



**FRANCIS MARION UNIVERSITY**  
**OFFICE OF CONTRACTUAL SERVICES**  
**IE DEPARTMENTAL ASSESSMENT PLAN**

**ASSESSMENT PLAN PERIOD:** June 1, 2018 - May 31, 2019

**DEPARTMENTAL MISSION STATEMENT:** The Contractual Services Office provides auxiliary support of the academic mission of the University by assisting outsourced contractors in providing excellent services to students, faculty, and staff; reviewing performance of outsourced Auxiliary contractors; and ensuring compliance with contract terms and requirements. The Office also provides contract administration duties for other non-Auxiliary contracts as directed ensuring that vendor performance meets or exceeds contractual requirements.

Goal	Desired Outcome	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results/Action Items
<p>1. Standard 8.2.c notes the importance of identifying outcomes, assessing performance, and seeking improvement for academic and student support services. The University's bookstore (Patriot Bookstore) provides critical academic and student support services through the provision of books and learning aids needed for student success. Effective communication and review of the Bookstore performance by University's administration is an important factor in the success of this effort. Though communication between the Bookstore Manager and the University contract administrator for this contract (Assistant VP for Contractual Services) occurs throughout the year, an annual review by the Regional Sales Manager and the FMU VP for Business Affairs (Finance &amp; Facilities) is important in providing a thorough review mechanism for improvement. This goal is to promote successful operations of the University Bookstore auxiliary through effective planning involving University leadership and regional leadership by the bookstore outsourced provider (Follett).</p>	<p>The Bookstore outsourced contractor will provide two Strategic Performance Review documents annually to the University encompassing financial, marketing, and strategic objectives that will serve as a review of the prior year and detail key objectives for the upcoming year. This document will be reviewed at a review meeting attended by the Patriot Bookstore Manager, the Contractor's Regional Sales Manager, the FMU VP for Business Affairs (Finance &amp; Facilities), and the Assistant VP for Contractual Services.</p>	<p>The FMU Assistant VP for Contractual Services and VP for Business Affairs will receive the Strategic Performance Review, review the planning documents provided, and provide guidance regarding the proposed objectives. The Baseline for the prior year was that one Strategic Performance Review would be held and this goal was met. The benchmark for the current year was for two Strategic Performance Reviews to be held and two reviews occurred (one in November 2018 and one in May 2019). The target for the future is two meetings annually.</p>	<p>The Benchmark was met for the current year with the Bookstore Contractor (FMU Bookstore manager and Regional Sales Manager) presenting a Strategic Partnership Review in November 2018 and in May 2019. The FMU VP for Business Affairs and Assistant VP for Contractual Services provided guidance on the proposed objectives.</p>	<p>The annual planning goal was accomplished with both a Fall semester and Spring semester Strategic Performance Review; these meetings provided the necessary level of planning to meet the goals of promoting successful Bookstore operations. Plans are to continue this initiative with no change for the new year.</p>



**FRANCIS MARION UNIVERSITY**  
**OFFICE OF CONTRACTUAL SERVICES**  
**IE DEPARTMENTAL ASSESSMENT PLAN**

**ASSESSMENT PLAN PERIOD:** June 1, 2018 - May 31, 2019

<p>2. Standard 8.2.c notes the importance of identifying outcomes, assessing performance, and seeking improvement for academic and student support services. FMU Dining Services provides critical student support services through the provision of meals and snacks at multiple dining venues across campus to promote student success. Effective communication and review of the Dining Services performance by University's administration is an important factor in the success of this effort. Though communication between the Dining Services Manager and the University contract administrator for this contract (Assistant VP for Contractual Services) occurs throughout the year, an annual review by Regional District Manager and the FMU VP for Business Affairs (Finance &amp; Facilities) is important in providing a thorough review mechanism for improvement. This goal is to promote successful operations of the University Dining Services auxiliary through effective planning involving University leadership and regional leadership by the outsourced provider (Aramark).</p>	<p>The Dining outsourced contractor will provide one Annual Plan Review document annually to the University encompassing financial, marketing, and strategic objectives that will serve as a review of the prior year and detail key objectives for the upcoming year. This document will be reviewed at an annual review meeting attended by the Dining Services General Manager, the Contractor's Regional District Manager, the FMU VP for Business Affairs (Finance &amp; Facilities), and the Assistant VP for Contractual Services.</p>	<p>The FMU Assistant VP for Contractual Services and VP for Business Affairs will receive the Annual Plan, review the planning documents provided, and provide guidance regarding the proposed objectives. The Baseline for the prior year was that one Annual Plan would be held and this goal was met. The Benchmark for the current year was for one Annual Plan Meeting and this goal was met. The Target for the future is for one Annual Plan Meeting each year.</p>	<p>The Dining Services Contractor (FMU Dining Services General Manager, Regional District Manager, and Regional VP presented financial and performance data on September 25, 2018. The FMU VP for Business Affairs and Assistant VP for Contractual Services provided guidance on the items proposed. Additional follow-up meetings were held with Aramark leadership in the Spring of 2019. One result of these meetings is that the Provisions on Demand (POD) convenience store will be renovated to provide coffee/bistro offerings. Another result is that an Equipment Replacement Fund has been established to replace machines that are frequently needing repairs.</p>	<p>The annual planning goal was accomplished and provided the necessary level of planning to meet the goals of promoting successful dining operations. Plan are to continue this initiative with no change for the new year.</p>
<p>3. Standard 8.2.c notes the importance of identifying outcomes, assessing performance, and seeking improvement for academic and student support services. The University's laundry services provide a critical support function for resident students on campus. The goal is to maximize resident student satisfaction with laundry services on campus.</p>	<p>Annually survey resident students regarding their satisfaction levels for laundry services and use that information to address student laundry concerns and make plans to improve services.</p>	<p>The Baseline for the prior year is unavailable as that the survey instrument was significantly changed since last year. The Benchmark for the current year was to achieve a <b>6.0</b> or better on each of the questions surveyed. The Target for the following year will be to achieve a <b>6.5</b> or better on each of the six (6) questions surveyed.</p>	<p>The Benchmark of <b>6.0</b> was met for each of the six questions. A total of <b>83</b> students responded to the survey (please see attached survey summary results).</p>	<p>Survey will be posted earlier and for multiple months to achieve a greater survey response rate. Benchmark of <b>6.0</b> or better was achieved for each of the survey questions showing general satisfaction with laundry services provided by the outsourced provider (Caldwell &amp; Gregory). This level of satisfaction was also apparent in the students written comments section of the survey.</p>



**FRANCIS MARION UNIVERSITY**  
**OFFICE OF CONTRACTUAL SERVICES**  
**IE DEPARTMENTAL ASSESSMENT PLAN**

**ASSESSMENT PLAN PERIOD:** June 1, 2018 - May 31, 2019

<p>4. Standard 8.2.c notes the importance of identifying outcomes, assessing performance, and seeking improvement for academic and student support services. The University's vending services provide a critical support function for students, faculty, and staff on campus. The goal is to maximize student satisfaction with vending services on campus.</p>	<p>Annually, survey students regarding their satisfaction levels for vending services and use that information to address student vending concerns and make plans to improve services.</p>	<p>The Baseline for the prior year is unavailable as that the survey instrument was significantly changed since last year. The Benchmark scores for the current year was to achieve a <b>6.0</b> or better on each of the questions surveyed. The Target for the following year will be to achieve a <b>6.5</b> or better on each of the four (4) questions surveyed.</p>	<p>A total of <b>83</b> students responded to the survey (please see attached survey summary results). The Benchmark of <b>6.0</b> or better was achieved for three (3) of the four (4) survey questions. However, students rate the "Ability to Obtain a Vending Refund" at <b>4.6</b>. Vending services has a dedicated email "vending@fmarion.edu" and three refund stations on campus (Stokes Admin., Bookstore, and Housing).</p>	<p>The Annual Survey will be posted earlier and for multiple months to achieve a greater survey response rate. Benchmark of <b>6.0</b> or better was achieved for three of the four questions showing general satisfaction with vending services provided by the outsourced provider. However, survey results regarding refunds did not meet the benchmark. The problem may be that refund directions are not adequately displayed on machines across campus. A request was subsequently made to the outsourced vending contractor, Pee Dee Foods, to place refund directions on all machines across campus to improve this survey result.</p>
<p>5. Standard 8.2.c notes the importance of identifying outcomes, assessing performance, and seeking improvement for academic and student support services. The University's bookstore (Patriot Bookstore) provides critical academic and student support services through the provision of books and learning aids needed for student success. The goal is to maximize student satisfaction with bookstore services on campus.</p>	<p>Annually survey students regarding their satisfaction levels for the Bookstore and use that information to address Bookstore concerns and make plans to improve services.</p>	<p>Based on the success of the Laundry &amp; Vending survey, the survey has been expanded to include questions for the Bookstore for next year. Since this survey has not been previously deployed, there is no Baseline for the prior year or Benchmark score for the current year. These questions have been developed and will be posted online in fall 2019 with the intent of a Baseline of <b>6.0</b> or better being established for each of the questions surveyed.</p>	<p>Survey questions for Bookstore were created and along with new Dining Services survey questions merged into the previous "Laundry and Vending Survey" to create a comprehensive "Auxiliary Services Survey." This survey will be deployed late in the fall semester and will be posted several months to garner higher survey participation. Results from these new survey questions will be available for review during the spring/early summer of 2020.</p>	<p>In late spring/early summer 2020, survey results will be shared with the Bookstore Manager and VP for Finance &amp; Facilities with follow-up actions taken as needed to improve Bookstore services.</p>
<p>6. Standard 8.2.c notes the importance of identifying outcomes, assessing performance, and seeking improvement for academic and student support services. Dining services provides critical student support services through the provision of meals and snacks at multiple venues across campus. The goal is to maximize student satisfaction with dining services on campus.</p>	<p>Annually survey students regarding their satisfaction levels for Dining services and use that information to address student dining concerns and make plans to improve services.</p>	<p>Based on the success of the Laundry &amp; Vending survey, the survey has been expanded to include questions for Dining Services for next year. Since this survey has not been previously deployed, there is no Baseline for the prior year or Benchmark score for the current year. These questions have been developed and will be posted online in fall 2019 with the intent of a Baseline of <b>6.0</b> or better being established for each of the questions surveyed.</p>	<p>Survey questions for Dining Services were created and along with new Bookstore survey questions merged into the previous "Laundry and Vending Survey" to create a comprehensive "Auxiliary Services Survey." This survey will be deployed late in the fall semester and will be posted several months to garner higher survey participation. Results from these new survey questions will be available for review during the spring/early summer of 2020.</p>	<p>In late spring/early summer 2020, survey results will be shared with the Dining Manager and VP for Finance &amp; Facilities with follow-up actions taken as needed to improve Dining services.</p>



**FRANCIS MARION UNIVERSITY**  
**OFFICE OF CONTRACTUAL SERVICES**  
**IE DEPARTMENTAL ASSESSMENT PLAN**

**ASSESSMENT PLAN PERIOD:** June 1, 2018 - May 31, 2019