

**—Institutional Effectiveness Assessment Plan for Administrative Units—
Assessment Plan Used for Summer 2000, Fall 2000, and Spring 2001**

"The institution must demonstrate planning and evaluation in its administrative and educational support services ... Each unit, in its planning and evaluation processes, should consider internal and external factors and develop evaluation methods which will yield information useful to the planning processes of that unit." SACS 1998

Date Submitted: October 6, 2000
Division Name: Administration & Finance
Unit Name: Business Services
Unit Head: Richard Stallworth
Participating Staff:

Objectives or Performance Indicators (including success targets)	2000-2001 Procedures for Measuring Performance
1. The Bookstore will have required course materials on the shelf and available for sale by the first day of class.	<p align="center">Unit Mission Statement (2000-2001)</p> <p>The mission of Business Services is to provide managerial oversight of 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>
2. The food service contractor will provide food services to meet the needs of the campus.	<p>1. 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>1. 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>1. c.</p> <p>1. d.</p> <p>2. a. At least two food service outlets will be open between the hours of 8:00am and 7:30pm.</p> <p>2. b. At least 75% of surveyed respondents will be satisfied with the availability of the food service operation hours.</p> <p>2. c.</p> <p>2. d.</p>
3. The campus Print Shop will increase the quality of the printing services on campus.	<p>3. 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>3. b. At least 90% of the users surveyed will rate the quality of the products produced by the Print Shop as satisfactory or above.</p> <p>3. c.</p> <p>3. d.</p>
4.	<p>4. a.</p> <p>4. b.</p> <p>4. c.</p> <p>4. d.</p>
5. [Click here and type]	<p>5. a. [Click here and type]</p> <p>5. b. [Click here and type]</p> <p>5. c. [Click here and type]</p> <p>5. d. [Click here and type]</p>
6. [Click here and type]	<p>6. a. [Click here and type]</p> <p>6. b. [Click here and type]</p> <p>6. c. [Click here and type]</p> <p>6. d. [Click here and type]</p>