
Program or Service Specific Assessments

Unit: Physical Plant

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

Creation and distribution of a customer service survey to primary and secondary departmental users of the Work Management Center:

- Surveys sent to 86 recipients, representing 56 University departments to provide an opportunity for feedback on "General Services" and "Special Requests."
- General Service survey had 23 respondents
 - 21% Exceeds Expectations
 - 42% Meets Expectations
 - 7% Does Not Meet Expectations
 - 29% Not Familiar/Do Not Use or Blank
- Special Request survey had 22 respondents
 - 16% Exceeds Expectations
 - 40% Meets Expectations
 - 4% Does Not Meet Expectations
 - 39% Not Familiar/Do Not Use or Blank

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

- Ongoing quality improvements to buildings, classrooms and common areas assist in the appearance and function of campus facilities.
 - Survey results are used to adjust standard operating procedures to improve use of material and human resources to meet the service needs of the campus.
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