in 2019-2020, changes were made to processing and as a result the One Card Coordinator was able to successfully meet the target each month, and vendors were paid in a timely manner each month. Each vendor was paid based on their monthly transactions for Speed Demon usage and no errors were made. As a result of these changes, in AC 2019-2020, the target was met.

Decision: Based on the analysis of the 2019-2020 results in 2020-2021, the One Card office will perform an outreach to all vendors to make a determination of satisfaction with the level of customer service and determine if any changes in the way payments are made.

Measure 5.2: Policies and Procedures state that Meal Plan changes are to be made at the One Card office and changed in a timely manner. While there is no published timeline for this, two to three days in the first week of school is the timeline for changing a meal plan.

Finding: Target Met

Analysis: In 2018-2019, the target was met. Based on the analysis of these results in 2019-2020, One Card was able to change or add over 1700 meal plans in the first week

Assessment Cycle 2019-2020

of school in August and approximately 1100 the first week of school in January. As a result of these changes, in AC 2019-2020, the target was met.

Decision: Based on the analysis of the 2019-2020 results in 2020-2021, the One Card office will work with Information Systems to formulate a process for online meal plan changes and submissions.

Comprehensive summary of key evidence of improvements based on analysis of results:

- The One Card Office provides a valuable service to students in the form of IDs, but also provides a valuable administrative function in the form of accounting processes to the University.
- The One Card Office will be leveraging student satisfaction surveys once every other year to get the best data available during peak times.

Plan of action moving forward: Any plans of action regarding participation in on-campus activities will be made based on how to participate in those activities in the safest way possible for staff and students. One Card is currently formulating a plan of action to provide customer service safely, considering the Covid-19 virus. This includes possible mailing in of ID pictures, online or email submissions of meal plan changes, direct deposit forms, Campus Housing and Dining Exemptions. One Card is still in need of updated equipment, including computers and printers, and will continue to work within the budgetary constraints of the University to work towards that necessary goal while still providing the best customer service to students, faculty, and staff.