

Assessment of Non-Academic Outcomes (Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. Virginia Wheelless at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: UNT Mail Services

Date 2/2/2004

Person Completing the Information: Jimmy Friend

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Head of the Unit: Jimmy Friend, Director

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I. Mission: *UNT Mail Services Mission: To provide efficient and timely mail services, to the UNT Campus Community. The mission relates to the university's mission in that we strive to assist the university community in supporting research and creative activities that expand knowledge, strengthen undergraduate and graduate programs, and promote the application of knowledge for the benefit of society.*

II. Previous Evaluations of the Unit: *Mail Services was evaluated related to process effectiveness by UNT Internal Audit Department and report made on 10/9/02. Recommendation of Account Information Form be implemented so as to document account number used for all incoming mail pieces.*

Survey cards available for customer input: Customer comments and responses, both positive and negative, are shown to departmental staff and discussed so as to improve service in department, as well as to compliment good service within the department.

III. Statement of Expected Outcomes. *Establish a Mail Services location at the Research Park to handle Inter-Campus Mail and copy service needs for those located on that campus.*

Upgrade metering equipment within the department to be compliant with USPS mandates by January of 2006.

Log customer survey card responses and summarize findings in a statistical format so as to inform department staff of service issues. Customer comments to help us focus on service improvements.

Compare processes and procedures with other university and college mail services leaders in a "best practice" format during the annual SWACUMS meetings; Southwest Association of College and University Mail Services.

Review journals, reports, magazines, etc., related to equipment and technology upgrades being implemented in the mailing industry, so as to be aware of improvement solutions available in the market place.

IV. Measuring Expected Outcomes:

Establish Mail Services location at Research Park: Keep totals of mail items handled and report them Monthly. Document the request for additional mail services as the facility grows in population.

Upgrade Metering Equipment: Increase the number of USPS compliant meters to (3) by January 2006. Timetable for upgrading will be September of each upcoming Fiscal Year. One unit has been upgraded as of September 03.

Logging of customer survey cards: To be manually sorted by office staff – information will be set up in database spreadsheet and input as customer survey cards are received. Will be used in monthly staff, service, and production meetings.

Use knowledge attained at SWACUMS annual meeting, “best practice” to improve mail services to university campus community.

V. Use of Assessment Results: *Results to be used in monthly staff, service, and production meetings. Results to be reviewed against standards and goals set by the department so as to allow for modification of plans if so needed to meet goals. Student learning is improved through providing additional services to university faculty and support staff. Student development is improved by use of new technologies to enhance support services to the university.*

VI. Changes Made Based on Assessment Results: *Unit will monitor and make revisions and changes as needed once evaluation is complete. Change is to be implemented within FY 2004.*

Signature of Person Completing the Form:

_____ Date _____

Signature of Unit Head after Reviewing the Form:

_____ Date _____