

Student Services Assessment Highlights 2012-2013

Department Name: *Auxiliary Services*

Dash Board Indicators: (Benchmark data reported in budget process with end of year numbers. Please include multiple year data if available.)

Assessment Highlights:

Food Services

The surveys we have participated in most recently compared our operations to customer expectations on 25 different points. It also compares us to all other institutions responding in those same 25 areas. They plot the points on a graph that is divided into quadrants and we find that most of ours land in the High Satisfaction - High Importance quadrant. Some of those are:

- Friendliness of Staff +3 over the previous year
- Cleanliness of Eating Areas + 6 points
- Environmentally Friendly Practices related to Food + 4 points
- Social / ethical practices related to food +5 points
- Comfort (seats, temperature, lighting, sound level, etc.) +3 points

College Store

In January 2014 the College Store participated in a national customer survey performed by the National College Store Association (NACS). Faculty and staff were surveyed separate from students. The response was submitted both electronically and by paper. The results are as follows:

- Faculty and staff rated the College Store with an overall rating of 3.93 (1-5 possible)
- Students rated the College Store with an overall rating of 3.99. (1-5 possible.)