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| SLCC Logo | STUDENT CENTER OPERATIONS |
| 2021-2022 ANNUAL ASSESSMENT  SUMMARY OF RESULTS |

# Project (Assessment) Title

Optimizing the Student Experience: Student Center Satisfaction Survey

# College-wide Strategic Goal

1. Secure institutional sustainability and capacity
2. Increase student completion

# Assessment Overview

The objective of this assessment will be to seek feedback from students who have used the services provided in the Student Centers to learn about the quality of our services, find out if there are any deficiencies and improve those services according to the results.

# Methodology (Plan/Method)

Through Google Forms, we created a survey and strategized how to encourage student participation. The survey consisted of a series of questions that addressed how widely our students use the available services in the Student Centers and measure their level of satisfaction with them. We encouraged participation by providing gift cards.

# Plan to Disaggregate Data by Race/Ethnicity

By collecting race, gender, orientation, and ethnicity data, we surveyed the quality of services provided to our diverse student body to assure these services are consistent with our institution’s diversity and equity goals and objectives.

# Timeline

# July-September: Submit planning document prior to September 30th, October-December: Create a list of survey recipients, form questions and meet with assessment committee at VP extended staff meeting. January-March: Gather remaining information needed to submit survey request form to the Data, Science, and Analytics team. April-June: Submit survey request. Sent survey out to the selected individuals. Collect and analyze data to develop general themes. Develop action plan and will submit assessment report by July 1st.

# Challenges/Needs

One of our biggest challenges was probably acquiring sufficient student participation which was needed to provide us with enough data to properly gauge their satisfaction levels and enable us to make appropriate improvements to our services. To encourage participation, we offered a number of Amazon, Bookstore, and Cupbop gift cards provided by the AVP of Student Services office.

# Results/Finding (Disaggregated by race/ethnicity)

Based on the information provided by our clients the following were identified as potential areas that could use improvement:

* According to our results we found that most respondents visit the Student Center to eat, use the restroom, and study.
* We received several compliments highlighting the cleanliness and welcoming environment that we hold, however we did receive helpful feedback to consider, some of which is listed below.
  + We received several compliments regarding the availability of study spaces however, some respondents would like to see more private study spaces at the Redwood Campus.
  + We received a few comments stating that the building looks outdated.
  + A few respondents commented that they like the new Jordan Micro Market and Redwood Quick Stop.
  + We also received several complaints regarding food service hours, food options, and prices and found that many respondents bring food from home.
  + Respondents mentioned that the computers in the lab at the Redwood STC run slow.
  + Students noted that the student parking lots need more lighting during evening hours.
  + We found that many students are unaware of where to express concerns or complaints about the services provided by various departments in the Student Center.
  + We also learned that students would like to see more green initiatives such as solar panels, compost bins, and more electric vehicle charging stations.

# Action Plan (Use of Results/Improvements/Call to Action)

* We will look to see if there are any additional spaces to be designated as private study spaces.
* Some areas of the Student Center will undergo renovations during the next few months, and this will enhance the appearance of the building.
* We will communicate with appropriate departments such as Parking, Food Service, IT, etc. and share the feedback we received with them.
* We will work with relevant departments to increase awareness of student concerns and find ways to resolve them.
* We will share the concerns regarding green initiative with our Facilities Department and work with them to find solutions.

# Other Notes

This was a great learning experience for our department, and it provided us with very useful information as to how to enhance the services offered in the Student Center.