

# Student Affairs Assessment Written Report

Unit Name: University Centers      Date: Spring 2009

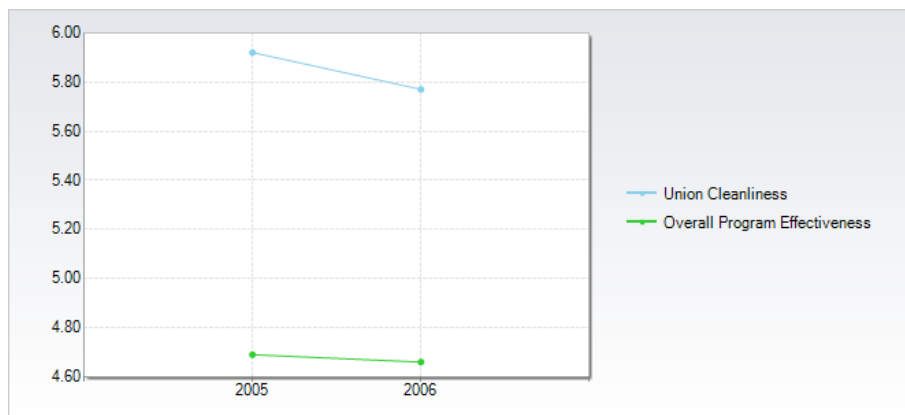
## Intended Outcome (Service)

The University Centers will achieve a score among the top 30 % of the Select Six, the Carnegie Classification, and all responding institutions on the EBI Benchmarking Survey for Cleanliness compared for the 2009 Assessment period.

## Experiences, Programs, Services, or Interventions

Based on the 2006 EBI Survey, (taken prior to the closing and major remodeling of the Dreyfus University Center), Union Cleanliness was one of the areas identified as a “Maintain or Improve” predictor.

Compared to the prior administration of the EBI instrument, UWSP satisfaction declined slightly.



The Dreyfus University Center underwent a major remodeling during the 2006-2008 school year.

## Methods

The EBI Assessment will be administered Spring 2009 to the campus.

## Results

Pre- Remodeling data indicated that:

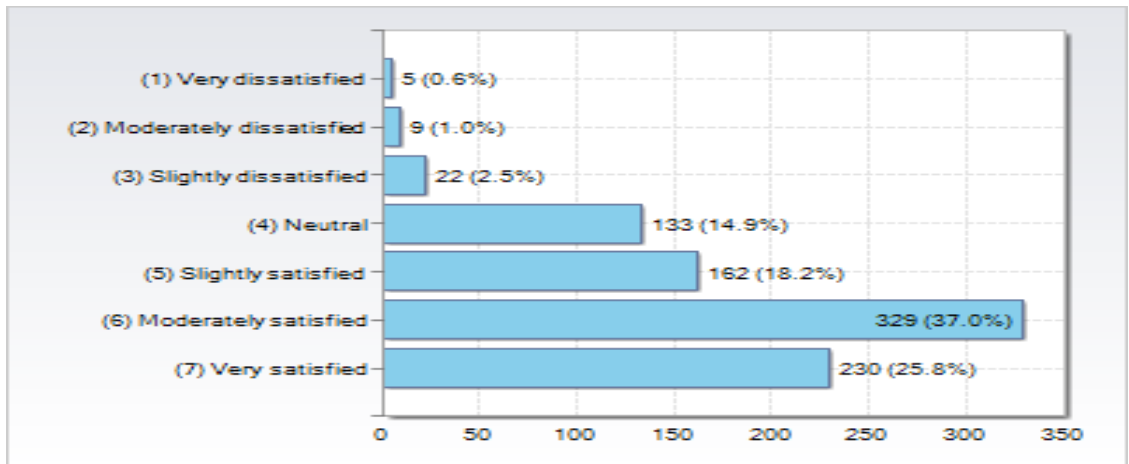
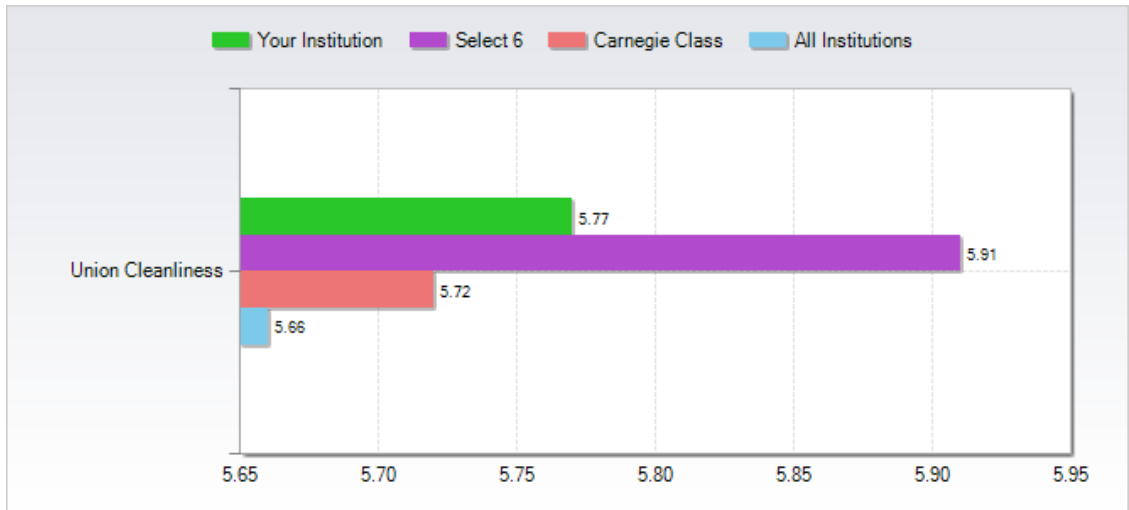
Compared to the “Select Six” Comparison Group, UWSP was ranked 5 of 7.

Compared to the Carnegie Classification Group, UWSP was ranked 12 of 21 responding institutions.

Compared to all responding institutions, UWSP was ranked 26 of 55.

Data will be collected from the Spring survey.

It should be noted that, even as one of the areas to “watch” according to EBI, the ranking of Satisfaction was overall 81% prior to remodeling, and that UWSP ranked higher than our comparable Carnegie Class Institutions and All responding institutions.



### Implications for Practice

1. Daily inspections are made to assure quality of work
2. Training for safety and sanitation will be administered to all new and continuing staff ( student and civil service)
3. Planned maintenance will be established for all public areas and for storage and “behind the scenes” areas

# Student Affairs Assessment Written Report

Unit Name: University Centers      Date: Spring 2009

## Intended Outcome (Environment)

The University Centers will design and build a facility which engages the university community.

As a desired outcome, the project would create a beautiful, environmentally sound, welcoming entrance to the campus, and a great place for student, staff, and community to gather, commune, and celebrate.

## Experiences, Programs, Services, or Interventions

1. Prior to remodeling, the Dreyfus University Center had become stressed, worn, tired, and a less than welcoming “front door” to the university campus.
2. Centers Reservations Office collects customer feedback post event.
3. Regular Building Manager and Centers Services Staff meetings
4. Catering Services Client Feedback
5. Dining Services Customer Feedback and Planning for UWSP Operation of Dining Services

## Methods

1. LEED design and building methods were taken into consideration for planning and construction.
2. Current and future technology options were considered in planning and construction.
3. Student and expert design and construction planning staff input were employed to allow for multiple viewpoints in design.
4. Engaged professional services, as well as student feedback, to plan for retail environments.
5. The Educational Benchmarking Incorporated (EBI) assessment will be conducted spring 2009 to determine congruity of perception and intent for facility design and operation.

## Implications for Practice

1. The EBI survey was administered prior to closing and construction, and will be completed on a semi-annual basis hereafter to measure student perceptions compared to operational and programmatic goals.
2. Visits to UWSP by other UW campus Union staff will help provide consistency with best practices for current operational needs compared to peer institutions

# Student Affairs Assessment Written Report

Unit Name: University Centers      Date: Spring 2009

## Intended Outcome (Education)

As a result of employment in the University Centers, student employees will demonstrate and be able to articulate skills gained

## Experiences, Programs, Services, or Interventions

1. Centers Employment Program Components
2. Attend and participate in department specific and generalized orientation and trainings
3. Participate in staff meetings to analyze and discuss both short and long term issues and plans

## Methods

1. Semester Evaluations
2. Exit Interviews
3. Pre and Post Test of Specific Skills using Leadership Inventory
4. Observation of Work Styles
5. Daily and Weekly Reports, logs, and discussions

## Results

1. Congruence in self and supervisor evaluations; strengths and weaknesses, goals for future
2. Self-reported growth in exit interviews documented when students graduate or leave Centers employment
3. Pre and Post tests allow quantitative analysis of growth through employment experience

## Implications for Practice

1. Weekly meetings of staff will determine need for specific or additional trainings
2. Introductory and advanced trainings will be offered during the year to augment the task specific knowledge of the staff
3. EBI survey data will be used to measure consistency of intended outcome and reality in daily work.

# Student Affairs Assessment Written Report

Unit Name: University Centers      Date: Spring 2009

## Intended Outcome (Renewal)

Participants develop social interaction skills and physical activity benefits as a result of intramural programs.

## Experiences, Programs, Services, or Interventions

1. Intramurals online sign ups
2. Participate in multiple sports activities offered both individual and team
3. Build relationships with fellow students through interaction at events
4. Captains develop leadership skills through team organization
5. Intramural Staff bridges gap between participants and program operation

## Methods

1. Use of online sign ups allows for almost 96 hours of direct access for participants to organize and develop teams, as well as individuals to partner up or get involved
2. Free Agent program
3. New semester participant survey
4. Direct participant and staff contact at events (personal touch)
5. Schedule of events based on student schedules, facility availability, and consistency
6. Staff semester evaluations

## Results

1. Continued steady growth in program numbers(see attached data from the last 12 years)
2. Free Agent program allows for any individual to have the chance to play on any team, even if they do not have one or know anyone, such as new transfer student (“true Intramurals Experience” a team of individual free agents who did not know each other, form a team and now are playing together)
3. New semester survey offered to participants to help collect feedback on staff performance, quality of the experience, and options for play
4. Schedule consistency allows for efficient space usage to maximize the number of participants for all activities we offer

## Implications for Practice

1. Continue to use participant feedback through our survey and personal contact to shape the program we offer
2. Develop spotlight/sportsmanship award helping to recognize teams and individual efforts, camaraderie, and uniqueness
3. Continue staff development through trainings, meetings, and participation, utilizing experience, skills, and talents each individual brings to the program. Allowing investment in develop of program procedures and policies
4. Outreach to other programs/departments to partner with intramurals fostering other opportunities for student involvement and participation