

Lowman Student Center Assessment Summary FY17

Mission of the LSC

The Lowman Student Center provides welcoming facilities and services dedicated to fostering an inclusive, engaging, and innovative environment for our students and guests that enriches our community.

Core Values of the LSC

- Excellence
- Collaboration
- Customer Service
- Development

Goals of the LSC

The LSC will develop and expand building and event support systems towards enhancing student and client events and experiences.

-Quantitative data from Building Use Survey

Event registration survey—over 90% approval rating

-Qualitative data from Advisory board

Posted July 2017 in Compliance Assist—largely positive

The LSC will evaluate and upgrade facilities and services to better engage our students, clients, and visitors.

-Quantitative data from Satisfaction Survey

Furniture survey—over 75% approval ratings

-Qualitative data from Advisory board

Posted July 2017 in Compliance Assist—largely positive

Increase traffic into the building

-Quantitative data from LSC programming such as Info Music and Katklub events

Info Music: 18% decrease KatKlub: no data from previous FY

-Quantitative data from visitor event attendance

-Quantitative data from building tracking

-Use conjunctive data from building use survey

No findings this FY

FY 17 Plan for Continuous Improvement

1. We continue to look for funding to expand and renovate the student center.
2. We will continue to upgrade and acquire new a/v, sound reinforcement, and theater style lighting.
3. We will increase programming in our KatKlub and Info Center areas.
4. We will continue our process of replacing public area furniture throughout the building.
5. We will continue in our sustainability efforts. This year we will re-lamp the LSC Ballroom with LED fixtures. As funding permits we will continue this energy and manpower saving project.
6. We will add services to the facility.
7. We will create an increased assessment effort by instituting a departmental assessment group, including outside membership and an advisory board.

Self-Assessment Findings

Based on the LSC internal CAS Review described above, our findings indicate that the LSC generally meets the criteria, though is short and does not meet standards under Part 6: Law, Policy, and Governance; and Part 9: Financial Resources. These Parts, in particular, and the remaining, in general, will be addressed within FY18. Focus will be determined during LSC Summer 17 Retreat where priorities in the shortcomings will be decided.

To answer the Partly Meets scoring, the following will be implemented FY 18:

- (Re)Create local policies and procedures that make sense within the operating functions of the LSC.
- Offer substantial, recurring standardized training in local and institutional policies and procedures, with a focus on risk management.
- Develop a training strategic plan focusing on subsequent offering related to these and other areas.
- Analyze current expenditures in relation to the impact on students, student groups, and visitors.
- Develop a funding strategic plan to include additional revenue streams over the baseline LSC student fee to promote growth; including securing additional funding from Student Service Fees.

FY 18 Plan for Continuous Improvement

Based on FY18 values, mission, the LSC will...