

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