

IE Assessment: Four Column Report

Administrative/Support Plan - Sample 1

Goals	Assessment Methods	Results	Actions/Use of Results
<p>Service Satisfaction - Visitors to University dining locations will be satisfied with the service they receive.</p> <p>Goal Status: Active</p> <p>Planned Assessment Cycle: 2019 - 2020</p> <p>Start Date: 03/19/2020</p>	<p>Survey - 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 service they receive at on-campus dining locations.</p>	<p>Reporting Period: 2019 - 2020</p> <p>Conclusion: Standard of Success Met</p> <p>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. (04/06/2020)</p> <p>Follow Up on Previous Year Action Plan: N/A</p> <p>Related Documents:</p> <p>Example Data - Dining Services Survey Results Fall 2019.xlsx</p> <p>Dining Services Survey Questions Fall 2019.pdf</p>	
<p>Food Satisfaction - Visitors to University dining locations will be satisfied with the quality of food available.</p> <p>Goal Status: Active</p> <p>Planned Assessment Cycle: 2019 - 2020</p> <p>Start Date: 03/19/2020</p>	<p>Survey - 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</p>	<p>Reporting Period: 2019 - 2020</p> <p>Conclusion: Standard of Success Met</p> <p>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%). (04/06/2020)</p>	

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	<p>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>Follow Up on Previous Year Action Plan: 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: Example Data - Dining Services Survey Results Fall 2019 Food Satisfaction Highlights.xlsx</p>	
<p>Food Access - Visitors to University dining locations will be able to access food which meets their dietary needs.</p> <p>Goal Status: Active</p> <p>Planned Assessment Cycle: 2019 - 2020</p> <p>Start Date: 03/19/2020</p>	<p>Survey - 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</p> <p>* 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>Reporting Period: 2019 - 2020</p> <p>Conclusion: Standard of Success Not Met 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. (04/06/2020)</p> <p>Follow Up on Previous Year Action Plan: 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.</p> <p>Related Documents: Example Data - Dining Services Survey Results Fall 2019 - Food Access.xlsx</p>	<p>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>Pre-Test/Post-Test - 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</p>	<p>Reporting Period: 2019 - 2020</p> <p>Conclusion: Standard of Success Not Met 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</p>	<p>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</p>

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	<p>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>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. (04/06/2020)</p> <p>Follow Up on Previous Year Action Plan: This is the initial administration of this assessment.</p> <p>Related Documents: Dining Services PreTest PostTest Fall 2019.xlsx</p>	<p>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) (04/06/2020)</p>
<p>Location Utilization - Increase utilization of the Dining Services' "Express Café" location.</p> <p>Goal Status: Active</p> <p>Planned Assessment Cycle: 2019 - 2020</p> <p>Start Date: 03/19/2020</p>	<p>Data/Log Tracking and Analysis - 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>Reporting Period: 2019 - 2020</p> <p>Conclusion: Standard of Success Met</p> <p>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. (04/06/2020)</p> <p>Follow Up on Previous Year Action Plan: N/A</p>	
<p>Local Food Budget - Dining services will increase the percentage of its</p>	<p>Data/Log Tracking and Analysis - The Dining Services Purchasing</p>	<p>Reporting Period: 2019 - 2020</p> <p>Conclusion: Standard of Success Not Met</p>	<p>Action/Use of Results: The Purchasing Manager will engage</p>

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<p>food budget allocated for purchase of local foods relative to other items.</p> <p>Goal Status: Active</p> <p>Planned Assessment Cycle: 2019 - 2020</p> <p>Start Date: 03/19/2020</p>	<p>Manager will be responsible for tracking purchase of food items qualified as "local." This information will be shared with the Director of Dining Services who, in the annual budget summary submitted at the close of the fiscal year (August) will identify the percentage of the budget allocated for the purchase of foods items qualified as "local."</p> <p>* Standard of Success: 15% of food expenditures will be for food items qualifying as "local."</p> <p>Notes: Relative to 2018 baseline set at 5%</p>	<p>For the fiscal year, 12% of food expenditures were for food items qualifying as local. This is an increase over 9% the prior year and the 5% baseline; however, it is still below the targeted 15%. The purchase of local foods is in line with the unit's strategic goals to develop more sustainable purchasing practices which support the region and contribute to offering whole foods to diners. Efforts will continue to increase this percentage of expenditures relative to other food purchases. (04/06/2020)</p> <p>Follow Up on Previous Year Action Plan: This is the third year in which expenditures have been tracked and the second in which this has been a goal for the unit. The Purchasing Manager has worked to increase tracking of purchases qualifying as local in order to improve the quality of records maintained and has also taken steps to develop relationships with local food providers. Both steps have contributed to an uptick in the percentage of budgeted funds spent on local foods.</p>	<p>with the Head Chef to better integrate menu planning with food purchasing. Specifically, with increased knowledge of local food sources, the Purchasing Manager is able to inform the Chef of available ingredients which can be used to adapt existing or create new menus to utilize ingredients available for local purchase. This work will be conducted over the summer period for implementation in Fall 2020. (04/06/2020)</p>

Sample