

Exemplar for Administrative Support Units

Instructions for Developing Assessment Plans and Completing Final Report

LSUHSC New Orleans uses an assessment model to support and provide evidence of institutional assessment for academic and non-academic units. The model presented in this document guides student support and administrative support units in developing assessment plans by providing instructions for the non-academic planning process.

Unit Information Defined	
Administrative Unit	The name of your unit
Academic/Fiscal Year	2023-24
Prepared by	The person who prepared the report
Approved By	Direct Supervisor
Mission Statement	LSUHSC’s mission statement is defaulted here
Unit Mission Statement	The mission statement serves as the foundation for planning and should describe the unit's functions, primary activities, and identification of stakeholders. The mission statement details what a unit seeks to accomplish and should reflect the mission and outcomes of the institution.
	Make sure it matches what is on the LSUHSC website.
Stakeholders	<p>A person, group, or organization affected by your unit's operation and performance. These can include internal and external parties whose interests may be affected positively or negatively by the results of the unit in question.</p> <p>Sample Financial Aid Stakeholders: Students, parents and guardians, university administration, government agencies, alumni donors, financial aid staff, admissions office, student affairs departments, creditors and loan services, and community organizations.</p>
Primary Functions	<p>Services your unit provides.</p> <p>Sample function of a Registrar’s office: Manage academic records, course registration, and graduation processes, ensuring accuracy and compliance with academic policies.</p>

Assessment Plan Sections Defined

Service Outcomes 1, 2, and 3

You may add additional outcomes to assess but are only required to assess at least 3 areas in your unit.

Assessment Cycle Limit –

3 years

2 years if you have consistently met your target at 95% - 100%.

Specific statements that describe services and processes provided by the unit on a regular basis. SOs focus on the benefit to the recipient of the service or to the university. SOs may be indirectly measured using evaluations or survey responses. Quantitative measures may also be used to determine outcome targets, such as the number of participants served, the number of services provided within a specific time period, etc.

Service Outcomes (Service Delivery Outcomes)/Operational Outcomes:

- Focus on key areas where outcomes assessment will enable the unit to improve on the services or processes.
- In some cases provides learning opportunities for students.
- Use an action verb to describe in an observable way what the unit should be able to do.
- Need to be specific, measurable, and relate directly to the work of the unit.
- Are consistent with the mission.
- Are under the control of the unit.

Example: Outcome

Ensure the university's facilities are safe, operational, and aesthetically pleasing, with minimal downtime and high user satisfaction.

Explanation:

This outcome focuses on providing a well-maintained environment that supports the university's academic and extracurricular activities, contributing to a positive experience for students, faculty, and staff.

Strategies for Improvement

To ensure that your strategies are consistent with each Service Outcome (SO), refer to the analysis and action plans outlined in the previous report. Use this report as a guide when developing your strategies.

These are strategies that will help you meet this year's goals and must be updated, especially if you did not meet your target from the prior assessment cycle. In this section, you will list the action items from last year's final report and implement what your unit committed to executing for change or continuous improvement. Adding additional strategies is welcome. List the actions (strategies) in bullet point format.

Implement your action plan then assess whether the changes you made actually worked. This is called "Closing the Loop."

When you analyze this year's data at the end of the assessment cycle you will connect your response to last year's data analysis and action plan.

Remember the process is continuous and should be connected to last year's data!

Action Plan 2022-23 = Strategies for Improvement 2023-24

Action Plan 2023-24 = Strategies for Improvement 2024-25

Example(s):

- **Regular Training:** Implement ongoing professional development for staff to stay updated on the latest maintenance techniques and safety standards.
- **Preventive Maintenance Programs:** Schedule regular inspections and maintenance to prevent issues before they arise.
- **Technology Integration:** Utilize maintenance management software to streamline operations and improve response times.

Assessment Measures

Attach or embed the assessment instrument used.

For each outcome, identify at least one method of measurement that will be used to assess progress on the outcome.

Measures should:

- Provide meaningful, actionable data that the unit can use to base their decisions.
- Effectively and accurately address all aspects of the outcome.
- Provide measurable results.
- Allow collection of accurate, valid, and reliable data for each measure in a reasonably efficient manner within the academic year.
- Provide details on what will be assessed, how the assessment will be conducted, and when and where the assessment will take place.

Properties of Good Assessment Techniques.

When identifying assessment methods, keep in mind what you are trying to assess.

- Are you trying to assess an employer's satisfaction with the unit?
- Are you trying to assess the results of a recruitment campaign for minority students?
- Are you trying to assess the student's perception of the value of the internship completed through the program?
- Are you trying to assess the student's /staff's knowledge of learning that resulted from the completion of the program?
- Are you trying to assess the unit's efficiency in processing applications in a timely manner?
- Are you trying to assess the alumni's interest in supporting the university?

Example: Assessment Method (CSS Survey Attached)

Method(s):

- **Customer Satisfaction Surveys:** Distributed quarterly to gather feedback from building occupants.
- **Maintenance Request Tracking:** Utilize a computerized maintenance management system (CMMS) to monitor response and completion times.
- **Facility Inspections:** Conduct biannual inspections to evaluate the condition of facilities and identify areas needing attention.

Explanation: These methods provide quantitative and qualitative data, ensuring a thorough understanding of maintenance performance and user satisfaction.

<p>Target</p> <p>If you met your target last year, consider increasing your target.</p>	<p>For each method of measurement, determine the acceptable target level or standard of performance. Targets are set to determine the minimum expectation for the success of an outcome and should consider all aspects of the outcome.</p> <p>Targets should be:</p> <ul style="list-style-type: none"> • Specific and measurable • Stated in numerical terms. • Manageable and practical • Directly related to the outcome • Stated in realistic terms. • Based on existing data trends <p>Example: Target(s)</p> <ul style="list-style-type: none"> • Response Time: Average response time of 24 hours for maintenance requests. • Completion Rate: 95% of maintenance requests completed within the scheduled timeframe. • Satisfaction Rate: Achieve a satisfaction rate of 90% or higher in customer feedback surveys. <p>Explanation: Setting specific, measurable targets helps in tracking progress and determining the effectiveness of maintenance efforts.</p>
<p>Findings (Results)</p> <p>Explicitly state “target met” or “target not met.”</p>	<p>This section presents the actual results obtained from the assessment activities. It typically includes summarized data and may present key statistics, response rates, and illustrative quotes or examples. This section often includes both qualitative and quantitative data, providing a comprehensive view of how the service is performing against its targets.</p> <p>Example: Findings</p> <ul style="list-style-type: none"> • Response Time: Target met. The unit’s average response time of 22 hours is better than the target of 24 hours, indicating strong initial responsiveness. This strength is crucial as it sets the stage for positive interactions and perceptions among stakeholders. • Completion Rate: Target not met. The completion rate stands at 93%, slightly below the target of 95%. This suggests that while initial responses are prompt, some delays or inefficiencies occur in fully resolving the issues. Factors contributing to this could include workflow inefficiencies, resource allocation, or unexpected complications in maintenance tasks. • Satisfaction Rate: Target not met. The satisfaction rate of 87%, though reasonably high, is below the desired threshold of 90%. This rate reflects perceptions of the service's effectiveness, timeliness, and customer service quality. The gap between satisfaction and the target might be linked to the completion rate or could stem from expectations not being

	<p>met in terms of the quality of repairs or communication during the service process.</p> <p>Trends and Implications:</p> <ul style="list-style-type: none"> • Impact of Response on Satisfaction: While the response time is efficient, the data implies that the quality and timeliness of completing the requests impact overall satisfaction. • Resource Allocation: An analysis of work orders and staff deployment might reveal mismatches in resource distribution, particularly if some requests are more resource-intensive or if there are high-demand periods where the existing staffing levels are insufficient. • Feedback Analysis: A closer examination of feedback from the satisfaction surveys could provide more insights into specific areas of discontent. For example, if particular types of requests have lower satisfaction rates, this could guide targeted improvements. <p>Explanation: These findings highlight the current performance levels, identifying both strengths (response time) and areas needing improvement (completion rate and satisfaction rate).</p>
<p>Analysis of Results</p>	<p>Data analysis involves interpreting the results of the assessment, identifying trends, strengths, and weaknesses, and informing stakeholders about the unit's effectiveness, efficiency, satisfaction, or learning. Analyzing the results is crucial for understanding the implications of the data. It involves looking deeper into the 'why' and 'how'—why certain outcomes were or were not achieved and how different factors may have influenced the results.</p> <p>Example: Analysis of Results</p> <p>Strengths</p> <ul style="list-style-type: none"> • Response Time: The unit has surpassed its goal with an average response time of 22 hours compared to the 24-hour target. This indicates an efficient initial response system, suggesting that the unit is highly responsive to the university community's needs, ensuring minimal disruptions to academic and administrative operations. <p>Weaknesses</p> <ul style="list-style-type: none"> • Completion Rate: While the response time is commendable, the completion rate at 93% is slightly below the set target of 95%. This discrepancy points to possible inefficiencies or resource limitations between the initiation and final resolution of maintenance requests. • Satisfaction Rate: The satisfaction rate stands at 87%, which is below the desired target of 90%. This figure suggests that while requests are being addressed relatively quickly, the quality of the outcomes or the communication surrounding the maintenance processes may not be meeting the expectations of the stakeholders.

	<p>Trends</p> <ul style="list-style-type: none"> • Increasing Requests: The rising volume of maintenance requests is a notable trend. This increase could be stressing the current resources, affecting both completion rates and stakeholder satisfaction. It indicates a need for scaling operations or optimizing current workflows to better manage the higher workload without sacrificing service quality. <p>Explanation: The analysis reveals a strong initial response capability, shadowed by challenges in request fulfillment and stakeholder satisfaction. To uphold and enhance the quality of service delivery, it's crucial to address these operational bottlenecks. The increasing trend in maintenance requests particularly emphasizes the need for strategic planning in resource management and service procedures to sustain and improve performance metrics.</p> <p>These findings will guide the development of a targeted action plan aimed at improving completion rates and stakeholder satisfaction while managing the growing demand for maintenance services effectively.</p>
<p>Action Plan for Continuous Improvement</p>	<p>Based on the findings and data analysis, this section outlines steps to enhance the unit and stakeholder experiences, demonstrating a commitment to quality enhancement. This proactive section turns insights into action. It is about closing the gap between current performance and desired outcomes. Effective action plans are specific, actionable, and time-bound.</p> <p>Example: Actions for Continuous Improvement</p> <ol style="list-style-type: none"> 1. Optimize Work Schedules <ul style="list-style-type: none"> • Shift Scheduling: Adjust shift schedules to better align staff availability with peak maintenance request times. This could involve staggering shifts to ensure that more personnel are available during busier periods without increasing the total hours worked. • Prioritization of Tasks: Develop a system to prioritize maintenance tasks based on urgency and impact. Non-critical maintenance can be scheduled during off-peak times, ensuring that the team addresses the most critical issues promptly during peak hours. 2. Enhance Staff Training and Specialization <ul style="list-style-type: none"> • Cross-training: Provide additional training to existing staff to handle a broader range of issues, which will enhance flexibility in task assignments and reduce downtime waiting for specialized skills. • Specialization Focus: Encourage specialization in areas that have high volumes of requests. Specialized teams can address complex issues more efficiently, reducing time spent per task.

	<p>3. Leverage Technology for Efficiency</p> <ul style="list-style-type: none"> • Maintenance Management Software: Enhance the use of a Computerized Maintenance Management System (CMMS) to better track, schedule, and execute maintenance tasks. This technology can help optimize the deployment of available personnel and resources. • Mobile Solutions: Implement mobile technology solutions that allow maintenance staff to receive and update job tickets on the go, reducing the time spent on communication and increasing time on task completion. <p>4. Improve Preventative Maintenance</p> <ul style="list-style-type: none"> • Routine Checks: Increase the frequency and thoroughness of routine maintenance checks to prevent breakdowns and reduce the volume of emergency requests, which typically require immediate and extensive resources. • Condition Monitoring: Invest in condition monitoring tools that predict when equipment might fail or require maintenance, allowing the team to address issues before they become urgent. <p>5. Enhance Communication and Feedback</p> <ul style="list-style-type: none"> • Internal Communication: Streamline communication channels within the maintenance team to enhance coordination and reduce response times. • Feedback Loops: Establish regular feedback loops with stakeholders to better understand their needs and adjust services accordingly. This can help prioritize actions and improve satisfaction without additional resources. <p>Explanation: By optimizing existing resources through strategic scheduling, leveraging technology, and focusing on preventive maintenance and training, the Facilities Maintenance Unit can improve its efficiency and effectiveness. These measures are designed to make the best use of the current staffing levels, aligning with the university's budget constraints while striving to meet and exceed performance targets.</p>
<p>Closing the Loop</p>	<p>Closing the loop refers to the steps taken to implement the action plan, reassess outcomes, and make further adjustments if necessary. It ensures that the changes have led to improvement and that the assessment cycle is ongoing.</p> <p>Example: Closing the Loop</p> <p>1. Quarterly Reviews</p> <p>Description: Conduct quarterly reviews of performance data to assess the impact of improvement actions.</p> <p>Explanation: Regular reviews allow the unit to track progress, identify areas where changes are effective, and spot new areas that may need attention.</p>

	<p>This ensures that the unit remains responsive to both successes and challenges in real time.</p> <p>2. Adjust Strategies Description: Continuously refine strategies based on review findings and ongoing feedback from stakeholders. Explanation: By adapting strategies based on data and feedback, the unit can ensure that it remains effective and efficient. This iterative process helps in making informed decisions, leading to sustained improvement.</p> <p>3. Sustain Engagement Description: Maintain open lines of communication with building occupants to ensure their needs are being met and gather suggestions for further improvements. Explanation: Engagement with building occupants provides valuable insights into their needs and satisfaction levels. Regular communication helps build trust and ensures that the unit's efforts are aligned with the expectations and requirements of the university community.</p> <p>Overall Explanation: By conducting quarterly reviews, adjusting strategies based on findings and feedback, and sustaining engagement with building occupants, the Facilities Maintenance Unit can effectively implement and sustain continuous improvement efforts. This approach helps ensure that the unit remains responsive, proactive, and aligned with the needs and expectations of the university community, leading to enhanced performance and satisfaction.</p>
Due July 31st	Findings, Analysis, and Action Plans

Facilities Maintenance Satisfaction Survey

We value your feedback and strive to improve our services. Please take a moment to complete this brief survey about your recent maintenance request. Your responses will help us serve you better.

1. Request Details:

- **Date of Request:** _____
- **Date of Completion:** _____
- **Building/Location:** _____

2. Satisfaction with Response Time:

- How satisfied were you with the response time of the maintenance team?
 - Very Dissatisfied
 - Dissatisfied
 - Neutral
 - Satisfied
 - Very Satisfied

3. Quality of Service:

- How would you rate the quality of the maintenance work performed?
 - Very Poor
 - Poor
 - Fair
 - Good
 - Excellent

4. Issue Resolution:

- Was your issue resolved to your satisfaction?
 - Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree

5. Professionalism of Maintenance Staff:

- How would you rate the professionalism and courtesy of the maintenance staff?
 - Very Unprofessional
 - Unprofessional
 - Neutral
 - Professional
 - Very Professional

6. Communication:

- How would you rate the communication from the maintenance team regarding your request status and updates?
 - Very Poor
 - Poor
 - Fair
 - Good
 - Excellent

7. Overall Satisfaction:

- Overall, how satisfied are you with the maintenance service provided?
 - Very Dissatisfied
 - Dissatisfied
 - Neutral
 - Satisfied
 - Very Satisfied

8. Likelihood to Recommend:

- How likely are you to recommend our maintenance services to a colleague or friend?
 - Very Unlikely
 - Unlikely
 - Neutral
 - Likely
 - Very Likely

9. Additional Comments:

- Please provide any additional comments or suggestions for improvement:

Thank you for your feedback!