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| SLCC Logo | STUDENT CENTER OPERATIONS |
| 2019-2020 ANNUAL ASSESSMENT  SUMMARY OF RESULTS |

# Project (Assessment) Title:

Student Center Events and Reservations; Optimizing Client Experience

# College-wide Strategic Goal:

# 1. Secure Institutional sustainability and capacity

# 2. Increase student completion

# Assessment Overview:

# The objective for this assessment is to seek feedback from the main clients of the Student Center and devise a plan to enhance and optimize customer experience during various stages of the event management.

# Methodology (Plan/Method):

The original chosen methodology for conducting this assessment was to form a focus group consisting of the main clients of the Student Center. Due to the constraints brought about by of COVID-19, we decided to utilize a Google Forms format to conduct our assessment.

# Timeline:

# October-November: planning document due by November 15, December-February: organize focus group, form questions and meet with assessment committee at VP extended staff meeting on February 14; March-April: meet with focus group, collect and analyze data to develop general themes, May-June: Develop action plan, submit assessment report by July 1st.

# Results/Findings:

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

1. Availability of event staff before/during events
2. Rooms unlocked by/before start time.
3. Double bookings/scheduling conflicts
4. Event staff availability for early morning events

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

1. Event staff will be more readily available before/during events to help with audio/visual setup and assistance especially for larger events. STC event staff will also help with training of frequent users on the use of A/V equipment.
2. Event staff will make certain that all meeting rooms are unlocked and ready for use before the meeting start time.
3. STC will look into the “double booking” issue and find out if there’s a bug in EMS that allows this to happen.
4. STC will look into providing STC event staff with a cell phone or ask staff to forward our main office number to their personal cell phones. This should address a concern brought up regarding a contact for early morning events.
5. STC will work with staff in IT and Classroom Technology to improve the user experience of the Oak Room A/V. One of these improvements would be to purchase a new podium with built in power, HDMI, and VGA inputs for convenience.
6. We will explore programming conference room doors to unlock at the same time as the building to see if that is a good way to ensure access to our conference rooms.
7. We will encourage folks to hold events on the second floor blocks.

# Other Notes:

Thanks for everyone’s participation and involvement! ☺