

University Center and Student Activities Program Self-Study, 2006-07 Summary from Conclusion meetings

Reviewed the compiled results of the CAS-based Self-Assessment Guides that were scored by the members of the self-study team in Summer 2006. In particular, addressed the statements that scored an average of 3.0 or less, including:

- **1.5 The stated mission and goals are used to guide implementation of the program activities (2.71).** Comments: There has always been a challenge on addressing the needs of athletic activities. When the mission was re-written several years ago, athletics was taken out because athletics is not under the purview of the *department*. However, since athletics are critical to student affairs, and since some athletic activities are a significant component of the *building*, and the building is the responsibility of the department, it may be necessary to re-visit the mission statement as it relates to athletics.
- **1.6 The program goals are disseminated on a regular basis (2.8).** Suggestion: Display annual goals in work area.
- **1.9c The program enhances student educational experiences through development of, exposure to, and participation in multicultural programs (2.83).** Comments: Campus Activities strives to program a diverse array of events. Since MCISA makes this a focus, they conduct many of these types of programs. Campus Activities does co-sponsor events with MCISA to meet this. If MCISA was in the University Center, this would be demonstrated a lot better.
- **1.9e The program enhances student educational experiences through development of, exposure to, and participation in recreational programs (2.25).** Comments: We do what we can with the space we have and the demands on the gym. Quad needs to be improved.
- **2.1 The program promotes student learning and development that is purposeful and holistic (2.5)** Comments: We do not track this enough. We note this most through student employment and the wide array of learning events hosted in the UC. We *facilitate* many things even if we do not *provide* them.
- **2.4 All CAS aspects of student learning and/or developmental outcomes.** (varied). Comments: We know that we do these things. It has been difficult to conduct assessments at Campus Activities events. We are in the middle of conducting a learning outcomes survey of all student employees in the University Center. Other evidence needs to be obtained.
- **2.7 The College Union is appropriate to the size and diversity of the campus (1.71).** Comments: There exist many demands that cannot be met by the University Center that are recreational, programmatic, athletic, and meeting-based due to the limitations of size and current amenities.
- **2.8 The College Union provides opportunities for student, staff, and faculty participation, interaction, and collaboration on policy establishment, facility operation, and program activities (2.86).** Comments: The University Center Board exists for this purpose, and could be utilized more.
- **4.5 The College Union is organized to maintain its physical plant (2.5).** Comments: The institution is primarily responsible for physical plant operations

through the Facilities Operations department. The Director meets weekly with this department to discuss routine needs. The institution does not, however, maintain many items in the gym, specifically, and the departments in the University Center go to outside vendors on their own. A long-term maintenance schedule does not exist, as far as we know, outside of the gym floor, which we take care of. Pool operations are all contractual, using the university's HVAC vendor (C&R) or others.

- **5.1 The program is staffed adequately with personnel qualified to accomplish its mission (2.83).** Comments: Current personnel qualities are not questioned. The staffing is not adequate to cover the student needs (department had one more full-time staff member from 1996-2000, and the demands were less then). However, there is a challenge for office space already, for the University Center staff and other departments in the building.
- **5.9 Staffing and workload levels are adequate and appropriate to meet the demands placed on the program by students and other constituents. (2.33).** Comments: See 5.1. Workload has increased over time while staff level has decreased. Job descriptions have needed to change and evolve.
- **5.10 Staff member compensation is commensurate with those in comparable positions in comparable institutions and situations in the relevant geographical regions. (1.5)** Staff members do not feel adequately compensated, especially given 5.9. Some salary comparisons have been made with other institutions, and Webster's pay was significantly lower than these other college union positions.
- **5.13. Position descriptions for all staff members are in place and used for performance appraisal and planning purposes (2.33).** Comments: The performance appraisal forms from Human Resources are not matched to job descriptions. Suggestion: Utilize our own appraisal system based on job description.
- **6.1 The program has adequate funding to accomplish its mission and goals. (1.43).** Comments: The new Student Activity Fee helps significantly with programming efforts (the survey was taken prior to this going into place). The facility lacks funds to adequately meet needs, especially when it comes to technology.
- **6.3 Methods for collecting and allocating fees are clear and equitable. (2.5).** Comments: While this criterion is aimed at activity fees, we think the answer relates to income streams. The rental fees collected through Athletics for the gym are not consistent with what is collected by the University Center department for the same space.
- **7.1 The program has adequate, suitably located facilities, technology, and equipment to support its mission (1.86)** Comments: See 6.1. This is a funding issue. With more money, more and better equipment would be purchased.
- **7.2 Program facilities, technology, and equipment is evaluated regularly. (1.83)** Comments: We need a technology plan for the department. It would be nice to have a technology staff member who can do true preventative maintenance and possibly also maintain our website. Constraints with student employment dollars make it a challenge to rely on students for tech support since our tech-savvy students are not always on the clock.
- **8.4 Staff members are informed about institutional policies regarding personal liability and related insurance coverage options. (2.67).** Comments: We could be more informed on the front end when there is a policy change. We could use more

insurance information (i.e. we collect certificates of insurance because we know we need to, but we haven't necessarily received any training about all the relevant aspects).

- **13.1 The CU conducts regular assessment and evaluations and employs both qualitative and quantitative methodologies to determine how effectively its stated mission and student learning and development outcomes are being met. (2.0)**
Comments: We do assessments, but not regularly (for example, a user survey last semester in the Fitness Center). We are currently conducting learning outcomes assessment for student employees.
- **13.3 The program evaluates periodically how well it complements and enhances the institution's stated mission and educational effectiveness (2.2).** Comments: We rely on the North Central accreditation every 10 years.
- **13.4 Results of these evaluations are used to revise and improve the program and recognize staff performance (2.5).** Comments: Assessment is not our strong point.

Additional Observations:

- We need to determine where Athletics fits into the overall mission of the University Center and Student Activities, and how best to describe it.
- There is no "home" for the ID program. The University Center and Student Activities is responsible for production, Dining Services has its One Card system through General Meters utilizing just the meal plan component, Public Safety utilizes a different program for access to the Residence Halls, Media Labs, and elsewhere. Everyone relies on Information Technology for support. A master plan for the entire campus related to ID's would impact how ID-related technological decisions are made in the University Center.