Assessment: Administrative Unit Four Column

De Anza College

Dept FCO - (CO) Postal Services

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
Postal_AUO_1 - Faculty and staff will report that Postal Services processes mail in a courteous and timely manner. **AUO Status:** Active **Outcome Creation Date:** 11/05/2010	**Survey -** first survey was performed in 2013 **Target for Success:** 80% of those who use postal services department **Related Documents:** AUO_Employee_Survey Result_Fall2013.pdf	**Program Review Reporting Year:** 2013-2014 **Target :** Target Met Data reported that 117 out of 118 respondents who use the mailroom "agreed" or 'strongly agreed' what this department processed mail in a courteous and timely manner. (10/16/2015) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Results for individuals that used the services was very pleasing. Results for individuals who have never used services was surprising. We must consider if those who do not use these services do not use them because they are unaware of them. **Related Documents:** Dept_FCO_CO_CollegeOperations_AUO_Survey Result_Fall2013.pdf	**Enhancement:** Postal Services has reached out to current users and requested that they make their colleagues aware of the services that this department provide. (10/16/2015)