



2022-2023 ANNUAL ASSESSMENT SUMMARY OF RESULTS

Project (Assessment) Title

Optimizing the Student Experience: a Student Center Satisfaction Survey

College-wide Strategic Goal

1. Secure Institutional sustainability and capacity
2. Increase student participation

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 Cupbop gift cards and SLCC 75th anniversary T-shirts.

Timeline

February: Create and revise a list of questions and meet with the assessment committee to gather the remaining information needed to submit the survey. Contact Controller's office to request Cupbop cards for the assessment survey and increase student participation. Contact SAT & Tech specialties to borrow iPads for a wide range of accessibility. March: Revise final touches on the list of questions and submit survey. Design flyer needed to gather student participation. Will submit an assessment summary report by April.

Results/Finding (Disaggregated by race/ethnicity)

Based on the information provided by our participants 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, visit the pantry, visit the bookstore, and study.

- We received several compliments highlighting the cleanliness and welcoming environment that we present to our students, faculty, staff, and community members. However, we did receive helpful feedback to consider, some of which are listed below:
 - Complaints regarding food service hours, food options, and prices.
 - We found that many respondents bring food from home and/or dine at local restaurants.
 - Parking lots need more lighting during evening hours.
 - Offer more green initiatives such as using reusable and/or compostable utensils and dishes.
 - More EV charging stations around our campuses.
 - Additional study spaces and gaming/recreation areas in the Student Centers.

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

- Create additional gaming/entertainment and study spaces at the Redwood Student Center in response to student feedback.
- Work with Business Services to create more food choices for our students in the Student Centers.
- Communicate with Follett our students' concerns regarding the need to increase the variety of products available in the bookstore.
- Convey the lack of sufficient lighting concerns in the parking lots with Public Safety, Parking Services, and Facilities departments.
- Address the request for additional EV charging stations.
- Collaborate with Auxiliary services, Thayne Center, Facilities, and other departments to increase green initiatives.

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.