

**DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT**  
**Academic Year 2006-07**

**I. Unit Title:**

**Auxiliary Departments:** Food Service (ARAMARK)  
Bookstore (Follett) Laundry Post Office Copy Center  
Licensing/Trademark

**Division or School/College:**

**Finance and Administration**

**Unit Administrator:**

**Myrtis Tabb**

**II. Educational Program Learning Outcome Assessment Plan**

<p><b>Learning Outcome</b> <i>What should a graduate in this major know, value, or be able to do at graduation and beyond?</i></p>	<p><b>Data Collection and Analysis</b> <i>What assessment tools and/or methods will you use to determine achievement of the learning outcome? Describe how the data from these tools and/or methods will be collected. Explain the procedure to analyze the data.</i></p>	<p><b>Results of Evaluation</b> <i>What were the findings of the analysis? List any specific recommendations.</i></p>	<p><b>Use of Evaluation Results</b> <i>What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?</i></p>
<p>NOT APPLICABLE</p>			

### **III. Division/Department Goals for the Current Year**

**Goal # 1      Continue to improve 3<sup>rd</sup> party partnerships with Follett and ARAMARK and other auxiliary services.**

**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.

#### **2. Evaluation Procedure(s):**

- Review customer satisfaction surveys
- Feedback from faculty, staff, and students
- Feedback from university administration

#### **3. Actual Results of Evaluation:**

ARAMARK/Follett increased overall sales from previous year  
ARAMARK opened Java City coffee service  
Follett implemented Book Now program

#### **4. 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.

### **IV. Data and information for department:**

The mission of Auxiliary Services is to support the academic and administrative goals of Delta State University by ensuring effective administration and support services of the University food service, bookstore, post office, and copy center. Auxiliary Services is committed to fostering an environment that promotes professional standards throughout the ancillary enterprises at DSU.

## V. Personnel:

- Food Service (ARAMARK) Jason Nall
- Bookstore (Follett) Griffin Hite
- Laundry Nealy Robinson
- Post Office Leigh Ann Marquis
- Copy Center Michael Martin

### Noteworthy activities and accomplishments:

- None

### New position(s) requested, with justification:

- None

### Recommended change of status

- None

## VI. Division/Department Goals for Coming Year

**Goal # 1 Continue to improve 3<sup>rd</sup> party partnerships with Follett and ARAMARK and other auxiliary services.**

**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.

### **2. Evaluation Procedure(s):**

- Review customer satisfaction surveys

- Feedback from faculty, staff, and students
- Feedback from university administration

**3. Actual Results of Evaluation:** To be determined.

**4. 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.