

## UNIT REPORT

**FY24 Assessment Plan**

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**Student Centers Mission Statement****Description:**

In celebration of our diverse campus community, the Student Centers enrich the campus life experience by providing quality programs, services and facilities focused on student involvement, student learning and student success.

**Date last revised:** 07/01/2016

**Student Centers Vision**

**Description:** Be a leading student center embracing the needs of the future through innovation, inclusivity, and sustainability.

**Date last revised:** 01/01/2017

**1 Goal 1: Student Centers Operational Effectiveness****Description:**

Responsibly maintain a safe, clean, sustainable, efficient, and effectively managed Student Centers that remains focused on providing high-quality customer service with planning focused for the long term.

## RELATED ITEMS - - - - -

## RELATED ITEM LEVEL 1

**1.1 Action Step Item: Identify other ways to increase Sustainability of the Student Centers**

## RELATED ITEM LEVEL 1

**1 Assessment Activity 1: RSO Equity Analysis**

## RELATED ITEM LEVEL 1

**3 Assessment Activity 3: Customer Satisfaction**

**2 Goal 2: Improve Student Employee Experience****Description:**

Improve Student Centers Student Employee experience by utilizing collected data and implementing changes to ensure the development of leadership qualities, critical thinking and communication skills, interpersonal competencies and personal growth.

## RELATED ITEMS - - - - -

## RELATED ITEM LEVEL 1

**2.1 Action Step Item: Conduct a Benchmark of Student Employee programs in the Big XII and some Top 50 schools**

## RELATED ITEM LEVEL 1

**2 Assessment Activity 2: Benchmark Student Employee programs in the Big XII and some Top 50 schools**

**3 Goal 3: Progress on Expansion of the Student Center North**

**Description:** Pending Project approval in FY23, successfully implement plans for the Expansion of the Student Center North

**4 Goal 4 - Staff Development****Description:**

Continue to support staff professional development, as well as ensuring good on-boarding and team-building practices are taking place

**5 Goal 5: Student Center Program and Event Support****Description:**

Provide support and leadership for the planning, marketing, and implementation of all events and programs sponsored by the Student Centers. These events are designed to create awareness of resources available in the Student Centers, enhance student life and foster campus traditions.

**1.1 Action Step Item: Identify other ways to increase Sustainability of the Student Centers****Description:**

Offer Lunch & Learns to a broader audience and offer a wider variety of education around topics pertaining to Sustainability

**1.2 Action Step Item: Implement a Secret Shopper program****Description:**

Update previous Secret Shopper training, data collection and scenarios and implement program to collect information that can help us improve our service delivery.

### **2.1 Action Step Item: Conduct a Benchmark of Student Employee programs in the Big XII and some Top 50 schools**

**Description:**

Conduct a Benchmark of Student Employee programs in the Big XII and some Top 50 schools to identify and implement best practices for our student employees

### **2.2 Action Step Item: Continue working with Academic Groups to connect students to out of classroom opportunities**

**Description:**

Continue to work with Academic Liaisons to further connect out of classroom experience with academic work (CreationStation – Graphic Design students; Film Series; Digital Art Gallery, etc).

### **3.1 Action Step Item: Develop Process for collecting Feedback on Expansion ideas**

**Description:**

Ensure processes are in place to collect student & staff feedback on what they'd like to see in the Expansion.

### **3.2 Action Step Item: Develop a plan for relocation of offices & services**

**Description:**

Develop a plan for temporary relocation of offices, services, etc.

### **3.3 Action Step Item: Coordinate logistics of Project implementation & communication**

**Description:**

Coordinate all necessary logistics and communication about the project.

### **4.1 Action Step Item: Create and Maintain a shared Professional Development Tracking document**

**Description:**

Creating and maintaining a shared Professional Development Tracking document will allow us to better tell the story of the professional development that is occurring throughout the year, as well as providing examples of opportunities for those unsure of their next steps or the different possibilities that exist.

### **4.2 Action Step Item: Create shared and updated On-Boarding guide**

**Description:**

To ensure that new employees are receiving the same general training and on-boarding, we will create a shared document for supervisors to use when making schedules for new employees. This can also include a section for "off-boarding" to ensure that all required activities have been completed when a staff member departs.

### **5.1 Action Step Item: Partner with Student Life groups to increase innovative student events**

**Description:**

Partner with other Student Life groups to increase the amount of unique and innovative student-focused events hosted throughout the year. This can be accomplished by implementing creative spaces where registered student organizations and campus partners can deliberate on ideas and by understanding/benchmarking precisely what the students want.

### **5.2 Action Step Item: Increase of Marketing & Public Relations to tell Student Centers' story**

**Description:**

Further growth of new marketing and public relations efforts to increase the awareness of Student Centers' programs, service offerings, and initiatives which should also increase participation & attendance.

## **1 Assessment Activity 1: RSO Equity Analysis**

**Program/Service Being Assessed:** Equity of Event Services provided to Registered Student Organizations (RSO)s

**Assessment Method:** Both (quantitative and qualitative)

**Description of Assessment Activity:**

This is a continuation of the data analysis done last year to identify Registered Student Organizations (RSO) who have not used the Student Centers Event Services. We plan to conduct Focus groups with RSO's who we have not been reaching to determine how we can be more equitable in providing all RSOs services.

**Frequency / Timeline of Assessment Activity:**

We will create a survey in the Fall for RSO's we have not connected with. We will issue it in the Spring and ask for volunteers to serve in a Focus Group. Based on data we receive, we'll look to implement changes over the Summer based on what we learn

**Connection to Goals/Mission:**

This directly ties to our Mission and supporting student success.

## 2 Assessment Activity 2: Benchmark Student Employee programs in the Big XII and some Top 50 schools

**Program/Service Being Assessed:** Student Employee Training & Development program

**Assessment Method:** Both (quantitative and qualitative)

**Description of Assessment Activity:**

Conduct a Benchmark of Student Employee programs in the Big XII and some Top 50 schools to identify and implement best practices for our student employees. We will collect data about the number of student employees they have, the number of different positions/jobs that student employees hold, the length, content & frequency of their training.

We will reach out on an individual basis to the Big 12 directors. For the Top 50 schools, there will be a survey through Qualtrics created and distributed, using personalized emails to help with response rates, and offering to share findings as an incentive.

**Frequency / Timeline of Assessment Activity:**

We will conduct the Benchmark in the Fall and implement recommended changes in the Spring/Summer.

**Connection to Goals/Mission:**

This is tied to our Mission and focus on Student Success

## 3 Assessment Activity 3: Customer Satisfaction

**Program/Service Being Assessed:** CreationStation, CARS and Games Room Reservations

**Assessment Method:** Both (quantitative and qualitative)

**Description of Assessment Activity:**

Making adjustments to our surveys based on feedback from last year, we hope to collect more data from our users, reviewing monthly, and implement any changes identified.

**Frequency / Timeline of Assessment Activity:**

We will send out the surveys each time we interact with a user/client and look at results on a monthly basis.

**Connection to Goals/Mission:**

This is connected to our first goal of providing effective Customer Service.

## 4 Assessment Activity 4: Create and Implement a survey to determine efficacy of Sustainability efforts

**Program/Service Being Assessed:** Sustainability Lunch & Learns

**Assessment Method:** Both (quantitative and qualitative)

**Description of Assessment Activity:**

We will create a survey in Qualtrics and ask all attendees at each Sustainability Lunch & Learn to complete at the end of each event to determine what was learned and what behavior changes may occur based on attendees' self-report.

**Frequency / Timeline of Assessment Activity:**

We hope to have one Lunch & Learn per month and collect data at each of these.

**Connection to Goals/Mission:**

Sustainability is part of our Mission and our 1st Annual Goal.

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