

SUPPORT UNIT OUTCOMES/OBJECTIVES

1. Ensure highest quality in all distributed products.
2. Ensure customer satisfaction in distribution procedures.
3. Maintain accurate and up-to-date records.
4. Verify financial resources are utilized efficiently and with integrity.

UNIT OUTCOME/OBJECTIVE #1:

Ensure highest quality in all distributed products.

Assessment Method #1: Student, Faculty, & Staff Satisfaction Survey.

Criteria for Success:

95% of responses on 4 of the 5 questions relating to quality of products will be answered as “Excellent” or “Good.”

Assessment Results:

500 surveys were distributed to students, faculty, and staff. 103 were completed and returned. At least 85% of responses to 4 of 5 questions relating to quality of products were answered “Excellent” or “Good.”

Action Plans:

During 2009-2010 fiscal year, 2 new varieties of bubble gum will be added to the inventory. Also, an extra inventory day will be added each month to remove expired product from shelves to prevent distribution of low quality product.

Follow-Up Plans:

The 2 added varieties of gum from the YYY line have been very well received. We will discontinue the entire ZZZ gum line since it has become less popular and add an additional 2 varieties from the YYY line. We will also continue the improved inventory schedule.

Assessment Method #2: Internal data tracking of monthly inventories.

Criteria for Success:

All inventories will result in removal of expired products from stock.

Assessment Results:

All expired products were removed.

Action Plans:

Although no action plans were required, we added an additional inventory day each month as a result of Satisfaction Survey.

Assessment Method #3: Data analysis of bubble gum market research.

Criteria for Success:

Staff will regularly conduct market research to ensure the highest quality and value in products provided.

Assessment Results:

Market research was conducted continuously.

Action Plans:

Although no action plans were required, we plan to strive to devote additional time to market research to seek out opportunities for new products.

Assessment Method #4: Internal data tracking of face-to-face interactions with customers.

Criteria for Success:

Review will demonstrate that all formal complaints expressing extreme dissatisfaction with quality of products distributed will be addressed promptly and with proper concern.

Assessment Results:

Only 1 formal complaint was received in 2008-2009 expressing dissatisfaction with products. The complaint addressed the lack of sugar-free products. The individual was assured that the issue would be investigated as soon as possible and corrected if feasible. The customer was satisfied with the office response.

Action Plans:

Quality sugar-free selections will be immediately added to the inventory.

Follow-Up Plans:

Sugar-free selections have been very popular and will be expanded.

UNIT OUTCOME/OBJECTIVE #2:

Ensure customer satisfaction in distribution procedures.

Assessment Method #1: Student, Faculty, & Staff Satisfaction Survey.

Criteria for Success:

95% of responses on 6 of the 8 questions relating to distribution procedures will be answered as “Excellent” or “Good.”

Assessment Results:

500 surveys were distributed to students, faculty, and staff. 103 were completed and returned. At least 87% of responses to 6 of 8 questions relating to distribution procedures were answered “Excellent” or “Good.”

Action Plans:

During 2009-2010 fiscal year, 2 additional part-time student workers will be employed to help with customer service during peak times.

Follow-Up Plans:

The part-time help during peak hours has helped tremendously. We will continue to employ part-time labor.

Assessment Method #2: Internal data tracking of face-to-face interactions with customers.

Criteria for Success:

No formal complaints concerning distribution procedures will be unresolved.

Assessment Results:

All complaints were successfully resolved. Complaints typically reflected (1) dissatisfaction with communication skills of part-time labor, (2) impatience with delays in service, or (3) product shortage.

Action Plans:

Although complaints are addressed immediately with all involved staff, the following steps will be taken to prevent future complaints: (1) department will purchase an on-line communication/customer service lesson that must be completed by all staff including part-time labor, (2) physical space will be rearranged during the summer months to allow for an additional line to provide service and shorten waiting time, and (3) additional inventories will be instituted during 2009-2010 that will help limit product shortages.

UNIT OUTCOME/OBJECTIVE #3:

Maintain accurate and up-to-date records.

Assessment Method #1: Internal data tracking of inventory records.

Criteria for Success:

Inventory records will be accurate and complete when reviewed semi-annually.

Assessment Results:

Semi-annual reviews were accurate and complete.

Action Plans:

No action required.

Assessment Method #2: Internal data tracking of budget records.

Criteria for Success:

Annual budgets will be prepared in a timely manner and will be maintained appropriately.

Assessment Results:

Budgets were prepared and maintained.

Action Plans:

No action required.

UNIT OUTCOME/OBJECTIVE #4:

Verify financial resources are utilized efficiently and with integrity.

Assessment Method #1: Internal data tracking of budget records.

Criteria for Success:

Annual budgets will be prepared in a timely manner and will be maintained appropriately.

Assessment Results:

Budgets were prepared and maintained.

Action Plans:

No action required.

Assessment Method #2: Data analysis of bubble gum market research.

Criteria for Success:

Staff will regularly conduct market research to ensure the highest quality and value in products provided.

Assessment Results:

Market research was conducted continuously.

Action Plans:

Although no action plans were required, we plan to strive to devote additional time to market research to seek out opportunities for cost savings.

Assessment Method #3: Consultation with supervisor.

Criteria for Success:

Supervisor will periodically concur that resources are being utilized responsibly.

Assessment Results:

Supervisor consultations were productive and positive.

Action Plans:

No action required.