

# Lowman Student Center, Director

## Develop and Expand Building and Support Systems

Goal Description:

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
- Qualitative data from Advisory board

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

Expand Support Systems

KPI Description:

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

Results Description:

The LSC received a 90% or above in Good/Excellent ratings for services outlined in the LSC Satisfaction survey administered post events held in the LSC. See attached.

Too, the LSC has held meetings with the LSC Advisory Board--the minutes are listed here--as qualitative assessment.

Attached Files

- [LSC-Satisfaction-Survey](#)
- [Advisory Board Meeting 1 10-6-16](#)
- [Meeting Minutes 3-9-17](#)
- [Meeting Minutes 4-6-17](#)
- [Advisory Board Meeting2 11-10-16](#)
- [2-09-17 Meeting Minutes](#)

RELATED ITEM LEVEL 3

Increasing programming in the facility

Action Description:

The LSC will increase music and KatKlub programming consistent with enrollment annual 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 LSC fell short in its goal of increasing programming at the info center location, having dropped to 27 musician programs from 33 the previous year.

The KatKlub hosted 58 programs last year. There are no numbers for the previous year. The LSC will better track this annually.

RELATED ITEM LEVEL 3

Increasing programming in the facility

Action Description:

The LSC will increase music and KatKlub programming consistent with enrollment annual growth.

## Facilities And Services

Goal Description:

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

-Quantitative data from Satisfaction Survey

-Qualitative data from Advisory board

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

Expand Support Systems

KPI Description:

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

Results Description:

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Too, the LSC has held meetings with the LSC Advisory Board--the minutes are listed here--as qualitative assessment.

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RELATED ITEM LEVEL 3

Increasing programming in the facility

Action Description:

The LSC will increase music and KatKlub programming consistent with enrollment annual growth.

RELATED ITEM LEVEL 2

Self-Assessment

KPI Description:

The LSC staff has completed a self-assessment based on CAS Standards. This will be a recurring annual assessment project completed Spring of each year.

Results Description:

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.

RELATED ITEM LEVEL 3

Self-Assessment

Action Description:

The LSC staff will complete annual self-assessments based on CAS Standards. Results posted in KPIs.

The LSC staff will rewrite our post-event survey instrument.

RELATED ITEM LEVEL 3

**Staff Retreat**

**Action Description:**

We have plans to meet collectively as a staff off-campus to review values, mission, goals and the like for the coming year based on finding shared here from our surveys, advisory board meetings, and self-assessment. These will be posted on the LSC website.

RELATED ITEM LEVEL 2

**Upgrade Facilities**

**KPI Description:**

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

**Results Description:**

The LSC has spent over \$125,000 in furniture, paint, and architectural lighting upgrades. The LSC staff has long held that the building's overall branding was lacking; bluntly, this building could be any building on any campus. By investing in these, the LSC has increased its visibility as the living room on campus and has had positive feedback (over 60% like it/love it responses) from students and other users per the attached.

The LSC has spent an additional \$175,000 on updating a/v in particular conferences rooms to serve as models for the coming expansion and theatrical lighting for use in current spaces in support of excellent student and visitor events.

Finally the LSC has invested in \$65,000 in portable audio for event support.

The LSC has invested \$25,000 in upgrading ballroom and hallway lighting to LED for sustainability.

The LSC invested \$27,000 in building a mother's room for nursing mothers. he Lowman Student Center at Sam Houston State University is committed providing welcoming facilities and services dedicated to fostering an inclusive, engaging, and innovative environment. As part of that commitment, the LSC is happy to announce the opening of a beautiful, relaxing new space for students, staff, and guests to express breastmilk on campus. The Mother’s Room features lockers for individual use, comfortable seating, hot and cold water, a baby changing station, cleaning supplies, dimmable lights, electrical outlets, a mini refrigerator for milk storage, wall decorations, and a secure, lockable door. Comments from visitors attached.

The LSC is investing \$25,000 in traffic counters to better understand traffic flow and event attendance. This information will assist us in determining facility experience egress and event hosting best practices.

Attached Files

 [Default Report-2](#)

 [Advisory Board Surveys](#)

 [mothersroom](#)

RELATED ITEM LEVEL 3

**Continue with LSC Advisory Committee**

**Action Description:**

The LSC Advisory Committee is made up of LSC Staff, students, and users of our facility. These are qualitative measures, though have been exceedingly useful. We will continue next year. Minutes posted in KPIs.

**Increase Traffic**

**Goal Description:**

Increase traffic into the building

- Quantitative data from LSC programming such as Info Music and Katklub event
- Quantitative data from visitor event attendance
- Quantitative data from building tracking
- Use conjunctive data from building use survey

**Update to Previous Cycle's Plan for Continuous Improvement**

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

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.

**Update of Progress to the Previous Cycle's PCI:**

1. We are in the process of restructuring our fee schedule to help offset operational costs--particularly those attached to event support. 2. All staff has work space in the main office. While the KatKlub manager is officially housed in that location, there is a meeting space in our main suite that is available for collaborations and meeting. 3. Katklub has begun offering more programming such as Tunes at noon. 4. Furniture throughout the building has been replaced. We are working working towards upgrading furniture in meeting spaces. 5. Continuing the process of swapping lighting to LED fixtures.

**Plan for Continuing Improvement**

**Closing Summary:**

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 a increased assessment effort by instituting a departmental assessment group, including outside membership and an advisory board.