

Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

Lowman Student Center, Director

Goal	Facilities And Services  Provide high quality facilities and services in support of the university's mission.
Objective (P)	Quality Operations  Provide guests with high quality facilities, equipment and services.
KPI Performance Indicator	Quality Operations   Using an assessment survey, measure the quality of the operations for service and the facility. The service portion of the survey is broken into 3 areas: communication, efficiency, and courtesy. Facility issues surveyed were quality of tables, chairs, equipment and special needs. Each of the areas allowed the responder to select a rating of excellent, good, fair, or poor. The survey provided space for additional comments from the responder. A copy of the survey is attached. The goal is to maintain a 90% rating of excellent or good in the quality assessment survey.
Result	Quality Operations  This year we found a way to automatically send out the survey to our customers using our reservation program (Events Management System). This increased our response by 60%. Using our Campus Labs survey tool to evaluate our facility reservations and operations we received a 97.09% excellent or good response. This rating is comparable to last years rating. The reservations area received a 98.06 rating which is higher than last year. Operations scored a 96.23 which is slightly lower than last year but well above our goal.
Action	Quality Operations  In addition to the approval rating for our reservations process and operations we received very positive comments. The only actionable comment we received was that the projector lamp was too dim. Since the comments are not tied to our reservations we checked and replace all projector lamps that were not up to standard. We have implemented a semi-annual projector lamp hour survey to ensure our projector lamps are replaced before degrading.

Goal	Programs And Events  Encourage student participation in programs and events held in the student center.
Objective (P)	Program/Event  Provide university community with programs and increase participation in line with university growth. Program Participation 

**KPI
Performance
Indicator**

The programs sponsored by the LSC will increase student participation by a factor equal to the university growth.

Result

Program Participation 🔑

The student population grew approximately 3% with a majority of the growth in the distant learning/on line students. Even though the growth in the student population was limited the participation in Kat Klub programs grew by 50%.

Action

Program Participation 🔑

The staff member that supervises the Kat Klub staff started advertising his events with the orientation students. This gives them an opportunity to see what is going to happen during the fall semester when they are in the Kat Klub for their orientation evening event. We will continue to explore other opportunities to reach out to the students to grow the program participation.

Previous Cycle's "Plan for Continuous Improvement"

During FY14 the LSC used a Campus Lab survey to assess our customer service and quality of our operation. We review the survey on a monthly basis to look for areas where we can improve our services or facility. We also continue to use information from our student focus groups that met to look at the LSC expansion project. The staff conducted a self assessment using CAS standards to evaluate how we are doing. We found a few areas that needed work and have made those corrections. I have attached the CAS self evaluation with the findings and corrective actions.

1. We continue to look for funding to expand and renovate the student center. This year we were able to get the student services fee committee to budget \$250K towards the expansion. Their intention is to increase that funding each year until we have sufficient funding to expand the LSC.
2. Part of the expansion/renovation plan was to relocate the LSC operations office into the LSC office suite to facilitate better communications. After some renovations to the existing LSC office suite, we were able to make the move this FY. We will continue to work on other areas of the renovation plan where it is logical and as funding permits. The two projects that are in the queue for FY 15 are to provide a satellite office for our university police and to expand a meeting room LSC 110 to accommodate more than 50 at a meeting.
3. Based on the student's input in the expansion forums, we renovated an area of our game room to become a black light arcade. While this renovation has only been completed for a few weeks the students have responded very favorably to that addition. We will continue to look at the student's requests to guide us in our renovations.
4. We have started a process of replacing furniture that is at least 10 years old. We have replaced a number of chairs and tables. We have also started a reupholstery project for most of our common area furniture. We will continue this process over this coming FY.
5. We have worked on "greening" the building and will continue that program. This year we will re-lamp one or two large meeting rooms with LED fixtures. As funding permits we will continue this energy and manpower saving project.

Please detail the elements of your previous "Plan for Continuous Improvement" that were implemented. If elements were not implemented please explain why, along with any contextual challenges you may have faced that prevented their implementation.

1. We worked with the administration and came up with a funding plan for the expansion of the Lowman Student Center. We have finished the pre-programing phase and are looking at options for the expansion to present to the Board of Regents.
2. After we relocated our LSC Operations office to the main office suite, we turned the operations office over to the university police department for a satellite office. It has been a good addition to our building. We also expanded one of our medium sized rooms, LSC 110, to make it a large meeting room. The capacity for a reception increased from less than 50 to over 100.
3. We continued to upgrade the game room with more old school arcade and pin ball machines. These games were provided as free play machines and the student have provided positive feedback on the games. This continues our effort to fullfill the requests the students gave us during the expansion focus groups.
4. This year we have purchased conference room chairs and tables to replace the furniture in two large conference rooms. We have also purchased bar high tables to meet a growing need of our guests.
5. We changed two large conference rooms from CFL fixtures to LED fixtures. This continues our process of reducing our energy consumption while enhancing our operational capability.

Plan for Continuous Improvement - Please detail your plan for improvement that you have developed based on what you learned from your 2014 - 2015 Cycle Findings.

We continue to look for ways to improve our service, programs and facilities to support our mission and goals.

1. We will start the year long planning process to expand the Lowman Student Center to meet the needs of our growing campus. That will place a heavy demand on the staff so we will have to stay focused on customers during this time.
2. We will enhance our customer feedback using a grant we received. Using the grant funding we purchased two iPads that will be used for real time assessment of our facility, equipment and programs. This will provide for a more diverse survey pool by adding more respondents.
3. Until we complete the expansion of the student center our greatest shortfall will be large meeting and program spaces. We have been given temporary custody of a large meeting space in a vacated building. We will upgrade and use that space to help meet our growing demand for large meeting spaces.
4. We will look for opportunities to continue to "green" the LSC using LED fixtures if feasible.

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