University of Arkansas RICH MOUNTAIN

Non-Academic Program Review

DATE: September 15,2023
SUBMITTED BY: Jason Wood
YEAR: 2022-2023
DEPARTMENT: Auxiliary Services
PARTICIPANTS: Jason, Adri, Avery

Non-Academic Program Review (NPR) provides offices, programs, or departments an opportunity to systematically assess and reflect upon effectiveness and efficiency in operations. The Program Review process provides information that supports decision-making at the college, leads to improvement of services, and contributes to the Strategic Plan implementation. The Institutional Assessment Handbook (see HLC 2025 Resource Room > Assessment folder) includes further information to help Departments complete this report. Contact the Assessment Committee for questions.

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1. What was/were the department's assessment goal(s) for this reporting year? (See Assessment Handbook)

Remove cafeteria stigma

2. What were the desired outcomes? (See Assessment Handbook)

Improving quality of food and options for students, faculty, and staff

3. List the assessment methods. Are they direct or indirect? (See Assessment Handbook)

Direct (Food Journal)

4. Summarize the assessment data findings for this reporting year.

Data shows we have five major changes in food options and customer service

5. What is your analysis of the assessment findings?

Well received by patrons, better food control and higher quality

6. What is the action plan for the next academic year? How do you plan to improve what you are doing?

Bookstore: Expanding coffee menu in store for student, faculty, and staff
Foodservice: Minimizing Waste by 2%

7. If the action plan includes increases in human or fiscal resources, indicate the needs here. If additional funding is needed, your administrator must approve the action plan. Contact your administrator for further information regarding this plan.

N/A

8. Complete the department's Accomplishments item(s) for the reporting year for the Assessment Committee.

☐ Goal 1: Mission Driven UA Rich Mountain's mission is a guide to all operations.

Click or tap here to enter accomplishment.

☐ Goal 2: Operate with Integrity UA Rich Mountain acts with integrity in its operations.

Click or tap here to enter accomplishment

☐ Goal 3: Provide High Quality Education UA Rich Mountain provides high quality education, wherever and however its services are delivered.

Click or tap here to enter accomplishment.

☐ Goal 4: Continuous Quality Improvement UA Rich Mountain evaluates the effectiveness and quality of student learning to promote improvement.

Click or tap here to enter accomplishment.

☒ Goal 5: Effective & Efficient Operations UA Rich Mountain is effective and efficient within its operations and infrastructure.

Implemented food quality and customer service changes to increase customer satisfaction.

9. List any proposed additions (strategies or actions) to the Strategic Plan for the College Effectiveness Committee.

N/A

10. **List all internal and/or external evidence documents** that you have uploaded. These include evidence for the Program Review, Accomplishments, and any documents needed for the next HLC Assurance Argument (Refer to 2019 Assurance Argument on Intranet).

Food Journal (excel Spreadsheet)

11. Department Directors must mark the Self-score section of the attached rubric before uploading this report to the HLC 2025 Resource Room to the Non-Academic folder. Your Administrator will finalize the rubric.

Rubric for Non-Academic Department Reports Select score from drop-down lists		
3 = Excellent 2= Satisfactory 1=Revision needed 0 = Missing		
Department or Program Information	**Self-score**	**Supervisor score**
Assessment goals and outcomes for the completed year are clearly state (1,2)	2	Choose a score.
Findings and analysis include methods and data. (3,4,5)	2	Choose a score.
Action plan is discussed (6)	2	Choose a score.
Accomplishments and Strategic Plan Information		
Accomplishments are correctly written and listed under appropriate goal(s). (7)	2	Choose a score.
Proposed additions to the Strategic Plan are included (8-optional)	2	Choose a score.
Evidence documents for Accomplishments and Assurance Argument are listed-and should be uploaded (9)	2	Choose a score.
Administrator Comments: Type here for Supervisor's Comments.		