



INSTITUTIONAL ASSESSMENT

TEXAS A & M UNIVERSITY

Support Office Assessment Strategy

Ease of Use—Customer Feedback

*How are customers engaging services?
What is their satisfaction with those services?*

Efficiency—Production over time

*How many units are produced in a month?
How many customers contacted in a month?*

Effectiveness—On-time & accurate production

How many units are produced correctly and on-time?
How many customer contacts are to fix old issues?