

#34

COMPLETE

Collector: UnitAssessPlan (Web Link)
Started: Tuesday, May 15, 2018 2:09:36 PM
Last Modified: Tuesday, May 15, 2018 2:25:08 PM
Time Spent: 00:15:31
IP Address: 192.231.202.250

Page 1: GCU Unit Assessment Plan

Q1 Name of Administrative Unit.

Mailroom

Q2 Name of the person completing this report. (Last, First)

Maureen Ryan-Hoffman

Q3 To which Cabinet Member does this unit report?

**VP Finance and
Administration**

Q4 Calendar Years for the Plan

2018-2020

Q5 State Goal 1 for your administrative unit.

Maximize bulk mailing discounts available to decrease postage costs.

Q6 State the Outcomes for Goal 1.

1.1

***IF can avail GCU to bulk discounts, would quantify an
estimated % savings once can perform analysis.**

Q7 State Goal 2 for your administrative unit.

Provide resident students with excellent customer service by delivering their personal mail timely.

Q8 State the Outcomes for Goal 2.

2.1

75% satisfied or highly satisfied

Q9 State Goal 3 for your administrative unit.

Identify opportunities to improve upon efficiency in campus mail delivery (offices) and student package pickups.

GCU Unit Assessment Plan

Q10 State the Outcomes for goal 3.

3.1

Due to daily changing demands, outside influences to workload and priorities, cannot establish a baseline to produce metrics nor or any 2 universities alike to benchmark against.

Q11 Give the Mission alignment for Goal 1.

The university has a special concern for women and is a dynamic community committed to the core values of justice, respect, integrity, service, and compassion, locally and globally.

Q12 Give the Mission alignment for Goal 2.

The university has a special concern for women and is a dynamic community committed to the core values of justice, respect, integrity, service, and compassion, locally and globally.

Q13 Give the Mission alignment for Goal 3.

The university has a special concern for women and is a dynamic community committed to the core values of justice, respect, integrity, service, and compassion, locally and globally.

Q14 Give the alignment with the GCU Strategic Compass Point (s) for Goal 1.

Mission Fulfillment through Revenue Generation and Diversification

,

Mission Fulfillment through Operational Efficiency and Utilization.

Q15 Give the alignment with the GCU Strategic Compass Point (s) for Goal 2.

Mission Fulfillment through Operational Efficiency and Utilization.

Q16 Give the alignment with the GCU Strategic Compass Point (s) for Goal 3.

Mission Fulfillment through Operational Efficiency and Utilization.

Q17 With which MSCHE (Middle States Commission on Higher Education) Standard does Goal 1 most closely align?

Standard VI. Planning, Resources, and Institutional Improvement

GCU Unit Assessment Plan

Q18 With which MSCHE (Middle States Commission on Higher Education) Standard does Goal 2 most closely align?

Standard IV. Support of the Student Experience,
Standard VI. Planning, Resources, and Institutional Improvement

Q19 With which MSCHE (Middle States Commission on Higher Education) Standard does Goal 3 most closely align?

Standard VI. Planning, Resources, and Institutional Improvement

Q20 What metrics will be used to measure results of Goal 1?

IF can take advantage of some bulk mail discounts, analyze cost savings.

Q21 What metrics will be used to measure results of Goal 2?

Mailroom survey

Q22 What metrics will be used to measure results of Goal 3?

Due to daily changing demands, outside influences to workload and priorities, cannot establish a baseline to produce metrics.

Q23 What will be the benchmark for successfully meeting Goal 1?

*IF can avail GCU to bulk discounts, would quantify an estimated % savings once can perform analysis.

Q24 What will be the benchmark for successfully meeting Goal 2?

75% satisfied or highly satisfied

Q25 What will be the benchmark for successfully meeting Goal 3?

Due to daily changing demands, outside influences to workload and priorities, cannot establish a baseline to produce metrics nor or any 2 universities alike to benchmark against.

Q26 Name the person(s) responsible for Goal 1.

Mailroom Coordinator

Q27 Name the person(s) responsible for Goal 2.

Mailroom Coordinator / PT Mail Clerk

GCU Unit Assessment Plan

Q28 Name the person(s) responsible for Goal 3.

Mailroom Coordinator / PT Mail Clerk

Q29 In which year will Goal 1 be assessed? Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year. **Year 1: Calendar year 2018**

Q30 In which year will Goal 2 be assessed? Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year. **Year 2: Calendar year 2019**

Q31 In which year will Goal 3 be assessed? Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year. **Year 3: Calendar year 2020**

Q32 Are there any additional comments you would like to add to this report? **Respondent skipped this question**
