

Executive Summary

Q: A brief recap or highlights of the entire program review document. (500 words or less)

- Highlight major strengths and weakness.
- Highlight areas for improvement over the next 3-6 years.

Response:

The Office Services Department offers a variety of support services to the campus community. Facilities usage for noneducational purposes, printing, mailing, and telephone services are all part of the department's offerings. Despite being short staffed and in temporary quarters, we continue to provide adequate support to the campus. Most of the people that use our services compliment us on our good service, and friendly and helpful demeanor.

After reviewing this document with the Office Services staff, we feel that when we move into the new building in the winter of 2017 we will then be able to provide all the necessary features that the campus community asks us for.

The staff also feels that the area that we are most lacking in and receive the most comments and complaints about is our staffing in the switchboard in the evening. We really need to fill the evening telephone operators position so that we can better serve the campus.

Participants

Q: Please indicate the individuals that participated in the completion of this program review.

Response:

Validation & Feedback

Validation Comments for Program

Q:

Response:

Comments for Review Committees

Q:

Response:

