

UCF ADMINISTRATIVE UNITS PERFORMANCE REPORT

Division: Administration and Finance

Unit: Business Services

FY: 1996-97

Unit Mission	Performance Indicators	Performance Measurements	Measurement Results	Results Utilization
<p>The mission of Business Services is to provide the coordination of several business entities, each charged with the task of supporting the educational, research, and service mission of the University. It is the goal of these units to serve the needs of the campus and recover all costs associated with the operation by charging for the services provided.</p>	<p>1. The Bookstore will have required course materials on the shelf and available for sale by the first day of class.</p> <p>a. At least 95% of the course materials requested on or before the requisition deadline by the faculty will be available on or before the first day of class.</p> <p>b. At least 90% of the users will report that course materials ordered from timely faculty requests were available by the first day of class.</p>	<p>1a. An inventory will be completed each term by computer to assess course material availability on the first day of class.</p> <p>1b. The Administration and Finance performance survey will be completed annually to assess user perception of course material availability.</p>	<p>1a. The computerized receiving and inventory report indicated 96.52% of the course materials requested by the established deadline were on shelves and available for sale by the first day of class in the spring term of 1997.</p> <p>1b. Results from the annual Administration and Finance performance survey indicated 84.6% of the individuals surveyed provided a neutral, agree, or strongly agree response to the statement that course materials were available by the beginning of each term.</p>	<p>1a. Target met. Starting with the next cycle of text requisitions, the Bookstore staff publicized the success rate of having course materials available when faculty orders were submitted to the Bookstore in a timely manner. This publicity highlighted the importance of timely text requests.</p> <p>1b. Target not met. Additionally, the textbook staff increased personal communications with those areas and departments which have not submitted text requisitions by the established deadline. The goal of such communication is to help eliminate some of the delays and to facilitate the process.</p>
	<p>2. The food service contractor will provide food services during appropriate hours to meet the needs of the campus.</p> <p>a. At least two food service outlets will be open between the hours of 8:00a.m. and 7:30p.m.</p> <p>b. At least 75% of surveyed respondents will be satisfied with the availability of the food service operation hours.</p>	<p>2a. A review of the schedules for all food service outlets will be completed annually to assess the availability of service hours.</p> <p>2b. The Administration and Finance performance survey will be completed annually to assess user satisfaction with the availability of food service operation hours.</p>	<p>2a. A review of the food service hours of operation for the 1997 spring term indicated that at least two food service outlets were open between the hours of 8:00a.m. and 7:30p.m.</p> <p>2b. Results from the annual Administration and Finance performance survey indicated 65.7% of the individuals surveyed provided a neutral, agree, or strongly agree response to the statement that food services were available at hours that met the needs of the campus.</p>	<p>2a. Target met. The hours were not adjusted, based on the successful achievement of the performance indicator level. As a further strengthening of the availability of food services for extended hours, the new Student Union opened its food court in August 1997. The effect of this opening was a provision of many food options to the campus community, especially during evening and weekend periods.</p> <p>2b. Target not met. Refer to 2a. for actions taken.</p>
	<p>3. The Contract operators of the campus print shop will increase the quality of the printing services on campus.</p> <p>a. The quality of 95% of the materials produced by the print shop will be judged as satisfactory or above by a select review committee.</p> <p>b. At least 90% of the users will rate the quality of the products produced by the print shop as satisfactory or above.</p>	<p>3a. A random sample of the materials produced by the print shop will be evaluated by a select review committee.</p> <p>3b. The Administration and Finance performance survey will be completed annually to assess user satisfaction with the quality of the materials produced by the print shop.</p>	<p>3a. A select review committee evaluated materials produced by the Print Shop. Evaluators rated 97.5% of the materials reviewed as satisfactory in quality.</p> <p>3b. Results from the annual Administration and Finance performance survey indicated 71.5% of the individuals surveyed provided a neutral, agree, a strongly agree response to the statement that the operators of the Print Shop provided an acceptable quality of printed products.</p>	<p>3a. Target met. A Print Shop Evaluation Committee was established to review Print Shop operations on a continuing basis and to provide periodic reviews of product quality. The input from this Committee was used to discuss service and quality enhancements with the contract operators of the Print Shop.</p> <p>3b. Target not met. Refer to 3a. for actions taken.</p>