

Lowman Student Center, Director

Facilities And Services

Goal Description:

Provide high quality facilities and services in support of the university's mission.

RELATED ITEMS/ELEMENTS -----

RELATED ITEM LEVEL 1

Quality Operations

Performance Objective Description:

Provide guests with high quality facilities, equipment and services.

RELATED ITEM LEVEL 2

Quality Operations

KPI Description:

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.

Results Description:

Continuing to use our automated EMS (scheduling software) survey dissemination through Campus Labs survey tool to evaluate our facility reservations and operations, we received a 96% excellent or good response. This rating is comparable to last years rating. The reservations area received a 97% rating which is a bit lower than last year. Operations scored a 95% which is slightly lower than last year but well above our goal.

RELATED ITEM LEVEL 3

Quality Operations

Action Description:

In addition to the approval rating for our reservations process and operations we received very positive comments. There have been a few comments about details missing but, on the whole, these were addressed at the time of the issue. The action item from this, is ensuring better attention to detail. We have included this in our staff meetings and continuing student training sessions. Being Excellent is one of our values for the new year.

RELATED ITEM LEVEL 2

Quality Operations with survey results attached

KPI Description:

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.

Results Description:

According to the LSC Satisfaction Survey, which is sent to the event contact the day after the event, the LSC maintained an 85% or higher in all quantitative measures. Qualitatively, the responses were generally quite positive.

Attached Files

 [LSC-Satisfaction-Survey-3](#)

RELATED ITEM LEVEL 3

Quality Operations

Action Description:

In addition to the approval rating for our reservations process and operations we received very positive comments. There have been a few comments about details missing but, on the whole, these were addressed at the time of the issue. The action item from this, is ensuring better attention to detail. We have included this in our staff meetings and continuing student training sessions. Being Excellent is one of our values for the new year.

Programs And Events

Goal Description:

Encourage student participation in programs and events held in the student center.

RELATED ITEMS/ELEMENTS -----

RELATED ITEM LEVEL 1

Program/Event

Performance Objective Description:

Provide university community with programs and increase participation in line with university growth.

RELATED ITEM LEVEL 2

Program Participation

KPI Description:

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

Results Description:

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 popluation was limited the participation in Kat Klub programs grew by 50%.

RELATED ITEM LEVEL 3

Program Participation

Action Description:

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 expore other opportunities to reach out to the students to grow the program participation.

Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

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.

Update of Progress to the Previous Cycle's PCI:

1. We continued our work with university administration, off-campus vendors, and others in our expansion plan to begin Spring 17. This includes securing final approvals from the TSUS Board of Regents.
2. We upgraded ballroom and theater lighting, sound, and video to keep up with the ever expanding needs of our students and visitors.
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.

Plan for Continued Improvement

Closing Summary:

1. We continue to look for funding to expand and renovate the student center.
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.
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.