

Student Services Annual Highlights 2012-2013

Department Name: **Auxiliary Services**

Dash Board Indicators: (Benchmark data reported in budget process with end of year numbers. Please include multiple year data if available.)

Programming or Service Highlights:

Student Center

- The Multipurpose Room (002) in the Student Center has been converted to office space that will now house Student Employment.
- Room (062) in the Student Center was converted from office space to a conference room. It is called the Granite Room.

LAC

- The gym side of the LAC houses over 50 different recreational classes each semester
- The LAC holds over 50 events each year
- The strength room was upgraded in March with all new equipment

Food Services

- Year-to-date we are \$41,553.00 ahead of last year and projecting to come in at (\$20,000 - \$25,000) by the end of the year.
- We changed our retail operation at the Jordan Campus from a cooked to order shop to a Grab & Go to make it less labor intensive and to offer quicker service with healthier foods.
- We began operating "The Lair" which was designed to be the low cost food outlet at the Student Center.
- We took over the Pizza operation in the Bruin Bytes Food Court and were able to have it open for business in November.
- We also partnered with the Markosian Library to provide food and snacks.
- Jerry at the Miller Campus continues to refine his operation and make a profit.

Print Services

- Customer Services development and recognition professionalism, customer feedback to department changes.
- Capture of institution outside printing, currently @ 8% in 2012, 12% in 2013.
- Inventory Cleanup: Eliminated old and unnecessary inventory stock, streamlined product line, and created inventory database for monitoring and purchasing.

- Our Print Smith system is a huge task with online inventory and submission metrics, and we have not yet fully implemented all of its tools, such as web-2-print. Currently working to establish that function.

Campus Card Services

- Improved upon our Blackboard Transact system and services with system software and equipment upgrades.
- Helped implement the B-Line service.
- Implemented a health discount program for OneCard cardholders.
- Helped implement a Money Network mobile app for OneCard Discover cardholders
- Implemented a beta test for Student Services student demographic tracking with use of card activity readers on the Blackboard system.
- We continue to increase the use of the Discover side of the OneCard for student college refund processing.

College Store

- Increased the number of titles available for rental from 600 to 1100.
- Increased the number of titles of e-books.
- Planned and assisted with the design of the new store at the South City Campus.
- Monitored and planned the install of the South City Campus store.
- Met with Associate Deans Council to present the need for the guaranteed book buyback program.

Assessment Highlights:

Food Services

- We participated in the annual NACUFS Customer Satisfaction Survey
- In that survey we scored 90.22% overall, which was similar to other 2 year institutions
- We found that we have opportunities in the areas of food taste, freshness, value and healthy menu choices.

Campus Card Services

- Our department ran a survey on the B-Line
- Based on the results, Students are overall very pleased with the B-Line. We asked them about seating, stops, timing, cleanliness and the results were very positive.
- Expanding the stops and changing a location of where it drops the students off, were the biggest improvement and needs results we received. Students voiced their opinion to have it go to the Jordan and Miller Campuses as well.

College Store

- Conducted a National Associate of College Stores customer service survey with SLCC students and faculty. The results show that the students and faculty believe that the SLCC College Store does provide a quality customer service.