ASSESSMENT PLAN REPORT (Check One)

FOR

POST OFFICE AND OFFICE SERVICES
(Insert name(s) of unit(s)/program(s) covered by Plan/Report)

July 1, 2003 – June 30, 2004
Assessment Period Covered Date Submitted

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Unit Linkage to the Institutional Mission Statement

Section of the Institutional Mission Statement applying to the unit(s):
Louisiana Tech is a comprehensive public university committed to quality in teaching, research, creative activity, public service and economic development. At Tech, advanced technology supports quality teaching, research, administration, and service.

How the Unit Mission Statement links to the above statement:
The Post Office and Office Services departments support the mission of the university through delivery of mail, providing postal products and services, utilization of postal discounts to ensure maximum savings, providing efficient and quality copying service, binding, bookmaking, laminating, and other services to benefit the faculty and staff and students.

ASSESSMENT OBJECTIVES

Assessment Objective #1:
Identify and remove all excess equipment from inventory

Means of assessment of this objective & criterion/a for success (due September of current cycle):
1a. Post Office and Office Services staff will do a complete inventory and list all excess or unneeded equipment by January 31, 2004.
1b. Once excess equipment is identified, we will coordinate with the Property Officer to establish date and means of removal.

Summary of assessment data collected during current cycle:

How the results will be used to improve the unit(s) (due September of subsequent cycle):

Assessment Objective #2:
Change posting of daily transactions in Office Services department from manual to computer and generate monthly report for Comptroller on the computer.

Means of assessment of this objective & criterion/a for success (due September of current cycle):
2a. By December 15, 2003, contact the Computer Center for advice and information on how to accomplish this objective.
2b. Purchase and install any necessary computer programs by January 31, 2004
Summary of assessment data collected during current cycle:

How the results will be used to improve the unit(s) (due September of subsequent cycle):

Assessment Objective #3:
Box all incoming mail by 9:00 a.m.
Deliver to departments on campus by 10:00 a.m.

Means of assessment of this objective & criterion/a for success (due September of current cycle):
3a. Beginning with winter quarter 2003-2004, schedule student workers early in the mornings as much as possible
3b. More effectively utilize student workers

Summary of assessment data collected during current cycle:

How the results will be used to improve the unit(s) (due September of subsequent cycle):

Assessment Objective #4:

Means of assessment of this objective & criterion/a for success (due September of current cycle):

Summary of assessment data collected during current cycle:

How the results will be used to improve the unit(s) (due September of subsequent cycle):