



EAST TEXAS A&M
— UNIVERSITY —

IE Assessment: Two Column Report

Administrative/Support Plan - Sample 2

Service Satisfaction

Goal Statement: Visitors to University locations will be satisfied with the service they receive.

Goal Status: Active

Planned Assessment Cycle: 2019 - 2020, 2020 - 2021, 2021 - 2022, 2022 - 2023, 2023 - 2024

Mapping

Marketable Skills (Institutional): (X)

- Career Management: X
- Digital Technology: X

Strategic Plan - Sample College : (X)

- Goal 1: X
- Goal 2: X

TAMUC Strategic Plan (2019 - 2024): (X)

- 5. Transform Our Operations to Serve the Mission of a Contemporary University 5.2: X

Assessment Method	Result
<p>Assessment Method Status: Active</p> <p>Assessment Type: Survey</p> <p>Assessment Method: Dining Services will distribute a survey via Qualtrics in November of each academic year to all faculty, staff, and students. The survey will assess satisfaction and feedback on dining services and food offerings. The Director of Dining Services is responsible for distributing the survey and collecting the results.</p> <p>Satisfaction questions will be rated on a four point scale: 1= Very Dissatisfied; 2= Dissatisfied; 3= Satisfied; 4 = Very Satisfied</p> <p>Standard of Success: 95% of survey respondents will indicate that they are "Satisfied" or "Very Satisfied" with the service they receive at on-campus dining locations.</p> <p>Notes: Increased from 80% to 90% in March 2021- met every year increased from 90 to 95%---</p>	<p>Result Date: 04/26/2023</p> <p>Reporting Period: 2022 - 2023</p> <p>Result: Survey results showed that 92% of respondents were satisfied or very satisfied with services. 370 surveys were completed from 802 monthly users.</p> <p>Conclusion: Standard of Success Not Met</p> <p>If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: The survey's additional question added in Fall 2022 to gauge users satisfaction with a new dessert vending service indicated a 91% response of satisfied or very satisfied with service.</p> <p>Action/Use of Results: Although the second year for not meeting 95% standard of success, a 2% increase indicates a gradual improvement toward achieving goal so will leave standard as is.</p> <p>Related Documents:</p> <hr/> <p>Result Date: 08/16/2022</p> <p>Reporting Period: 2021 - 2022</p> <p>Result: Survey results showed that 90% of respondents were satisfied or very satisfied with services. 320 surveys were completed from 780 monthly users.</p> <p>Conclusion: Standard of Success Not Met</p> <p>If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: N/A</p> <p>Action/Use of Results: Action Date: 08/24/2022</p> <p>Action/Use of Results: The survey will have an additional question added in fall 2022 to gauge users satisfaction with a new dessert vending service, as this has been continually requested by students and other service users.</p>

Assessment Method	Result
	<p>Result Date: 08/16/2021 Reporting Period: 2020 - 2021 Result: 90% of respondents indicated that they are Satisfied or Very Satisfied with the service they receive at on-campus dining locations. (n=400) Results note a high satisfaction rate for service overall, similar to previous years. Only 40 respondents indicated dissatisfaction. Conclusion: Standard of Success Met If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: N/A</p> <p>Result Date: 04/06/2020 Reporting Period: 2019 - 2020 Result: 95.89% of respondents indicated that they are Satisfied or Very Satisfied with the service they receive at on-campus dining locations. (n=584) Results note a high satisfaction rate for service overall, similar to previous years. Only 24 respondents indicated dissatisfaction. Conclusion: Standard of Success Met If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: N/A Related Documents:</p>

Food Satisfaction

Goal Statement: Visitors to University dining locations will be satisfied with the quality of food available.

Goal Status: Active

Planned Assessment Cycle: 2019 - 2020, 2020 - 2021, 2021 - 2022, 2022 - 2023, 2023 - 2024

Mapping

Marketable Skills (Institutional): (X)

- Critical Thinking/Problem Solving: X
- Digital Technology: X

Strategic Plan - Sample College : (X)

- Goal 1: X

TAMUC Strategic Plan (2019 - 2024): (X)

- 5. Transform Our Operations to Serve the Mission of a Contemporary University 5.2: X

Assessment Method	Result
<p>Assessment Method Status: Active Assessment Type: Survey</p>	<p>Result Date: 04/28/2024 Reporting Period: 2022 - 2023</p>

Assessment Method	Result
<p>Assessment Method: Dining Services will distribute a survey via Qualtrics in November of each academic year to all faculty, staff, and students. The survey will assess satisfaction and feedback on dining services and food offerings. The Director of Dining Services is responsible for distributing the survey and collecting the results.</p> <p>Satisfaction questions will be rated on a four point scale: 1= Very Dissatisfied; 2= Dissatisfied; 3= Satisfied; 4 = Very Satisfied</p> <p>Standard of Success: 80% of survey respondents will indicate that they are "Satisfied" or "Very Satisfied" with the quality of food available at on-campus dining locations.</p>	<p>Result: 80% of respondents indicated that they are Satisfied or Very Satisfied with quality of food available at on-campus dining locations. (n=420). 337 of the respondents were satisfied or very satisfied, but 84 responded negatively. Additional question items show a similar satisfaction rate for various dimension of food offerings, with variety being rated slightly lower (78%).</p> <p>Conclusion: Standard of Success Met</p> <p>If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: Based on staff fall kick-off meeting to review survey data, the largest area of dissatisfaction with the cold cuts station was resolved with its cleaning and revamping by Spring 2022, as planned.</p> <p>Action/Use of Results: na</p> <p>Result Date: 08/16/2022</p> <p>Reporting Period: 2021 - 2022</p> <p>Result: 75% of respondents indicated that they are Satisfied or Very Satisfied with quality of food available at on-campus dining locations. (n=400). 300 of the respondent were satisfied or very satisfied, but 100 responded negatively. Additional question items show a similar satisfaction rate for various dimension of food offerings, with freshness being rated slightly lower (80%).</p> <p>Conclusion: Standard of Success Not Met</p> <p>If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: N/A</p> <p>Action/Use of Results: Action Date: 08/16/2021 Action/Use of Results: Staff will meet at the fall kick-off meeting to review survey data. It looks like the largest area of dissatisfaction was the cold cuts station, which is being cleaned and revamped, with a target completion date of Spring 2022.</p> <p>Result Date: 04/06/2020</p> <p>Reporting Period: 2019 - 2020</p> <p>Result: 83.39% of respondents indicated that they are Satisfied or Very Satisfied with quality of food available at on-campus dining locations. (n=584) Additional question items show a similar satisfaction rate for various dimension of food offerings, with freshness being rated slightly lower (80.14%).</p> <p>Conclusion: Standard of Success Met</p> <p>If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: This is the second cycle in which food quality has met the standard of success for satisfaction. Steps taken in recent years to purchase more local ingredients, to broaden the variety of choices available, and to bring the menu items up to date seem to be achieving their intended effect.</p> <p>Related Documents:</p>

Food Access

Goal Statement: Visitors to University dining locations will be able to access food which meets their dietary needs.

Goal Status: Phased Out

Planned Assessment Cycle: 2019 - 2020, 2020 - 2021, 2021 - 2022

Mapping

Strategic Plan - Sample College : (X)

- Goal 2: X

TAMUC Strategic Plan (2019 - 2024): (X)

- 5. Transform Our Operations to Serve the Mission of a Contemporary University 5.2: X

Assessment Method	Result
<p>Assessment Method Status: Inactive Assessment Type: Survey Assessment Method: Dining Services will distribute a survey via Qualtrics in November of each academic year to all faculty, staff, and students. The survey will assess satisfaction and feedback on dining services and food offerings. The Director of Dining Services is responsible for distributing the survey and collecting the results.</p> <p>Agreement questions will be rated on a four point scale: 1= Strongly Disagree; 2= Disagree; 3= Agree; 4= Strongly Agree Standard of Success: 80% of survey respondents will "Agree" or "Strongly Agree" that they are able to access food at on-campus dining locations which meets their dietary needs.</p>	<p>Result Date: 08/08/2022 Reporting Period: 2021 - 2022 Result: sample Conclusion: Standard of Success Met If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: N/a Action/Use of Results: Action Date: 08/16/2022 Action/Use of Results: sample Related Documents:</p> <p>Result Date: 04/06/2020 Reporting Period: 2019 - 2020 Result: 64.55% of respondents indicated that they Agreed or Strongly Agreed that they are able to access food which meets their dietary needs. (n=584) This result falls below the standard of success and is similar to results from prior years. There is still a challenge in both offering foods which align with specific dietary restrictions (vegetarian, vegan, gluten-free, etc.) as well as in helping visitors locate these foods when served. Conclusion: Standard of Success Not Met If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: In the prior year, Dining Services added 10 diet-specific menus to its rotation in an effort to better serve the needs of the community. While these offerings have been well-received, they have not contributed to meeting the standard of success for this assessment. Action/Use of Results: Action Date: 04/06/2020 Action/Use of Results: Dining Services will engage with Marketing in a campaign to better advertise the diet-specific menus available. The Director of Dining Services will work with a Marketing Team over the summer to design a campaign to include a) enhanced labeling of food in the cafeteria, b) campus advertising, c) social media campaign. These strategies will be implemented for Fall 2020. Related Documents:</p>
<p>Assessment Method Status: Inactive Assessment Type: Pre-Test/Post-Test</p>	<p>Result Date: 04/06/2020 Reporting Period: 2019 - 2020</p>

Assessment Method	Result
<p>Assessment Method: Incoming freshmen who self-identify specific dietary restrictions will be tested during orientation for their knowledge of where to access food options which meet their dietary needs. These students will be tested again at the close of the Fall semester, by a question set distributed along with the Dining Services Satisfaction Survey.</p> <p>The Director of Dining Services is responsible for distributing the post-test along with the annual satisfaction survey and collecting the results. The Director will also work with the Orientation Office to distribute the pre-test during orientation.</p> <p>Standard of Success: 70% of students responding to the post-test will be able to correctly answer 3 out of 5 items testing knowledge of how to access food which meets their dietary needs.</p> <p>Notes: This is the first cycle in which results will be collected. Results will be used to set a benchmark.</p>	<p>Result: 33 students from the 2019 incoming freshman class who were pre-identified with dietary restrictions responded to post-test items distributed along with the Dining Services Satisfaction Survey. 66% of respondents were able to correctly answer 3 or more out of five questions testing knowledge of where to access food options which meet their dietary needs. This is close to, but not meeting, the 70% standard of success.</p> <p>For comparison, in the pre-test (n=52) only 30% of respondents were able to correctly answer 3 or more out of five questions testing knowledge of where to access food options which meet their dietary needs. Post-test results show a gain over the pre-test indicating that students have become better educated over the course of the semester about where to access the foods they need; however, they may still lack some information needed to have a highly satisfying dining experience.</p> <p>Conclusion: Standard of Success Not Met</p> <p>If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: This is the initial administration of this assessment.</p> <p>Action/Use of Results: Action Date: 04/06/2020 Action/Use of Results: Dining Services will engage with Marketing in a campaign to better advertise the diet-specific menus available. The Director of Dining Services will work with a Marketing Team over the summer to design a campaign to include a) enhanced labeling of food in the cafeteria, b) campus advertising, c) social media campaign. These strategies will be implemented for Fall 2020. (04/06/2020)</p> <p>Related Documents:</p>

Location Utilization

Goal Statement: Increase utilization of the Dining Services’ “Express Café” location.

Goal Status: Phased Out

Planned Assessment Cycle: 2019 - 2020, 2020 - 2021, 2021 - 2022

Mapping

Strategic Plan - Sample College : (X)

- Goal 3: X

TAMUC Strategic Plan (2019 - 2024): (X)

- 5. Transform Our Operations to Serve the Mission of a Contemporary University 5.2: X

Assessment Method	Result
<p>Assessment Method Status: Inactive</p> <p>Assessment Type: Data/Log Tracking and Analysis</p>	<p>Result Date: 04/06/2020</p> <p>Reporting Period: 2019 - 2020</p>

Assessment Method	Result
<p>Assessment Method: Report of location utilization. Daily reports monitor number of unique visits by sales transactions and total sales for each dining services location. Daily reports are automatically generated. The Express Cafe Manager will be responsible for monitoring and compiling annual numbers in May.</p> <p>Standard of Success: The number of sales transactions at Express Cafe will increase by 2% over the prior year.</p>	<p>Result: Total number of sales transactions at Express Cafe for the 2019 fiscal year came to 10,572. This represents a 2.8% increase over the prior year. Efforts to better promote the cafe and to ensure that it is stocked with food items accessible to customers pressed for time or seeking convenient, but healthy, dining appear to be contributing to gains in visits/sales at this location. This is the second year of 2%+ growth.</p> <p>Conclusion: Standard of Success Met</p> <p>If you implemented an action plan/modification in the prior year, please describe what impact it had on the results.: N/A</p>

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