Student Activities Administration: Assessment
Submitted by Tom Mercado

1) What is the area's current method for tracking client data (e.g. who is using the services)?

In student activities we use a variety of methods to track client data. Annual statistics are kept on the number and types of registered student organizations. We also keep an annual count of the number of campus productions reports, client service agreements, and types of events sponsored by student groups at the Olympia, Tacoma and Reservation Based programs.

Annual surveys are another way we track this information. This past year the office purchased an annual subscription to Survey Monkey. The Student Activities Office, Childcare Center, S&A Board, and the Clean Energy Committee are a few of the organizations that have taken advantage of this electronic assessment tool.

Both the Children's Center and KAOS maintain a number of lists to keep track of clients/members.

2) What is the area's current method for tracking client satisfaction and/or needs?

All funded and non funded registered student organizations and student coordinators receiving a Learning Allotment (stipend) are required to fill out a Student Leadership Activities Report (SLAR) twice per quarter (70 student organizations, student government, S&A Board and the Tacoma and Reservation Based Programs). In the report students are asked to respond to four questions that assist the staff in assessing student need and satisfaction. The questions center on 1) Leadership Objectives 2) Accomplishments 3) what they learned and 4) What type of support and additional resources are needed from Student Activities.

Event evaluations and twice a quarter all coordinator gatherings are a couple of other tools used to assess student need and satisfaction.

S&A Productions and the S&A Board have consistently conducted surveys on campus to assess student need and satisfaction over the years.

The most effective tool may be the biennial budget review conducted by the Services & Activities Fee Allocation Board. The S&A Board comprised of students/clients, reviews all S&A fee funded agencies every two years. The S&A Board is responsible for recommending to the Board of Trustees the allocation priorities for the use of S&A fees. Continued and/or additional funding is based on student satisfaction and need.

3) What is the area's current method for utilizing and integrating data that is currently being collected?

Over the years the data collected has assisted student activities in identifying and developing new programs and services as well as expanding existing services (e.g. Bus Pass Program, Children's Center and evening and weekend workshops).