

DSA Assessment Plan

Department Name:	University Centers
Assessment Plan for Academic Year:	2013-2014
Director:	Cheryl Grew-Gillen
Assessment Contact(s) (if not the director):	William Schwehr and James Pettijohn
Department Mission Statement:	In celebration of our diverse campus community, the University Center and the UC Satellite enrich the campus life experience by providing quality programs, services and facilities focused on student involvement, student learning and student success.
Department Vision Statement:	N/A
Department Goals:	<p>1. Strategic Initiative: Continue the UC Transformation Project, renovating and expanding the existing University Center into a next-generation facility well-suited to the needs of an expanding Tier 1 student body. DSA 2</p> <p>2. Strategic Initiative: Continue with ongoing development of liaison relationship with Facilities Management to ensure University Centers facilities are effectively maintained with maximum efficiencies. DSA 6</p> <p>3. Strategic Initiative: Investigate/research best practices for the upgrade, expansion, reconfiguration, and revision of facility event management reservation services, policies and procedures in order to meet conferencing, meeting and event needs aligned with the facility enhancements and capabilities of the New UC. DSA 2&4</p> <p>4. Strategic Initiative: Develop a comprehensive business plan for the University Centers which would enhance relationships with Campus Partners and provide long-term stability for the future of the University Centers. DSA 2</p> <p>5. Strategic Initiative: Complete review and evaluation of short term and long term priorities/critical needs for the UC Satellite pending the Facilities Management Facility Condition Report. DSA 2</p> <p>6. Strategic Initiative: Utilize assessment data to enhance programs and services for the University Centers and UC Satellite. DSA 4</p> <p>7. Strategic Initiative: Plan and implement intentional staff development programs to meet needs of full-time staff as well as achieve progress on identified Student Life Learning Outcomes for student staff. DSA 1 & 2</p>

DSA Assessment Plan

Program or Services Being Assessed: University Centers Games Room Programs and Services, UC Satellite					
Learning Outcome(s) and/or Program Objective(s)	Method	Frequency	Timeline (Month)	Purpose	Goal(s) Supported
These program assessments will provide timely qualitative and quantitative participant feedback to utilize for program delivery, content improvements, and provide data on increased awareness about the University Center Satellite Games Room and its available programs and resources.	An electronic survey will be created in conjunction with Campus Labs Baseline to be completed by participants during and/or shortly upon completion of program participation.	To occur during identified/targeted Satellite Games Rooms Monthly Tournament and special programs during the 2013-2014 academic year.	Begin September 2013; End May 2014	To assess the quality and satisfaction of participants at monthly tournaments and special programs.	6. Strategic Initiative: Utilize assessment data to enhance programs and services for the University Centers and UC Satellite. DSA 4
Results:					
<p>Method: 1 page, 5 question evaluation of the program was handed out to participants upon completion of their participation. They were asked to complete and turn in upon completion.</p> <p>Frequency: Once each month during the months of Sept., Oct., and Nov.</p> <p>Program Outcome: Level of satisfaction was indicated by participants filling out the form and participants were asked if they would participate in another program/tournament offered by SAT Games Room. Final question was open ended asking for suggestions for improvements and other types of programs they would like to see offered.</p> <p>Learning or Program Outcome achieved? I think so. We found out how we were reaching our the participants . What they liked about the program. If they most likely would participate in another of our programs. And suggestions for future program content. "</p>					
Action:					
<p>Changes in program/content? Under Question number 3.....<i>How did they find out about this program?</i> One of their options was ""other"". In the future, we will be asking ""what other"" giving us a more specific response.</p> <p>Changes in method? We would like to make this an electronic survey were it would be much easier for a student supervisor team member to oversee this questionnaire without and not tie up our professional staff as most of our programs are during evenings and/or weekends.</p> <p>"</p>					

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Program or Services Being Assessed: University Centers Games Room Programs and Services, UC South (Spring)					
Learning Outcome(s) and/or Program Objective(s)	Method	Frequency	Timeline (Month)	Purpose	Goal(s) Supported
These program assessments will provide timely qualitative and quantitative participant feedback to utilize for program delivery, content improvements, and provide data on increased awareness about the University Center Games Room and its available programs and resources.	An electronic survey will be created in conjunction with Campus Labs Baseline to be completed by participants during and/or shortly upon completion of program participation.	To occur during identified/targeted UC Games Rooms Monthly Tournament and special programs during the Spring 2014 semester.	Begin January 2014; End May 2014	To assess the quality and satisfaction of participants at monthly tournaments and special programs.	6. Strategic Initiative: Utilize assessment data to enhance programs and services for the University Centers and UC Satellite. DSA 4
Results:					
An quick 5-question paper assessment was handed out to participants during and/or shortly upon completion of program participation. Participants were asked to please complete in exchange for FREE play coupons. Purpose of assessment was to assess the quality and satisfaction of participants at monthly tournaments and special programs organized by the UC Games Room Staff. When asked if the student was satisfied with the overall experience, a overwhelming majority indicated that it was completely satisfied. With the exception of a few, most indicated they would participate in another program sponsored by the UC/SAT Games Rooms.					
Action:					
Many students noted under SUGGESTIONS that they would like to see additional tournaments/programs. A number of tournaments suggestions/types of programs were also noted. In response to this assessment, the UC Games Room will respond with offering /organizing additional programs for the 2014-2015 academic year.					

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Program or Services Being Assessed: University Centers Student Staff Learning and Development					
Learning Outcome(s) and/or Program Objective(s)	Method	Frequency	Timeline (Month)	Purpose	Goal(s) Supported
Levels of learning/achievement among University Centers student staff will be assessed based on the two (2) identified/established Student Life student learning outcomes. 1) Critical Thinking and Reflective Reasoning skills necessary to engage in innovative problem-solving and decision-making. (Cognitive Complexity, Knowledge Acquisition, Integration, & Application). 2) Teamwork and Collaboration through meaningful relationships (Interpersonal and Intrapersonal Competence, Humanitarianism, Practical Competence).	A self evaluation will be utilized for each University Centers student staff member to serve as a guide for student staff training focused on student success. The self evaluation will focus question(s) on problem solving and decision making. Once answered the staff member will be asked to compare their reflective answers to Strategic Initiative bullet points to see what key points they used to solve problems and make decisions.	Three (3) times per academic year	September or upon initial employment, February and May	To determine level of learning that is occurring as well as identify potential gaps in learning that may exist within the student employment program and experience for University Centers student staff. This data will also serve as a guide for student staff supervisors on the establishment of personal and professional development programs. Will compare year to year assessment data for trends and changes.	7. Strategic Initiative: Plan and implement intentional staff development programs to meet needs of full-time staff as well as achieve progress on identified Student Life Learning Outcomes for student staff. DSA 1 & 2
Results:					
<p>"Essay questions with a follow up self analysis of key elements as describe by the Learning Outcomes. Then follow up with supervisor for coaching. We are still analyzing the results for success.</p> <p>Question: Provide an example where you used critical thinking and/or reflective reasoning skills to resolve a problem you encountered in the last 3 months.</p> <p>56% of students surveyed feel they are able to ""Identified problems and explained context"" 88% of students surveyed feel they can ""Evaluated and prioritized problem solutions""</p>					
Action:					
Continued coaching to achieve maximum Learning Outcome results while student is employed.					

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Program or Services Being Assessed: University Centers Conference and Reservations Customer Satisfaction					
Learning Outcome(s) and/or Program Objective(s)	Method	Frequency	Timeline (Month)	Purpose	Goal(s) Supported
Program objective: Provide an effective service to all customers that results in high customer satisfaction ratings.	An electronic survey will be created using Campus Labs Baseline that measures customers overall satisfaction with the reservation request process, event planning and readiness, pricing, and staff interactions in order to improve customer service.	The Evaluation Survey will be emailed to all customers after the completion of their event.	Begin September 2013 and run thru July 2014	To measure customer satisfaction and pinpoint room for improvement in the reservation request process, event planning and readiness, pricing, and staff training.	3. Strategic Initiative: Investigate/research best practices for the upgrade, expansion, reconfiguration, and revision of facility event management reservation services, policies and procedures in order to meet conferencing, meeting and event needs aligned with the facility enhancements and capabilities of the New UC. DSA 2&4
Results:					
<p>"A survey link is email to all customers each month with 13 question.</p> <p>Yes, people are letting us know areas in need of improvement that when then address.</p> <p>Please indicate your level of satisfaction with the following: - The condition of the space</p> <p>31.82% Very satisfied 9 40.91% Satisfied 3 13.64% Neutral 3 13.64% Dissatisfied 0 0.00% Very dissatisfied</p> <p>How would you rate your overall experience with UC CARS?</p> <p>22.73% Excellent 36.36% Good 27.27% Average 13.64% Below average 0.00% Poor</p> <p>"</p>					
Action:					
<p>"We are under renovation to improve condition of space.</p> <p>Staff members are being couched on better customer services practices. "</p>					