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| SLCC Logo | Campus & Site Services – North & South Regions |
| 2022-2023 ANNUAL ASSESSMENT  SUMMARY OF RESULTS |

Project (Assessment) Title

Analysis of the delivery of services for the evolving needs in the Faculty Support Centers

College-wide Strategic Goal

Secure Institutional Sustainability and Capacity

Assessment Overview

As we exit a pandemic minded way of operation, it is essential to evaluate the current scope of operation for the faculty support centers. This assessment will aim to examine the services provided by the centers and discover if they are still adequate or if there needs to be an evolution in the current operations. To better understand the needs of the faculty, we will look at the current satisfaction levels of faculty support offered, seek to understand what areas of improvement may exist and what operational changes if any might be needed.

Methodology (Plan/Method)

The data will be collected via a quantitative and qualitative questionnaire. This survey will be distributed to the faculty that utilize the centers at the campuses and sites. For this assessment, campuses are defined as those faculty support centers with a dedicated manager/coordinator and specifically dedicated staff. The sites are defined as those that are serviced by the general off-site staff members and managers.

Timeline

**October - January: Determine logistical parameters**

* Create survey questions for faculty
* Identify purposeful sample

**January-April: Design and disseminate survey**

* Determine and design appropriate survey delivery method
* Determine dates for survey delivery and completion
* Determine incentive for participants to complete survey
* Distribute and collect survey

**May - June: Review, code prepare and report data**

* Review data
* Identify recurring themes
* Manually code data
* List recurring themes
* Identify ways to use the data to eliminate irrelevant processes and implement efficiencies that best utilize the services offered by faculty support centers. Additionally implement necessary evolutions in operations where relevant.

Results/Findings

The survey was distributed to all faculty members through email via the Faculty Support Center managers and Institutional Marketing. This was done to mirror the method of delivery for the customary welcome emails all faculty receive from the support centers at the start of each semester. A response rate of 10.3% was achieved with over 60% of participants noting that the Taylorsville -Redwood campus was their “home base” and 46% of participants were adjunct faculty members followed closely by associate professors at 25%.

After analyzing the survey, we found that over 53% of participants noted that they were very satisfied with the services offered at the faculty support centers. Participants specifically noted that the centers were welcoming, comfortable, accessible when needed and were able to locate them with their expectations of support consistently being met regardless at location.

**Noted below are the combination of themes gathered from the survey**:

1. Which faculty support services do you regularly use?
   1. Most participants noted that they used the centers for copying and getting copy code assistance along with getting access to classroom and general office supplies. After discussing with center managers these services were used mainly by adjuncts. The other closely used services were assistance in classroom AV equipment, connectivity etc., and access to workstations to prep classroom materials
2. What services would you like Faculty Support Centers to offer that are currently not offered?
   1. The general theme noted was that of being satisfied with what is currently offered. With those participants that wanted changes, they mentioned adjustment in hours of operation for weekend and late evening classes. Improvement in tech offered at the centers (color printers, calculator check-outs, faster computers).
3. What additional amenities would you like to see in Faculty Support Centers
   1. The main theme noted was an expansion in refreshments offered (hot cocoa, tea, bottled water etc.).
4. What changes in layouts/aesthetics would you like to see made to the Faculty Support Centers
   1. The main theme noted was a request for more private spaces for meeting with students and grading. Also mentioned was more lounge area seating
5. What additional comments would you like to share about your experience with Faculty Support Centers?
   1. The common theme mentioned was how helpful and knowledgeable the staff they encountered were. Increased advertising of services offered was recurring as well as some participants were not aware of Faculty Support Centers were. Several participants who were previously adjunct now full-time faculty mentioned their visitation to the centers were more frequent when they were adjunct compared to now, they are faculty. Additionally, over a third of participants learned about the Faculty Support Centers from other faculty i.e. word of mouth.

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

After analyzing the feedback gained from the survey, the completed the recommendations for improvements have been noted below.

* Participants noted a greater need for private spaces to meet with students
  + A review of current spaces will be conducted to see if modifications can be done to create meeting additional private meeting spaces. Additionally promoting the use of existing hoteling spaces for student meetings where available on the campuses and sites will be done.
* Participants requested an expansion of refreshments offered at the Faculty Support Centers
  + Currently refreshments offered at the campuses and sites vary greatly. This can impact the difference in experiences faculty currently experience when using the centers. A standard list of refreshments will be developed, purchased in bulk, and distributed. This will provide long term cost savings and provide a more consistent services at all centers.
* Participants noted a limited knowledge of the scope of services offered and in instances existence of the Faculty Support Centers
  + Currently a welcome letter informing faculty of the services and location of the Faculty Support Center is distributed semesterly via email based on which campus the respective faculty member is using. To enhance the communication efforts the Faculty Support Center webpage will need to be updated and new avenues of communication will need to be explored. Such avenues may consist of Faculty Senate, Academic Deans and Associate Dean. Additionally directed information campaigns aimed at the adjuncts would need to be conducted as they were the largest user group for the centers.
* Participants noted expanded or adjust hours of operations of the Faculty Support Center
  + A further review to assess the number of faculty members that are negatively impacted by the current operating hours of the centers before any adjustments can be recommended.

Other Notes