
Program or Service Specific Assessments

Unit: Auxiliary Services

What program or service specific assessment occurred in the current academic year?

Review of the department organization structure with Human Resources.

How were the results of the assessment used to improve services or programs?

Re-organization of the department creates a more streamlined and efficient operating model for the campus reservations and contract management aspects of Auxiliary Services.

What program or service specific assessment occurred in the current academic year?

Assessment and edit of departmental mission, values, and objectives.

How were the results of the assessment used to improve services or programs?

The review and edit of the department mission, values, and objectives has given the staff a more defined scope of operation for the campus reservations division of Auxiliary Services. This exercise also identified the major stakeholders for Auxiliary Services. This identification creates more consistent and effective communication between academic and administrative departments on the projects in which we are involved.

What program or service specific assessment occurred in the current academic year?

Review of Preventive Maintenance plan in the Aquatics Center, Alico Arena, Student Union Building and food services.

How were the results of the assessment used to improve services or programs?

A defined preventive maintenance plan reduces maintenance costs and ensures compliance with vendor contracts and state codes regarding equipment.

What program or service specific assessment occurred in the current academic year?

Review of Environmental Health and safety in Alico Arena and Aquatics.

How were the results of the assessment used to improve services or programs?

A review of Environmental Health and Safety in Alico Arena and Aquatics adds to the safety of events on campus and ensures compliance with state health and safety codes

What program or service specific assessment occurred in the current academic year?

Began review of Policies and Procedures.

How were the results of the assessment used to improve services or programs?

A review and re-write of Auxiliary Services policies and procedures will ensure compliance with federal, state, local, and FGCU ordinances. This also addresses areas of operational redundancy and ineffectiveness.

What program or service specific assessment occurred in the current academic year?

Review of Campus Reservations process for on and off-campus locations.

How were the results of the assessment used to improve services or programs?

The review of Campus Reservations processes aided in the implementation of the R25 scheduling system on campus. As a result, campus space is being more efficiently used allowing for a 20% increase in use of space from last year with even with two major multi-purpose spaces being directed to other uses.
