



UNIVERSITY of **HOUSTON**  
ADMINISTRATION & FINANCE

# **A&F C.A.R.E.S. ASSESSMENT SYMPOSIUM**

**July 30, 2019**  
**9:00 - 11:30 a.m.**

Elizabeth D. Rockwell Pavilion — M.D. Anderson Library

*Attendees are welcome to come and go as they please and  
do not have to stay for the entire event.*

Refreshments will be provided

---

## **PROGRAM SCHEDULE**

- |                    |  |
|--------------------|--|
| 9 am               | Introductory Remarks   |
| 9:10 am - 9:45 am  | Keynote Speaker<br>Donna-Jo Pepito<br>Director of Research<br>NACAS  |
| 9:50 am - 10:30 am | Roundtable Presentations <ol style="list-style-type: none"><li>1. "A&amp;F Social Media Account Assessment Project"<br/>Becky Lowicki</li><li>2. "Sustainability Literacy Assessment"<br/>Michael Mendoza</li><li>3. "Finding Satisfaction with Customers"<br/>Carrie Miller</li><li>4. "Faculty Awareness of Bookstore Services"<br/>Matt Prasifka</li><li>5. "Breaking Down Social Media Metrics"<br/>Jared Counts</li></ol> |

**Committed to Service Excellence**



UNIVERSITY of **HOUSTON**  
ADMINISTRATION & FINANCE

## PROGRAM SCHEDULE CONTINUED

10 am - 11:30 am

Poster Presentations

1. “Public Art Awareness Assessment”  
Brooke Kaiser & Mike Guidry
2. “Social and Web Analytics by Editorial Category”  
Jared Counts
3. “Access Control Awareness”  
Sharon Pellas
4. “FY19 UIT Assessment: Reducing Annual Inventory Time & Effort”  
Bill Spindler
5. “RecycleMania Program”  
Michael Mendoza & Gabriel Durham
6. “Building Coordinator Program Assessment”  
Jacquie Vargas
7. “Zone Parking – Did It Increase Student Satisfaction?”  
Neil Hart
8. “UH Dining Customer Satisfaction Benchmarking Survey”  
Rosie Ashley
9. “An Assessment to Understand UH Recruitment and Training Needs”  
Connie Kemp, Ruth Wheat & Vicki Rawlston
10. “Participant Utilization of Interim Support Measures During the Title IX Process and Subsequent Enrollment Rates”  
Sara Miller

11:30 am

Closing Remarks & Wrap-up

**Committed to Service Excellence**