

## **Administrative Services** **Assessment of Programs and Services**

The Division of Administrative Services continually monitors its progress by utilizing assessment plans. The plans provide a means of obtaining essential feedback needed to make improvements in the services we provide. Since it would be too lengthy to list assessment plans for all seventeen departments within the division, just a few examples are listed in the paragraphs which follow below. For more detailed information on individual departments, please refer to the annual reports, Part I, Section C.

One good example of a completed assessment plan for 04-05 is Auxiliary Services. They have conducted a review of the department organization structure with Human Resources. The result was a re-organization of the department creating a more streamlined and efficient operating model for the campus reservations and contract management aspects of Auxiliary Services.

Housing provides another example of recent assessment with results. The question regarding construction of additional on-campus housing which was addressed by analyzing the expected rate of growth in enrollment as compared to the number of on-campus beds currently in demand. The timeline for the south campus development project was also evaluated and projections regarding future demand were formulated. This analysis resulted in the decision to proceed with construction of Phase VII.

The decision to proceed with construction of additional on-campus residence halls was a decision clearly in line with the University's mission. External research indicates that students who live in residence are generally more successful academically and are more satisfied with their college experience. Because of the strong preference by students and their parents for on-campus accommodations, a lack of available on-campus housing could likely impact enrollment growth. Consequently, the opportunity to live on campus must be available to those students who request it and additional housing facilities allow FGCU to keep up with this demand.