User Outcomes

PCC 01: UO Customer Service and Care

Start: 7/1/2012
End: 6/30/2013

User Outcome
Not Applicable

Data Collection Evidence

1. Postal & Copy Center Director
2. Copy & Mailroom
   Administrative Clerk
3. Mailroom Clerk

This department has the responsibility over all postal and publishing/printing functions for faculty, staff and students. These functions include but are not limited to the following: publishing/printing of computer and crib note materials, maintaining and distribution of all postal services.

Results of Evaluation

Use of Results and Recommendations

Related Items
There are no related items.
Unit Goals

**PCC 2013_01: Process Improvement**

Start: 7/1/2012  
End: 6/30/2013

**Unit Goal**  
Goal # 1 Translate and direct compliance of federal and state regulations governing employment, wage and hour and other personnel practices.

1. Institutional Goal which was supported by this goal: SP#3: The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

**Evaluation Procedures**

- Conduct random review of Human Resource policies and procedures.
- Review current federal and state labor law regulations.
- Informal discussions with employees for clarity on policies and procedures.
- Number of federal EEOC, Wage & Hour, and/or FMLA charges against the University

**Actual Results of Evaluation**  
Increased efficient and effective center by 5%.

**Use of Evaluation Results**

- Periodic review of policies and procedures.
- Will continue to emphasize Delta State University as an equal opportunity employer.
- Informal discussions with employees on policies and procedures and how to improve for future success.

**Related Items**

- SP1.Ind03: Academic and support services
Section IV.a  
**Brief Description**

**Judgment**
- [ ] Meets Standards  
- [ ] Does Not Meet Standards  
- [ ] Not Applicable  

**Narrative**

Section IV.b  
**Comparative Data**

Enrollment, CHP, majors, graduation rates, expenditures, trends, etc.

**Judgment**
- [ ] Meets Standards  
- [ ] Does Not Meet Standards  
- [ ] Not Applicable  

**Narrative**

Section IV.c  
**Diversity Compliance Initiatives and Progress**

**Judgment**
- [ ] Meets Standards  
- [ ] Does Not Meet Standards  
- [ ] Not Applicable  

**Narrative**

Section IV.d  
**Economic Development Initiatives and Progress**

**Judgment**
- [ ] Meets Standards  
- [ ] Does Not Meet Standards  
- [ ] Not Applicable  

**Narrative**

Section IV.e  
**Grants, Contracts, Partnerships, Other Accomplishments**

**Judgment**
- [ ] Meets Standards  
- [ ] Does Not Meet Standards  
- [ ] Not Applicable  

**Narrative**

Section IV.f  
**Service Learning Data**

List of projects, number of students involved, total service learning hours, number of classes, faculty involved, accomplishments.

**Judgment**
- [ ] Meets Standards  
- [ ] Does Not Meet Standards  
- [ ] Not Applicable  

**Narrative**

Section IV.g  
**Strategic Plan Data**

Only use this section if you have strategic plan info to report that is not covered in other areas of your report.

**Judgment**
- [ ] Meets Standards  
- [ ] Does Not Meet Standards  
- [ ] Not Applicable  

**Narrative**
Section IV.h
Committees Reporting To Unit
Each unit includes in the annual plan and report a list of the committees whose work impacts that unit or any other aspect of the university; along with the list will be a notation documenting the repository location of the committee files and records. Committee actions affecting the unit’s goals may be noted in other applicable sections of the annual reports. Not required to be included in the unit’s annual plan and report, but required to be maintained in the repository location, will be a committee file that includes, for each committee: Mission and by-laws, Membership, Process, Minutes.

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative

Section V.a
Faculty (Accomplishments)
Noteworthy activities and accomplishments

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative

Section V.b
Staff (Accomplishments)

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative

Section V.c
Administrators (accomplishments)

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative

Section V.d
Position(s) requested/replaced with justification

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative

Section V.e
Recommended Change(s) of Status

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative

Section VI.a
Changes Made in the Past Year

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative

Section VI.b
Recommended Changes for the Coming Year

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative