### Annual Assessment Plan
(August 1-September 30)

**Department**  
BOOKSTORE

**Title of Program**  

**Academic Year**  
2009-2010

**Degree Level**  

<table>
<thead>
<tr>
<th>University Goal</th>
<th>Objectives</th>
<th>Expected Results (Outcomes)</th>
<th>Assessment Instrument(s)/Procedures/Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>The University will provide effective Administrative Services to support its mission.</td>
<td>The Bookstore will maintain appropriate inventory and services to accomplish its mission.</td>
<td>An 80% approval of Student Satisfaction Survey will indicate satisfaction with the University of West Alabama Bookstore.</td>
<td>Student Satisfaction Survey - (Freshman Survey)</td>
</tr>
</tbody>
</table>

*Forward all forms to the dean by October 31 for review.*
<table>
<thead>
<tr>
<th>Objectives</th>
<th>Expected Outcome</th>
<th>Actual Outcome</th>
<th>Problems Encountered</th>
<th>Action Taken/Plan(s) For Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Bookstore will maintain appropriate inventory and services to accomplish its mission.</td>
<td>80% approval of student satisfaction survey will indicate Satisfaction with the UWA Bookstore.</td>
<td>Results of Student Satisfaction Survey completed by the Freshman Survey last fall indicated a satisfaction rate of 83%</td>
<td>Reached our goal of 80%; however, we need to continue to make improvements in other areas.</td>
<td>Continue with current plan of action to exceed satisfaction goal of 80%</td>
</tr>
</tbody>
</table>
Forward all forms to the dean by October 31 for review.
## Statement of Achievements

<table>
<thead>
<tr>
<th>Department</th>
<th>FINANCIAL AFFAIRS - Bookstore</th>
<th>Academic Year</th>
<th>2009-2010</th>
</tr>
</thead>
</table>

### Plans Implemented

1. Successful with CandyPress. Online orders increased
2. Successful with online ordering of Merchandise
   - On campus students are using CandyPress to order textbooks to keep from waiting in the store. Successful
3. Increase in Freshmen ordering textbooks two weeks before classes. Very successful.
4. Increase in Freshmen ordering textbooks two weeks before classes. Very successful.
5. 
6. 
7. 
8. 
9. 
10. 

### Plans Not Implemented

1. Reached 83% on Freshman Survey – will strive to reach 80% with all students – online and on campus.
2. Still working on Installation of Point of Sales System.
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 

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## SHORT-RANGE PLANS: FIRST YEAR

**Department:** FINANCIAL AFFAIRS - Bookstore  
**Year:** 2009-2010

<table>
<thead>
<tr>
<th>Plans</th>
<th>Strategies to Implement</th>
<th>Completion Date</th>
<th>Approved by IEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve in Customer Services</td>
<td>Employees</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Approved: ___________________________  
Unit Head/Director

Approved: ___________________________  
Dean/Vice President

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MEDIUM-RANGE PLANS: YEARS TWO AND THREE

Department: FINANCIAL AFFAIRS - Bookstore

Academic Years: 2010-2011 & 2011-2012

Year Two

(1) Continue to improve the physical appearance of our store

(2)

(3)

(4)

(5)

Year Three

(1) Additional full-time worker.

(2) Update the store as much as possible.

(3)

(4)

(5)

______________________________
Approved: Unit Head/Director

______________________________
Approved: Dean/Vice President

Forward all forms to the dean by October 31 for review.
## RESOURCES REQUIRED FOR PLANS (ONE-YEAR PLANS)

Department: FINANCIAL AFFAIRS - Bookstore  
Year: 2009-2010

<table>
<thead>
<tr>
<th>PLANS (Refer to One-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve in Customer Services</td>
<td>AVAILABLE</td>
<td>NEEDED</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td></td>
<td>Staff</td>
<td>Workshops</td>
<td>$500.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL RESOURCES NEEDED</th>
<th>$</th>
<th>$</th>
<th>$</th>
<th>$500.00</th>
<th>$</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRAND TOTAL OF RESOURCES NEEDED (Human Resources + Physical Resources + Other Resources)</td>
<td>$500.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

AVAILABLE means budgeted in current year’s budget.
In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: ________________________________  
Date: ________________

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RESOURCES REQUIRED FOR PLANS (TWO-YEAR PLANS)

<table>
<thead>
<tr>
<th>PLANS (Refer to Two-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time Worker</td>
<td>AVAILABLE $30,000</td>
<td>AVAILABLE</td>
<td>AVAILABLE</td>
</tr>
</tbody>
</table>

TOTAL RESOURCES NEEDED $30,000

GRAND TOTAL OF RESOURCES NEEDED (Human Resources + Physical Resources + Other Resources) $30,000

AVAILABLE means budgeted in current year’s budget.
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Dean/Vice President: _____________________________ Date: _____________

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# RESOURCES REQUIRED FOR PLANS (THREE-YEAR PLANS)

**Department:** FINANCIAL AID - Bookstore  
**Year:** 2009-2010

<table>
<thead>
<tr>
<th>PLANS (Refer to Three-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update the store</td>
<td>AVAILABLE</td>
<td>AVAILABLE</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td></td>
<td>NEEEDED</td>
<td>NEEEDED</td>
<td>NEEEDED</td>
</tr>
</tbody>
</table>

**TOTAL RESOURCES NEEDED**

<table>
<thead>
<tr>
<th></th>
<th>$</th>
<th>$</th>
<th>$100.00</th>
<th>$</th>
<th>$</th>
<th>$</th>
</tr>
</thead>
</table>

**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources)

$100.00

AVAILABLE means budgeted in current year’s budget.

In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: ____________________________  
Date: ______________

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