Department/Programs Assessed: Student Union & and Event Services and Campus Recreation

Assessment Coordinator:
Eric Corbitt, Director, Student Union & Campus Recreation

Outcomes Assessed:

1. **Use of Student Union and Campus Recreation Facilities.** Assessing the level of use of Student Union and Campus Recreation facilities provides an indicator of the extent to which students, faculty and staff are aware of spaces in the building and in a general sense how those spaces meet their needs.

2. **Event bookings.** This area takes the usage numbers for the Student Union and adds in events across campus booked and supported by Student Union staff. Assessing this area allows us to measure the level of support provided outside the Student Union.

3. **Student Employee Job Satisfaction.** This assessment is intended to gauge Student Union and Campus Recreation student employee satisfaction with their overall work experience. In addition, the assessment will help determine to what degree the students believe that their student employment experience will help them succeed after graduation.

Measures Employed:

1. **Recreation Facilities Usage Reports.** Daily use is recorded for all recreation facilities located in the Student Union and the Nutter Center, including the fitness facilities, racquetball courts, squash courts, gymnasiums, pool, and billiards room. Monthly, quarterly, and annual reports are generated and compared to previous time periods.

2. **Usage reports for Public, Reservable Spaces.** Attendance figures are recorded for all scheduled events held in the Student Union and across campus. Quarterly and annual reports are generated showing comparative use of facilities by students, university offices, and the community.

3. **Exit Survey.** All Student Union and Campus Recreation student employees are asked to complete an exit survey upon graduation or exiting student employment with the Student Union or Campus Recreation. The responses for exit surveys are recorded to obtain an overall understanding of student employee job satisfaction and to determine the reasons students liked or disliked working for the Student Union and Campus Recreation.
Summary Matrix:

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Findings:

1. The total number of swipes into the recreation center for the assessment period totaled 186,030. This was a decrease of 2.9% over 2008-2009 (191,611).

2. Usage reports for public and reservable spaces in the Student Union show a 5% decrease in events compared to the previous year (6,549 in ‘08-‘09; 6,192 in ‘09-‘10). Conversely, in ‘09-‘10, the Student Union event staff booked 11,694 (11,341 in ‘08-‘09) events overall when including academic and outdoor spaces (up 3%) and scheduled another 2,081 that were eventually cancelled. Cancellation were down 10% from ‘08-‘09, from 2,313 to 2081.

3. Exit survey findings indicate a high level of satisfaction among Student Union and Campus Recreation student employees. The largest reasons students decided to work with the Student Union and Campus Recreation were the convenient hours and convenient location.

Improvements:

1. We continued expanded weekend, break, and in-quarter holiday hours.

2. Responded to a departmental audit to improve the consistency of policies and event booking procedures.