2013-2014 Assessment Report

Asst. VP Auxiliary Services

Tiger Card Operations

**Expected Outcome 1: Lamination**
Beginning with the 2014 Camp War Eagle sessions, our office will laminate both sides of the student ID (TigerCard). Poor card quality and printing resulted in ID cards that were not durable. Laminating both sides, as well as purchasing cards from the same vendor as the printer, should decrease the amount of reprints. The previous cards and printers were 100% ineffective and resulted in extra work, increased costs and frustration to our students.

**Assessment Method 1: Tracking replacements**

**Assessment Method Description**
We will run reports and query our system to assess the number of cards reprinted over the next academic year versus the prior year to gauge the effectiveness of our new system.

**Findings**
It is still too early to assess concretely, but we do feel that the cards are more durable and should last longer for our students. The card quality is substantially greater and the new printers are much more efficient.

**How did you use findings for improvement?**

**Additional Comments**

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**Expected Outcome 2: New Equipment**
Our office expects that the purchase of new equipment in 2013 will increase the efficiency of printing student IDs and badges as well as decrease the time it takes to print an ID or badge. This will help to decrease the amount of time a student has to wait in our office and will also decrease the length of our lines, especially during our busiest times (namely, Camp War Eagle). We will purchase printers from the same company that produces the ID cards and badges for optimal efficiency.
Assessment Method 1: Print Time

Assessment Method Description
We will track the time it takes to print ID cards with the new printers and monitor the length of our lines and wait times for students.

Findings
Our office estimates that the new printers are 75% faster than the previous models. We are able to service more students in less time and have less issues with card jams and printing errors.

How did you use findings for improvement?
Our findings confirmed that the printers purchases by our office were a positive addition. We plan to maintain this equipment and continue to purchase ID cards and printers from the same vendor.

Additional Comments

Expected Outcome 3: Revenue Increase
We expect the $10 increase in the cost of the first Auburn student ID to increase revenue for our office and produce a surplus in our budget for the year ended September 30, 2014.

Assessment Method 1: Budget review at year end

Assessment Method Description
We will compare the fiscal year 2013 budget to the fiscal year 2014 budget to assess whether the increase in price positively affected our bottom-line.

Findings
As expected, the increase cost had a positive impact on our bottom line and lead to increased profitability for fiscal year 2014 compared to fiscal year 2013.

How did you use findings for improvement?
We will maintain the price of the student IDs, but consider the costs of other badges our office produces and whether or not to increase those prices as well.

Additional Comments