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<tbody>
<tr>
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<td>Bookstore</td>
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**LINKS:**

**BOARD OF REGENTS MASTER PLAN:** Not applicable

**LSUE STRATEGIC PLAN:** Not applicable

**LSUE OPERATIONAL PLAN:** Not applicable

**EXPECTED RESULTS:**

The bookstore will provide books and supplies necessary to support course offerings of LSUE.

**ASSESSMENT PROCEDURES:**

Results will be assessed using LSUE faculty and student surveys.

**RESPONSIBILITY FOR ASSESSMENT:**

Assessment Officer will coordinate administration of the faculty and student surveys.

**USE OF ASSESSMENT FINDINGS:**

Assessment results will be disseminated to the Bookstore Manager and to the Vice Chancellor for Business Affairs.
SUMMARY OF ASSESSMENT FINDINGS:

The Spring 2003 Assessment Survey indicated that 90% of the faculty agree or strongly agree that "the campus bookstore adequately meets the needs of my students." On the Spring 2003 ACT Student Opinion Survey the Bookstore was rated 4.22 out of 5.0 (84%) in satisfaction. The outcome was met.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

The Bookstore has been in its newly completed section of the Acadian Center for one year. The expanded Bookstore has greatly enhanced operations and allowed for increased merchandise. The Bookstore will be installing a new point-of-sale system, and new hardware and software.

Note: Side 2 of this is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reserved by the Academic Council prior to the end of July and by the Administrative Council prior to the end of September.

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<tr>
<td>Business Affairs</td>
<td>Budget Control</td>
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**LINKS:**

**BOARD OF REGENTS MASTER PLAN:** Not applicable

**LSUE STRATEGIC PLAN:** (Blueprint for the Future)

FINANCIAL/FUNDING/FISCAL RESOURCES.

Goal 2: Objective 2.1: Evaluate the needs of the University, determine priorities, and reallocate funds accordingly.

**LSUE OPERATIONAL PLAN:** Not applicable

**EXPECTED RESULTS:**

The budget as approved is carried out.

**ASSESSMENT PROCEDURES:**

1. The Office of Business Affairs will provide current internal budget information which can be viewed via the computer by departments.

2. Budget revisions are made when required and communicated to those affected within the institution.

3. Year end budget should agree with the original budget as adjusted.

**RESPONSIBILITY FOR ASSESSMENT:**

1. The Budget Review Committee will review and approve all budgets for the University.

2. The Office of Business Affairs at LSUE reviews and approves all budgets.

3. Each department head is responsible for the departmental budget.

**USE OF ASSESSMENT FINDINGS:**

1. To ascertain that budget information is distributed.

2. To ascertain that requested budget changes are properly done.

3. To identify and remedy any budget control weaknesses.

**SUMMARY OF ASSESSMENT FINDINGS:**
The Business Office will provide budget unit heads with weekly budget statements (Expenditure Summary Ledgers) sent to their email due to the difficulty expressed on using the mainframe accounting system. This enables departments to review their budget expenditures and balances on a consistent basis. Assistance was provided in monitoring department budgets and eliminating deficit spending.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

No serious problems were encountered in budgetary control. Business Affairs will continue to promote fiscal responsibility among university departments and eliminate deficit spending.

Note: Side 2 of this is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reserved by the Academic Council prior to the end of July and by the Administrative Council prior to the end of September.
## OUTCOMES ASSESSMENT FORM

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### LINKS:

**BOARD OF REGENTS MASTER PLAN:** Not applicable

**LSUE STRATEGIC PLAN:** (Blueprint for the Future) FINANCIAL/FUNDING/FISCAL RESOURCES.
Goal 2: Objective 2.1: Evaluate the needs of the University, determine priorities, and reallocate funds accordingly.

**LSUE OPERATIONAL PLAN:** Not applicable

### EXPECTED RESULTS:

The college will have a detailed annual budget compiled from input from department heads. The budget will be prepared to meet the deadline set by the LSU System.

### ASSESSMENT PROCEDURES:

Approval of the budget by the campus Budget Review Committee.

Approval of the budget from the LSU System.

### RESPONSIBILITY FOR ASSESSMENT:

The Office of Business Affairs has responsibility for assessing all aspects of the budgetary process.

### USE OF ASSESSMENT FINDINGS:

Assessment results will be disseminated to the Chancellor, the Vice Chancellor for Business Affairs, and department heads.

### SUMMARY OF ASSESSMENT FINDINGS:
The Budget Review Committee met during the 2002-2003 fiscal year. Assessment results indicate that the 2003-04 requested budget on campus was submitted and approved during the 2003 spring semester. The 2003-04 operating budget has been analyzed, adjusted, and prepared in a timely manner. It was reviewed and recommended for approval by the Budget Review Committee. It was sent to the LSU System and Board of Supervisors and approved at the August board meeting.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

No serious deficiencies were noted in the budget preparation process.

Note: Side 2 of this is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reserved by the Academic Council prior to the end of July and by the Administrative Council prior to the end of September.

OUTCOMES ASSESSMENT FORM
## DEPARTMENT
Business Affairs

## PROGRAM/FUNCTION
Budget Planning

### LINKS:

#### BOARD OF REGENTS MASTER PLAN:  
Not applicable

#### LSUE STRATEGIC PLAN:  
(Blueprint for the Future)

FINANCIAL/FUNDING/FISCAL RESOURCES.

Goal 2: Objective 2.1: Evaluate the needs of the University, determine priorities, and reallocate funds accordingly.

#### LSUE OPERATIONAL PLAN:  
Not applicable

### EXPECTED RESULTS:

The college will have in place a campus-wide budgetary planning process that builds on academic and educational planning.

80% of the faculty and administration will report satisfaction with their input into the budgetary planning process.

### ASSESSMENT PROCEDURES:

The annual LSUE Faculty Survey will include appropriate items related to the budgetary planning process.

Satisfaction of planning process will be assessed at Budget Review Committee meetings.

### RESPONSIBILITY FOR ASSESSMENT:

The Assessment Officer will coordinate administration of the annual survey.

The chair of the Budget Review Committee will assess faculty satisfaction through faculty representatives at the committee meetings.

### USE OF ASSESSMENT FINDINGS:

Assessment results will be disseminated to the Administrative Council and to the Faculty and Staff Senate.

### SUMMARY OF ASSESSMENT FINDINGS:
The 2004-2005 requested budget will include recommendations from the assessment process in planning the budget. The Budget Review Committee recommended that the 2003-04 budget include funds for an increase in the Jenzabar (CARS) maintenance contract, RC accreditation fee increase, and Rad Tech’s upcoming site visit. All of these became part of the planning process and were funded. The Spring 2003 LSUE Faculty Survey showed that only 21% of the faculty were “dissatisfied with faculty involvement in the campus-wide budget review process.” The minutes of the Budget Review Committee are posted on campus e-mail and responses showed satisfaction with the planning process.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

No serious deficiencies were noted in the budget preparation process. Budget reports will continue to be given at meetings such as Faculty Council, Administrative Council, and Staff Senate to keep individuals aware of the budget situation and to answer any questions.

OUTCOMES ASSESSMENT FORM

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**LINKS:**

**BOARD OF REGENTS MASTER PLAN:** Not applicable

**LSUE STRATEGIC PLAN:** FACILITIES.
Goal 1: Objective 1.3: Maintain and repair existing facilities to ensure continued use of all available space in the most effective and efficient manner.

**LSUE OPERATIONAL PLAN:** Not applicable

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**EXPECTED RESULTS:**

Grounds and buildings will be properly maintained.

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**ASSESSMENT PROCEDURES:**

1. LSUE Planned Maintenance Report.
2. Problem reports from Division of Administration and LSU System.
3. LSUE faculty, staff, student and community surveys.

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**RESPONSIBILITY FOR ASSESSMENT:**

1. Superintendent for Physical Plant.
2. Division of Administration and LSU System.
3. Assessment Officer will coordinate administration of the surveys.

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**USE OF ASSESSMENT FINDINGS:**

The assessment results will be disseminated to the Director of Physical Plant, the Vice Chancellor for Business Affairs, and the Chancellor.
SUMMARY OF ASSESSMENT FINDINGS:

The Director of the Physical Plant continued to implement and update the Planned Maintenance System. Eighty-eight percent of the staff, 90% of faculty and 83% of the students agreed or strongly agreed that "the campus buildings and grounds are well kept". In fact, on the Spring 2003 ACT Student Opinion Survey for all two-year colleges, the appearance of buildings and grounds was ranked as one of the highest in satisfaction of all variables by students. The outcome was met.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

No changes are needed for buildings and grounds maintenance. The Physical Plant will continue to upgrade the efficiency of operations. The capital outlay project to improve drainage and parking lots on campus has been completed. The campus master plan project should be complete by June, 2004. The capital outlay project of upgrading the HVAC system campus wide to prevent mold and mildew is currently in the design phase. Renovation of the Science Building restrooms is under construction and renovation of the corridors and auditorium are in the planning phase and construction will be completed by next summer.

Note: Side 2 of this is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reserved by the Academic Council prior to the end of July and by the Administrative Council prior to the end of September.
# OUTCOMES ASSESSMENT FORM

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## LINKS:

**BOARD OF REGENTS MASTER PLAN:** Not applicable

**LSUE STRATEGIC PLAN:** Not applicable

**LSUE OPERATIONAL PLAN:** Not applicable

## EXPECTED RESULTS:

The cafeteria will provide faculty, staff, and students with nutritional meals on a daily basis. The cafeteria will also provide food for special events. Cafeteria workers will maintain a safe and healthy environment.

## ASSESSMENT PROCEDURES:

Appropriate questions will be included on the LSUE faculty, staff, student, and alumni surveys.

## RESPONSIBILITY FOR ASSESSMENT:

The Assessment Officer will coordinate the administration of the above surveys.

## USE OF ASSESSMENT FINDINGS:

The assessment results will be disseminated to the Vice Chancellor for Business Affairs and the Cafeteria Manager.

## SUMMARY OF ASSESSMENT FINDINGS:
Assessment results indicate that 30% of the staff, 75% of the students, and 48% of the faculty agreed or strongly agreed that "food services at LSUE is satisfactory".

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

The satisfaction level with food service at LSUE needs improvement. In order to be more successful, cafeteria personnel must be more cognizant of customer needs and satisfaction. All cafeteria staff participated and will continue to participate in the Connections Customer Service Program. Meetings have been held with food service companies to improve upon service and profitability. Many of their recommendations will be put into effect during FY 2003-04. A request for proposal will be issued during 2003-04 to outsource cafeteria services effective July 1, 2004.

Note: Side 2 of this is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reserved by the Academic Council prior to the end of July and by the Administrative Council prior to the end of September.
## OUTCOMES ASSESSMENT FORM

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### LINKS:

**BOARD OF REGENTS MASTER PLAN:** Not applicable

**LSUE STRATEGIC PLAN:** (Blueprint for the Future) HUMAN RESOURCES:
Goal 1: Objective 1.1: Improve recruitment process for faculty and staff.

**LSUE OPERATIONAL PLAN:** Not applicable

### EXPECTED RESULTS:

Faculty, staff and students are provided with an office that advises and interprets policy in all personnel areas, serves as a data collection area, processes forms and assists employees with any questions.

### ASSESSMENT PROCEDURES:

Audits of personnel procedures by state auditors.

### RESPONSIBILITY FOR ASSESSMENT:

The state auditor will conduct audits of personnel procedures.

### USE OF ASSESSMENT FINDINGS:

The assessment results will be disseminated to the Vice Chancellor for Business Affairs.
SUMMARY OF ASSESSMENT FINDINGS:

Audits of the Human Resources Office showed no discrepancies. Assessment results indicate satisfaction with the operations in Human Resources.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

No serious deficiencies were found in Human Resources' operations. The Human Resources operation continues to be directly involved with the ongoing Connections Program.

Note: Side 2 of this is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reserved by the Academic Council prior to the end of July and by the Administrative Council prior to the end of September.
## OUTCOMES ASSESSMENT FORM

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**LINKS:**

- **BOARD OF REGENTS MASTER PLAN:** Not applicable
- **LSUE STRATEGIC PLAN:** Not applicable
- **LSUE OPERATIONAL PLAN:** Not applicable

**EXPECTED RESULTS:**

Faculty, staff, and students will find that their purchasing needs are met within the budget and within state regulations in a timely manner.

**ASSESSMENT PROCEDURES:**

As part of an audit by the Louisiana State auditors, the purchasing department's procedures and selected purchases are reviewed.

**RESPONSIBILITY FOR ASSESSMENT:**

The state auditors will conduct audits of purchasing procedures and the Vice Chancellor for Business Affairs will closely monitor all purchases made.

**USE OF ASSESSMENT FINDINGS:**

Results will be disseminated to the purchasing agent, the Vice Chancellor for Business Affairs, and the Chancellor and recommendations made, if warranted.
SUMMARY OF ASSESSMENT FINDINGS:

All current purchasing practices are being followed and have been approved by state auditors. Purchasing procedures adopted by the LSU-Baton Rouge campus are being followed. LSU-Eunice is still in compliance with all rules and regulations.

State contracts are used most of the time; however, when not used, correct bidding laws are strictly adhered to. A report of state contract usage is sent to the state yearly by LSU-Baton Rouge for all LSU System campuses.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

No serious deficiencies were found in the Purchasing operations. The Purchasing department will continue to follow all rules and regulations when purchasing goods or services for the University, and to remain abreast of any new directives from the state. Any new steps will be taken to insure the continued compliance by the Purchasing Department.

Note: Side 2 of this is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reserved by the Academic Council prior to the end of July and by the Administrative Council prior to the end of September.