Department: **Student Activities**  
Manager: **Diane Henry**

Names of those participating in the report: **Paul Bottiaux, Becky Rojas, Diane Henry**

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**Date:** **November 18, 2009**  
**Date of previous quality review:** **November 17, 2005**

## Student Satisfaction with Support Services Provided:

"Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined)."

<table>
<thead>
<tr>
<th>Student satisfaction with:</th>
<th>Percent Responding</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>College Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>62 86</td>
<td>81.3%</td>
<td>75%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>65 69</td>
<td>86.5%</td>
<td>75%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>64 76</td>
<td>80%</td>
<td>75%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>67 77</td>
<td>81.4%</td>
<td>75%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>93 59</td>
<td>85.4%</td>
<td>75%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>98 64</td>
<td>91%</td>
<td>75%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>74 88</td>
<td>90.5%</td>
<td>75%</td>
</tr>
</tbody>
</table>

**Department-specific indicators (if applicable):**

<table>
<thead>
<tr>
<th>College Standard</th>
<th>75%</th>
</tr>
</thead>
</table>

## Changes since last quality review

"Please provide a comparative analysis of current results with the previous cycle."

*There was an increase of the total surveys from 2005 to 2009 by about 80 (a 55% increase) which would indicate a more representative sample. The last one was completed during the first semester in the new building, so it might not have been a true measure of the results. This might account for the slight decrease in percentages of satisfaction. All indicators are still well above the college standard.*

## Student Learning Outcomes

"Please provide a summary of Student Learning Outcomes according to the Five-Column Model for the department."

*Two Student Learning Outcomes were established for the Student Activities Center based upon the services that were offered in the center that related to the student population.*
One dealt with the purchase of AS/Student Activities stickers needed to secure services in the SAC, such as the gaming room equipment and the computer lab. Overall based upon the results of students as a whole 46% of those registered in the fall semester in 2005 and 2006 purchased an Activity sticker, and 32-34% of students in the spring of those two years purchased an Activity sticker. The next two years produced sizeable growth up to 50% in the fall of 2007 and 55% in the fall of 2008; while in the spring of those years growth was also higher from the previous two years up to 37-40%. The overall attendance in the spring was down from the fall numbers which generally happens at the college.

The second SLO addressed the Photo ID experience and that department was moved into the new Student Center when the building became operational.

**Faculty/Staff Involvement**

*Summarize the involvement of faculty/staff in the review process.*

**Paul Bottiaux, AS Advisor, provided surveys to AS students to distribute to the entire campus.**

**Becky Rojas, Administrative Assistant, provided the surveys to the students who use the facilities within the Student Activities Center.**

**Narrative**

*Reflect on standards met and any standards not met.*

**Standards Met** – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

The survey instrument was distributed to solicit responses from students during the fall semester of 2009. The new building for Student Activities opened four years ago, so the new results would indicate a better picture of the satisfaction of the clients that are served. All services that are offered are up and running as opposed to the last results obtained in 2005. The center offers the opportunity for students to upwind from the grind of academic demands that they face on an every day basis. There is a constant flow of students throughout the day who use the SAC to accentuate their total college experience. The addition of three flat screen televisions has also created a means of providing students a source of news information throughout the state, country, and the world.

Campus life continues to grow as a result of the functions performed within the Student Activities Center. Many new clubs have started and use the center for their meetings as well as providing them the resources they need to fulfill their mission.

Once again the highest rating was for “overall quality of service” which indicates the willingness of staff members to service all students to the best of their abilities. They should be commended for their efforts in servicing the student population who uses the SAC.

**Standards Not Met** – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

With the increase in student population in the past year the Student Activities Center has become crowded from the constant flow of students on a daily basis. There appears to be a need for more room to accommodate the ever increasing use of the facility.

Again many students have indicated that they would also like to see the facility opened for some evening hours to help those students with their college experience.
Previous Review Goals and Objectives

Please describe if the goals and objectives identified in the previous review was met or not. Please provide explanations if the goals were not met.

Two goals were established on the previous review one was “to improve Student Center hours of operation” and the other dealt with “providing a communication vehicle to help support Student Services”. Goal number two was completed with the installation of three flat screen televisions in the SAC in the Fall of 2007. The first goal continues to be a priority for students who attend evening classes and funds were not available to hire additional staff to supervise the SAC.

Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. Goal: To support the infrastructure of the Student Activities Center

Supports Strategic Direction (if applicable): Direction Two – Student Support Services

Goal Four: Evaluate customer service in all student service areas and restructure business practices to address areas of needed improvement.

1. Objective: To purchase new furnishings within the gaming room area and the lounge area
   1.1 Person(s) responsible: Maintenance & Operations, Associated Students
   1.2 Timeframe: Fall 2010
   1.3 Fiscal resources need: Approximately $4,000

2. Objective: To purchase counter for Copy Machine
   2.1 Person(s) responsible: Maintenance & Operations, Associated Students
   2.2 Timeframe: Fall 2010
   2.3 Fiscal resources needed: $2,300

3. Objective: To improve hours of operation by employing an hourly worker to work 16 hours per week in the evening.
   3.1 Person(s) responsible: One time Funding Request
   3.2 Timeframe: Fall 2011
   3.3 Fiscal resources needed: $3,500 per semester

Additional resource requirement identified by the results of the Quality Review

Identify the resources needed by the department. The resource identification process should link the findings of survey with SLOs and departmental mission. The resource needs should address two distinct areas:

- Facilities: The facilities within the Student Activities Center are inadequate in terms of size with the ever enlarging student population and growth that the college is experiencing. In the future this is something the college will need to address as enrollment continues to climb.

- Technology: The SAC needs to be integrated with the announcement applications that are being utilized in the new Student Center.
Fiscal resources and planning

Describe how the department wants to utilize the resources to accomplish its goals. Please provide an analysis of how the department plans to achieve its goals if resources identified are not available immediately.

If the resources are unavailable to address the needs, the Student Activities Center will continue to provide quality service to the students at the college who use the facility and the variety of services that are available to them. Possibly the Associated Student budget can be utilized to support the needs in the SAC.

Reminder: If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.