

# 3-Year Assessment Schedule

AY 2015/16 through 2017/18

## Unit: UNIVERSITY CENTERS

**Instructions** from left to right in the table: 1) List unit outcomes down the left-hand column. 2) List the program(s)/ service(s) that align with each unit outcome. 3) Describe how you will assess each unit outcome. 4) Indicate the academic year and quarter you will assess the unit outcome.

<b>UNIT OUTCOMES</b>	<b>Where</b> will you assess the outcome? (List the program(s)/service(s) align with each unit outcome.)	<b>How</b> will you measure the achievement of each outcome?	<b>When</b> will you assess the outcomes? (Indicate the academic year and quarter.)	<b>Who</b> is responsible for disseminating the assessment <b>How &amp; When</b> will it be received/ returned
<b>BUS-ING/CUSTODIAL</b>				
<b>Unit Outcome 1: Think Critically and Solve Problems</b>	(a) Storage closets (b) In the dining room areas	(a) Visual check daily of supply closet (b) Secret Shopper Survey	(a) Daily (b) Semi-annually, 2X yr	(a) Facility Service Manager (b) Retail OPs to provide survey results after each vendor session
<b>Unit Outcome 2: Communicate Effectively</b>	At events and on the floor	Visual inspection and feedback, talking to customers/patrons	Daily	Supervisor on duty
<b>FIRST FRIDAY</b>				
<b>Unit Outcome 2: Communicate Effectively</b>	Post event survey and through attendance assessed after the event.	Review post event survey and through attendance data.	Starting the day after the event.	Assist. Dir. Marketing with assistance from Student Intern to compile data from event within one (1) month after event if not sooner.

<b>Unit Outcome 4: Lead in a Diverse Global Society</b>	Through attendance data/ID scans will be assessed after the event.	Analyze attendance stats (ID scans) for diversity of colleges and class represented.	Starting the day after the event.	Assist. Dir. Marketing with assistance from Student Intern to compile data from event within one (1) month after event if not sooner.
<b>FOOD FAIR</b>				
<b>Unit Outcome 2: Communicate Effectively</b>	Throughout campus and clicker count for attendance.	Exhibitor/vendor participation email surveys sent out after event.	After event, within one (1) week of event.	Student Intern and Retail OPs department to compile results.
<b>Unit Outcome 5: Engage in a Healthy Lifestyle</b>	Pre/post entrance/exit	Ipad one(1) question survey	Data from survey administered after event, typically held in October, FallQ	Student Intern to compile and report results within one (1) month of event.
<b>Unit Outcome 6: Promote Social Jus- tice and Community Responsibility</b>	Pre/post entrance/exit	Ipad one(1) question survey	Data from survey administered after event, typically held in October, FallQ	Student Intern to compile and report results within one (1) month of event.
<b>HOUSE MAN- AGERS</b>				
<b>Unit Outcome 1: Think Critically and Solve Problems</b>	PC meeting room and managers office. Testing for 'STEP RAISE'	Ability to follow instructions to complete assignment and/or answers written questions	Quarterly, based on when employee was hired.	Facility Services Manager. Manager to provide Assist. Dir. Marketing with % measurement results of STEP, FM to develop tool to help record results.
<b>TECH</b>				

<b>Unit Outcome 1: Think Critically and Solve Problems</b>	PC meeting room and managers office. Testing for 'STEP RAISE'	1. UCEN/OneStop reservations survey 2. Supervisor observation	1. End of academic year/annually 2. Ongoing	Tech Manager to provide Assist. Dir. Marketing with % measurement results of STEP.
<b>THE LOFT INTERNS</b>				
<b>Unit Outcome 1: Think Critically and Solve Problems</b>	Event Managers office	Meet with Student Interns individually to discuss and review their progress and feedback.	Quarterly check-ins	Event Manager to provide assessment and provide written report to Assist. Dir. Marketing by week 5 of next quarter.
<b>Unit Outcome 3: Advance a Plan for Personal, Academic and Professional Success</b>	Event Managers office	Meet with Student Interns individually to discuss and review their progress and feedback.	Quarterly check-ins	Event Manager to provide assessment and provide written report to Assist. Dir. Marketing by week 5 of next quarter.
<b>Unit Outcome 4: Lead in a Diverse Global Society</b>	Loft Survey (online & paper), programming calendar	Results from Loft Survey, general feedback and program review	End of academic year/annually	Event Manager to provide assessment and provide written report to Assist. Dir. Marketing one (1) month after SpringQ ends.
<b>Unit Outcome 5: Engage in a Healthy Lifestyle</b>	Loft Survey (online & paper), programming calendar	Results from Loft Survey, general feedback and program review	End of academic year/annually	Event Manager to provide assessment and provide written report to Assist. Dir. Marketing one (1) month after SpringQ ends.
<b>UCAB</b>				
<b>Unit Outcome 1: Think Critically and Solve Problems</b>	Distributed online	Self-reported	Pre/Post shelf assessment	UCAB Chair to report results, Post term.
<b>UCEN PROGRAMS</b>				

<b>Unit Outcome 2: Communicate Effectively</b>	Pre/post academic year survey, table on Library Walk or PC Plaza	Ipad one(1) question survey and/or paper survey	At the beginning of FallQ and end of SpringQ	Student Intern to compile and report results within one (1) month after SpringQ ends.
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