

Assessment Cycle 2025-2026

Auxiliary Services

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Auxiliary Services is to provide the highest quality products and services to the Northwestern State University community while setting the highest operational standards possible. Auxiliary Services' departments survey their customers each year on the delivery of products, services, and customer service. In addition, student focus groups and committees provide valuable input on student trends, needs, and desires throughout the year.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative, and qualitative) is collected and returned to the assessment coordinator.
- (2) The assessment coordinator will analyze the data to determine whether the service provider has met the measurable outcomes.
- (3) Results from the assessment is disclosed and discussed in an open forum with all service coordinators/providers.
- (4) Individual meetings with service providers will take place as needed (show cause):
- (5) The assessment coordinator, in consultation with the service provider, will determine if changes are required to the service provided and to the measurable outcomes or assessment tools for the next assessment period.

Service Outcomes:

SO 1. Ensures the institution provides a professional food service with a wide variety of nutritional and dietary sensitive food selections in a clean and culturally sensitive dining facility environment.

Measure 1.1. Campus dining will ensure quality and satisfaction in all areas of food service based on quality, variety, service, sanitation, and the environment. The target goal is achieving a score of 4.0 or higher on a 5-point scale on student surveys each semester.

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Finding: Target was met.

Analysis: In 2024-2025 the target was not met. Based on the analysis of the AC 2024-2025 results, significant strides were taken with digital access, campus engagement, and student wellness initiatives. In July of 2025, the campus dining general manager took a new position in a different state, requiring our campus dining partner to hire a new general manager to replace the previous GM. The catering manager position also became vacant during this time. The multimillion-dollar renovation of the Iberville cafeteria was completed in August, in time to welcome students to campus for Fall 2026. The new dining options, such as “U-cook” and “Simple Zone,” provided innovative options within the cafeteria dining hall. Alost Café opened in the new academic building, providing “grab and go” options for students, including cold drinks, coffee, and individually wrapped snacks. In Spring 2026, additional campus dining and food service staff were hired to help improve customer service. A new catering manager was also hired to help cover the demand for catered meals at on-campus events and engagements. Some of the student engagement events held during the Spring included a collaboration with student housing for a welcome-back block party, mindful cooking demonstrations, National Nutrition Month in March, and a National Picnic Day collaboration with the Student Government Association. As a result of these changes, in AC 2025-2026, the target was met. The 2025-2026 survey received 303 responses in Fall 2025 with an overall satisfaction score of 4.2. For Spring 2026, response rates decreased, with 165 surveys completed and an overall satisfaction score of 4.2. Facility improvements and updates, along with increased staffing, were pivotal in addressing the need to enhance campus dining environments. Social media outreach and engagement also played a significant part in improving student engagement and overall satisfaction.

Decision, action, or recommendation. In AC 2025-2026, the target was met. Based on the information analyzed from the AC 2025-2026 results, 2026-2027 will bring a refresh to the Simple Zone to ensure that every dietary need is met safely and mindfully. The newly created social media team will work with the SGA to create content on campus dining resources, location information, and student engagement. Variety of options offered will be updated throughout campus locations such as Alost Café, Fork Stop and Vic's. New and improved swipe plus events will be hosted throughout the year, along with special events like cooking with a cause, lunch and learn, and mindful meals with the nutritionist. which will drive improvement and advance student satisfaction for the 2025-2026 academic year.

Measure 1.2. Through random and non-disclosed inspections, by management and third-party auditors, the facility is graded on food quality, variety, service, sanitation and the environment. The target goal is achieving a score of 4.0 or higher on a 5-point scale.

Finding: Target not met.

Analysis: In AC 2024-2025, the target was met. Building and increasing the campus dining team from food service staff to utility workers, a catering manager, and catering workers, and creating the social media street team has improved service quality and the environment. Increased training and contracted routine cleanings have improved sanitation and food

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service quality. Based on the analysis of AC 2024-2025 results, the contracted deep cleaning and sanitizing services have improved the cleanliness and sanitary issues that needed to be addressed. Although the majority of areas inspected passed review, a few minor findings brought the inspection below target expectations. These findings caused the third-party Food and Health Safety auditor's rating to fall to orange on the newly designed color-coded rating scale. As a result of these findings and scores, the 2025-2026 target was not met.

Decision: In AC 2025-2026, the target was not met. Based on the analysis of the results from AC 2025-2026, the minor findings in the audit report included worker findings, personal belongings findings, and one cooked food temperature finding. Campus dining will focus the training to include areas of staff expectations, both on the food service lines as well as expectations of storing personal belongings in appropriate areas. Maintenance focus for 2026-2027 includes updates and routine maintenance to coke machines in dining halls, and routine maintenance for dining hall bathrooms. The creation of a cleaning team that will focus on outside and storefront areas, such as Iberville and Forkstop, is also planned to improve first impression experiences. Although the restructuring of Measure 1.2 enabled a more streamlined and productive data collection and review process for both current and future assessments, the third-party audit assessors changed their rating from a numerical score to a color-coded scale, with green being strong controls and a high level of compliance, to yellow, orange, red, then black, which indicates critical to life and imminent health findings. With this scale change, our new target goal will need to be updated to a green rating scale that reflects our commitment to the highest standards of service, sanitation, and the campus dining environment. These implementations will enhance the food quality, variety, service, sanitation, and environment in campus dining for the AC 2026-2027 cycle.

SO 2. The bookstore will maintain appropriate inventory to meet student needs.

Measure 2.1. The bookstore will ensure IncludedED course materials adopted before the deadline are available for first-day access. The target goal is 100%.

Finding: Target not met.

Analysis: In 2024-2025 the target was not met. Based on the analysis of AC 2024-2025 results, faculty communication and support was increased during the adoption period. For Fall 2025, out of 500 courses that use the IncludedED program, 4 adopted either physical books or digital access codes that were not available for first-day-of-class access. This resulted in 99% of courses being available for first-day access. For Spring 2026, of the 486 courses that used the IncludedED program, 5 adopted either physical books or digital access codes that were not available on the first day of class. This resulted in a total of 99% of courses being available for first access. When reviewing the Fall 2025 data, the 4 adoptions were physical texts on temporary backorder from the publisher. The increase in Spring can be attributed to course enrollment exceeding the projected course count, requiring additional quantities to be ordered, as well as to course sections added after the adoption deadline. The NSU Bookstore focused on improving academic support, increasing student engagement, streamlining operations, and enhancing campus partnerships. Several initiatives were successfully implemented to support

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affordability, access, and student success. Although the percentage rates were nearly perfect at 99% for both semesters, it did not reach our high standards target of 100%. As a result, the target was not met in AC 2025-2026.

Decision: In AC 2025-2026, the target was not met. Some courses did not have materials available to students by the first day of class. Based on the 2025-2026 analysis, the bookstore will complete the transition to the Kortext.com digital delivery platform in the Fall of 2026. This will allow all digital textbook material to be accessed on one platform. A new point-of-sale system integrating with Shopify is expected to be completed by the end of the Spring 2026 semester and will enhance efficiency, reporting, and the customer experience. Department and faculty informational sessions are in the planning phase to meet with each department's faculty to increase faculty support and adoption. These integrations for the 2025-2026 AC will focus on supporting our faculty and students from adoption through delivery, driving continuous improvement, and advancing us closer to our 100% target.

Measure 2.2. The bookstore will maintain a 95% student satisfaction rate per each semester's survey.

Finding: Target met.

Analysis: In AC 2024-2025, the target was met. Customer overall satisfaction rate was 100%. Based on the AC 2024-2025 results, campus visibility and engagement were the primary focus for improving student satisfaction. The bookstore collaborated with the student activities board, athletics, recruiting, and housing to better align store support with campus initiatives. Some of the engagements included appreciation day sales events, pop-up shots at Freshman Connection, tailgating events, and the Shreveport Campus open house. A new line of clothing was added to the store, expanding the selection of offered merchandise. A "buy now, pay later" option known as "Sezzle" was introduced on the online store to provide an additional payment option for students. Student survey results showed 100% overall satisfaction in both Fall 2024 and Spring 2026 semesters. As a result of these collaborations and engagement initiatives in AC 2024-2025, the target was met.

Decision: In AC 2025-2026, the target was met. Based on the analysis of these results from AC 2025-2026, the bookstore plans to expand pop-up sales to include some baseball, softball, and possibly volleyball home games. They will also be working with their apparel supplier to increase the availability of these sports apparel merchandise. Student roundtable discussions are also in the planning stages to hear directly from students what they would like to see offered at the bookstore. Collaborations planned for the 2026-2027 AC cycle include working with the student engagement director and the campus housing director to expand the bookstore's visibility on campus. These changes will ensure students have the opportunity to save and experience the highest level of customer service from the NSU Bookstore and staff, driving our focus of improvement forward.

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SO 3. Housing provides accommodations, which are clean, well maintained, safe and comfortable thereby contributing to the overall learning environment.

Measure 3.1. Through residence hall policies and programs, university housing creates a safe and well-maintained living environment that fosters learning while supporting the personal growth and development of students. Target is an overall rating of 7 or higher on a 1-10 scale showing student satisfaction regarding areas of living accommodations and housing safety measures on the student housing survey.

Finding: Target met.

Analysis: In 2024-2025, the target was met. The “Live. Learn. Lead” initiatives supported student residents in both personal and academic growth. Renovations to the gaming and recreation spaces helped bring students together in a safe, inviting atmosphere. Based on the 2024-2025 analysis, campus housing focused on hiring additional staff, which improved the ability to provide quality resident service. Resident meetings provided education and awareness to residents on how to communicate concerns and issues, while providing additional resources to promote a better campus living experience. The J Turner Survey results for 2025-2026 yielded an average overall leasing experience score of 7.05, with University Columns receiving an exceptional 7.55, exceeding the national survey average. As a result, the 2025-2026 target was met.

Decision: In AC 2025-2026, the target was met. Based on the analysis of the 2025-2026 results, campus housing staff will focus on improving the move-in experience by providing improved conditions in the residential units. Cleanliness will be a top priority. Improving resident communication and messaging is another priority for the upcoming year. Administration and staff will evaluate and update the existing materials and use social media platforms to help spread the communication and messaging. By improving education programs and focusing on the maintenance and cleanliness of residential units, campus housing is taking meaningful steps to support the personal and academic growth and development of each resident and to improve student satisfaction with resident living for the upcoming year, continuing to push the cycle of improvement forward.

Measure 3.2. To ensure that campus residence halls are being properly maintained and kept to an exceptional standard. Target is 90% of all student work orders placed will be addressed and resolved within a 24-hour time frame and 25% of University Place Residence Halls and University Columns will receive upgrades or improvements each year.

Finding: Target Not met.

Analysis: In 2024-2025, the target was not met. The 25% upgrade and improvements target was achieved in 2024-2025, but a 76% completion rate within the 24-hour timeframe prevented the goal from being met. Based on the analysis of these AC 2024-2025 findings, proper maintenance was the focus for AC 2025-2026. By focusing on maintenance, the number of work orders placed in the current year decreased. In the Fall and Spring semesters,

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2966 work orders were placed. Of those, 1890 were completed within 24 hours, giving a 64% completion rate. Analysis of delayed work orders reveals several factors that prevented them from being resolved within the 24-hour timeframe. A significant number of requests were submitted during weekends and holidays when staff availability was limited. Some work orders required ordering parts for repair, which delayed completion, while others required contracting a third-party repair company to perform the fix. The upgrades and improvements that took place met the 25% requirement for both University Place and University Columns. University Columns had the following updates completed during AC 2025-2026: 29 concrete stair treads were completely replaced, 2 buildings were converted from fuses to breakers; 15 HVAC units were replaced, 60 rooms had new carpet installed, and 15 full units were painted. University Place had the following work completed during AC 2025-2026: 3 water heaters were replaced, 80 microwaves and refrigerators were replaced throughout various units, 100 bathroom mirrors were replaced, 15 HVAC units were replaced, Building 1 hallways were repainted, and the pool had new furniture installed. Both Columns and Place villages received new furniture in units that needed it. Although property maintenance, upgrades, and renovations were a main focus and remained consistent throughout the year, there is still room for improvement as campus living strives to reach that 90% target. As a result, the complete target for this measure was not met for 2025-2026 assessment cycle.

Decision: In AC 2025-2026, the target was not met. Based on the information gathered from analysis of the AC 2025-2026 results, the following upgrades and improvements are planned for the for 2026-2027 year: an additional 64 units will receive a complete re-painting, 18 units will receive new flooring, replace an additional 25 HVAC units, exterior walls will receive power-washing and building hallways will be repainted, along with parking lot striping and entrance and exit gates painted. Maintenance staff will respond to all work orders as soon as they are able to identify the issue and work to resolve it as quickly and efficiently as possible. These focus areas will enhance the responsiveness of campus residency facilities and drive ongoing upgrades and improvements, reflecting a strong commitment to achieving an exceptional standard in housing maintenance and property upkeep.

SO 4. The University maintains a post office, which operates during peak periods and offers the essential mail services.

Measure 4.1. Post office hours of operation are set to maximize student access. Target is 95% of students reflect their satisfaction with a ranking of nine or better on their student survey.

Finding: Target not met.

Analysis: In 2024-2025 the target was met. The post office used phone and email to communicate with students about package pickups. Based on the analysis of these AC 2024-2025 results and the significantly low student response. The volume of mail has also declined over the assessment year. The student satisfaction survey was not sent for feedback, leading to no data being collected for the 2025-2026 year. Since no data is available to assess student satisfaction, we are unable to determine the satisfaction rate. As a result, the 2025-2026 target was not met.

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Decision: In AC 2025-2026, the target was not met. Based on the analysis of the AC 2025-2026 results, decreased student foot traffic, and a decline in the volume of physical mail sent to the post office for student distribution, student needs and utilization of post office services continue to decrease each year, as communication and document delivery methods have increasingly shifted to digital platforms. Although the post office staff are motivated to meet the needs of every student who comes to the post office, the continued reduction in consistent student usage requires Auxiliary Service to consider whether the Post Office services should continue as a primary operational performance measure in future assessment periods.

Measure 4.2. Post Office mail room service conforms to the needs of the student (can handle letters, packages, priority, and certified mail functions, and accepts varied payment methods).

Finding: Target Met.

Analysis: In 2024-2025, the target was met. Based on the analysis of the AC 2024-2025 year, the marketing team showcased the post office through social media reels and posts. During the 2025-2026 AC, the post office added Apple Pay as an additional payment method, alongside cash, credit, and debit cards. Packages received are placed in the electronic lockers for students to pick up at their convenience, and an email is sent to the student notifying them that a package has been received, with instructions on how to access the electronic lockers. As a result, the 2025-2026 target was met.

Decision: In 2025-2026, the target was met. Based on the information gathered from reviewing the AC 2025-2026 year, although packages sent to students are consistent and properly received by the post office and picked up by the student, Auxiliary Services will consider the need for continuing to assess Post Office services in future assessment cycles.

Comprehensive summary of key evidence of improvements based on analysis of results:

The following reflects all the changes implemented to drive continuous improvement in AC 2025-2026. These changes are based on the knowledge gained through the AC 2024-2025.

- In 2025-2026, digital and social media outreach helped increase student engagement and interaction, providing marketing and campus dining exposure using current trends
- Additional hiring of food service workers, utility workers, and a catering manager helped to meet the demands of student dining services across campus and improve quality and service at all locations
- Collaborations with the student government association and campus housing helped improve student engagement and create fun experiences for students on campus
- Faculty support through online meetings and email engagement helped improve adoption rates and first-day access for student course materials
- Book store collaborations and peer group reviews improved on-campus exposure and engagement with students, while providing the opportunity to purchase game day and

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freshman connection merchandise

- Increased routine maintenance helped reduce the number of work orders submitted by campus residents, increasing student satisfaction with campus residence.
- Campus community meetings, engagements, and collaborations helped student residents to become better informed on housing policies and procedures, helping students feel more comfortable with on-campus living

Plan of action moving forward: Based on the AC 2025-2026 analysis, Northwestern State will work with each service area to seek new and innovative ideas to enhance student satisfaction and engagement in 2026-2027. The goal is not only to meet but to exceed student expectations for satisfaction by improving the quality and responsiveness of these services and driving the cycle of improvement forward.