Report:	Assessment Plan Details for: Business Services
	Report Generated by TaskStream
Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2010-11Cycle: Assessment Plan and Assessment Findings
Assessment Plan Template:	OPAR Assessment Plan
Report Generated:	Friday, February 25, 2011

Measures and Findings

Business Services Unit
Goals 2010-2011

1. Increase the overall customer service experience

1.1. Food services customer satisfaction

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2.

Measures & Findings

1.1.1. ARAMARK Campus Dining Styles Survey
Indirect - Survey

Details/Description: Conducting of the ARAMARK Campus Dining Styles Survey for spring 2011.

Acceptable Target: Achievement of a satisfaction rate of 4.99 or above on a scale of 1-7

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1.1.1. ARAMARK Campus Dining Styles Survey

Summary of Findings: Mid Year Findings: Completion of survey by students, faculty and staff scheduled to be conducted March 2011 ARAMARK Food Services.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.1.2. Nat'l Assn. of Coll & Univ Food Service Survey

Details/Description: National Association of Colleges & Universities Food Service Customer Satisfaction Survey for fall 2010.

Acceptable Target: Achievement of a satisfaction rate of 3.79 or above on a scale of 1-5

Implementation Plan (timeline): Fall 2010

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1.1.2. Nat'l Assn. of Coll & Univ Food Service Survey

Summary of Findings: Mid Year Findings: Survey has been completed and results of the survey currently being compiled by Industry Insights and scheduled for delivery to the university by the end of February 2011.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.2. Bookstore customer satisfaction

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2.

Measures & Findings

1.2.1. Follett Higher Education Group Annual Customer Service Survey

Details/Description: Conducting of the Follett Higher Education Group Annual Customer Service Survey and review of customer comments regarding service, policies, quality products & availability, hours of operation, overall shopping experience; additional products and services to be made available.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Findings for 1.2.1. Follett Higher Education Group Annual Customer Service Survey

Summary of Findings: Mid Year Findings: Survey has been conducted by Follett Higher Education Group and results scheduled for delivery to the university by March 1, 2011

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

Key/Responsible Personnel:

Supporting Attachments:

1.2.2. Follett Higher Education Group Secret Shopper Program

Details/Description: Conducting of the Follett Higher Education Group Secret Shopper program where mystery shoppers visit location unannounced and grade various aspects of store operations to include cleanliness, friendliness of staff, availability of products, etc.

Acceptable Target:

Implementation Plan (timeline): To be completed Sprign 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1.2.2. Follett Higher Education Group Secret Shopper Program

Summary of Findings: Mid Year Findings: Currently awaiting completion of the survey and the receipt of results by Follett Higher Education Group.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.3. Accuracy of meal plan charges.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2., 1.6.4.

Measures & Findings

1.3.1. Blackboard Building Blocks modules

Details/Description: Installation of Blackboard Building Blocks modules to interface with Banner and Housing programs for real-time automation of the meal plan posting and accounting processes.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1.3.1. Blackboard Building Blocks modules

Summary of Findings: Mid Year Findings: Purhase orders for the purchase of software modules have been completed and mailed to vendor. Currently awaiting installation, scheduling and training by Blackboard Transaction Group.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.4. New food services for west campus

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2.

Measures & Findings

1.4.1. Java City Branded Coffee Program location

Details/Description: To begin work with the Facilities Planning Department and Heery Design International on the planning and development of design and outfitting for a Java City Branded Coffee Program location in the new Science & Technology Building.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1.4.1. Java City Branded Coffee Program location

Summary of Findings: Mid Year Findings: Meetings have been held between Planning & Construction, Architecture firm for the New Science & Technology Building, ARAMARK and Java City Brand Management. Architecture firm for building location currently completing layout for unit and awaiting review.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.5. Increased satisfaction with facilities

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.3.1., 1.5.2.

Measures & Findings

1.5.1. Rental program for tables and chairs

Details/Description: Implement a rental program for tables and chairs to compliment the “Astra Scheduling Software” for those scheduling events on campus; to restructure the facility rental cost structure to provide funding for facility upkeep and quality

Findings for 1.5.1. Rental program for tables and chairs

Summary of Findings: Mid Year Findings: Ordered and received partial shipment of tables and chairs. Awaiting completion of policies and procedures and then roll-out to campus.

programming.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.5.2. Astra Scheduling

Details/Description: Analysis of data entered into "Astra Scheduling" to include number of events, locations, seating requirements, labor costs and net sales income.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1.5.2. Astra Scheduling

Summary of Findings: Mid Year Findings: Have not completed information at this time. Will not have full assessment of program and survey of use until after May 2011.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.5.3. Surveys to event schedulers

Details/Description: Periodic surveys conducted to event schedulers for feedback on services offered and quality of service to further enhance the program.

Acceptable Target:

Implementation Plan (timeline): To be completed Fall 2010 and Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1.5.3. Surveys to event schedulers

Summary of Findings: Mid Year Findings:

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

2. Provide leadership for energy and environment

2.1. Upgrade of our conservation program

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.4.2., 6.4.3.

Measures & Findings

2.1.1. Upgrade reusable to-go containers

Details/Description: Upgrading of our reusable to-go container program to include GET EC 06 eco-container with a NSF certification stamp and elimination of non-eco friendly Styrofoam containers.

Acceptable Target:

Implementation Plan (timeline): To be completed Fall 2010

Key/Responsible Personnel:

Supporting Attachments:

Findings for 2.1.1. Upgrade reusable to-go containers

Summary of Findings: Mid Year Findings: Received approval of the Cumberland County Health Inspector, purchased units and in full use at this time for students, faculty and staff. No longer use of styrofoam containers as they are not biodegrable in addition to being expensive in use.

Acceptable Target Achievement: Exceeded

Recommendations : Recommendation at this time is to continue program from semester to semester with minimal cost for purchase of units for new and incoming students.

Reflections/Notes : Project has been completed and will no longer carry forward as a unit goal for future Task Stream cycles.

Substantiating Evidence:

2.2. Expansion of the Single Stream Recycling Program

Mapped to:

Measures & Findings

2.2.1. Recycling Program for cardboard materials

Findings for 2.2.1. Recycling Program for cardboard materials

- FSU Strategic Priorities, Initiatives, and Indicators: 6.4.2., 6.4.3.

Details/Description: To begin a recycling program for cardboard materials from both the Bookstore and Dining Hall locations with Waste Management Industries.

Acceptable Target:

Implementation Plan (timeline): To be completed Fall 2010

Key/Responsible Personnel:

Supporting Attachments:

Summary of Findings: Mid Year Findings: Program has not been implemented at this time. Awaiting purchase and delivery cardboard receptables for both Dining Hall and Bookstore.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

3. Quarterly compliance with Sanitation rules

3.1. Compliance with Sanitation rules

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2., 1.5.3.

Measures & Findings

3.1.1. NC Department of Environment & Natural Resources Health Inspection Report

Details/Description: Conducting by and receipt of the NC Department of Environment & Natural Resources Health Inspection Report for each quarter.

Acceptable Target: Achievement of a satisfaction rate of 90% (Grade A) or above on a scale of 100%

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 3.1.1. NC Department of Environment & Natural Resources Health Inspection Report

Summary of Findings: Mid Year Findings: Have received results for two (2) of scheduled the four (4) scheduled inspections for 2010-11 and are as follows: September 2010 rating - 95.0% and December 2010 - 95.5%.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

3.1.2. ARAMARK District Safety Team Audits

Details/Description: Monthly Audits performed by a member of ARAMARK'S District Safety team for each dining establishment.

Acceptable Target:

Implementation Plan (timeline): Monthly during 2010-2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 3.1.2. ARAMARK District Safety Team Audits

Summary of Findings: Mid Year Findings: Have not obtained results of team audits at this time.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

3.1.3. ARAMARK assessment reports

Details/Description: Weekly assessment reports of observation performed by a member of ARAMARK's senior location management team.

Acceptable Target:

Implementation Plan (timeline): Weekly during 2010-2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 3.1.3. ARAMARK assessment reports

Summary of Findings: Mid Year Findings: Have not obtained results of assessment reports at this time.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

3.1.4. ARAMARK observation reports

Details/Description: Daily observation report performed daily by staff and supervisor and/or a member of ARAMARK's senior location management team.

Acceptable Target:

Implementation Plan (timeline): Daily during 2010-2011

Findings for 3.1.4. ARAMARK observation reports

Summary of Findings: Mid Year Findings: Have not obtained results of observation reports at this time.

Acceptable Target Achievement:

Recommendations :

Key/Responsible Personnel:

Supporting Attachments:

Reflections/Notes :

Substantiating Evidence:

4. Achieving UNC Textbook Adoption Goal

4.1. Textbook adoption rate of 90%

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2.

Measures & Findings

4.1.1. Textbook Adoption Report

Details/Description: Compilation of data from the fall 2010 and spring 2011 Textbook Adoption Report on the receipt of textbook adoptions received vs. the number of courses offered. Date to be received: fall/April 15th, spring/October 15th.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 4.1.1. Textbook Adoption Report

Summary of Findings: Mid Year Findings: Results for fall and spring reporting have not been compiled at this time.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

4.1.2. Compliance with requirements from UNC-General Administration

Details/Description: Comparison of data to the other schools within the UNC system to ensure we are in compliance with requirement from UNC-General Administration, or if similar factors are causing schools to not reach goal.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 4.1.2. Compliance with requirements from UNC-General Administration

Summary of Findings: Mid Year Findings: Results from all UNC schools have not been compiled and released for review at this time.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

4.1.3. Availability of textbooks

Details/Description: Availability of all textbooks to students on the first day of class.

Acceptable Target:

Implementation Plan (timeline): To be completed Fall 2010 and Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Findings for 4.1.3. Availability of textbooks

Summary of Findings: Mid Year Findings: Results from all UNC schools have not been compiled and released for review at this time.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

5. Increased faculty and staff satisfaction with services

5.1. Improve mail delivery

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.3.1., 1.5.2., 1.6.4., 6.1.0.

Measures & Findings

5.1.1. Smart Track

Details/Description: Implement “Smart Track” a state-of-the-art inbound software tracking system for the logging of inbound parcels. “Smart Track” is a PC –based locator/tracking/routing system that follows the path of accountable mail (packages, office supplies, certified mail, etc.) from entry point to delivery point and signature.

Findings for 5.1.1. Smart Track

Summary of Findings: Mid Year Findings: Contract has been received and approved by the university to move forward with implementation. Purchase order to vendor has been delivered and currently awaiting delivery and installation of equipment in addition to scheduling of training for staff.

Acceptable Target:

Implementation Plan (timeline): To be completed Spring 2011

Key/Responsible Personnel:

Supporting Attachments:

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence: