University Centers

Contribute to student learning outside the classroom through program initiatives

**Providing Department:**
University Centers

**Responsible Roles:**
Amanda Marples (SD0000058707@ucsd.edu)

**Unit Goal Description:**
University Centers will contribute to student learning outside the classroom through program initiatives. The first program will showcase student research projects within the Price Center, such as the research conducted by recipients of the Starbucks Scholarship, and the work of participants in the Academic Enrichment Program (EAP). The second initiative will track learning outcomes with our student employee team.

**Metric 1:**
Showcase student research projects in the Price Center. Through this program students will learn how to display their research in a visually compelling way that conveys its importance to the general public. A self-reported learning outcomes survey will be administered to participants so that a learning benchmark can be set during the first year of this program.

**Result 1:**

**Metric 2:**
At the start of fall quarter, student employees in the Marketing and Programs unit complete a self-assessment of their skill and comfort level in the following areas: communication, marketing, budgeting, computing, facility management, personal management, event management and teamwork. At the end of academic year (or when students give notice), a post self-assessment will be administered to re-assess their skill and comfort level. Students will see a one point increase in at least two areas in the first year of employment.
Increase faculty/student interaction opportunities through event and programming activities

Providing Department:
University Centers

Responsible Roles:
Amanda Marples (SD0000058707@ucsd.edu)

Unit Goal Description:
University Centers will increase faculty/student interaction opportunities through events and programming activities that provide students the opportunity to connect with professor(s) in an informal, non-classroom setting.

Metric 1:
Create a faculty “Coffee Talk” series of three events that provide students an opportunity to interact with faculty in an informal setting. At least 100 students will participate in the program and complete a survey to report their level of comfort with approaching faculty before and after attending the program. This survey will be compared with the similar questions in the UCUES survey to determine if attending the program increases students’ ability to interact with faculty.

Result 1:

Metric 2:
Participate in the “Coffee with a Prof” program, which is coordinated by the Offices of the College Deans of Student Affairs. University Centers will offer 120 vouchers per quarter for the Starbucks in Price Center. Students who participate in the program will demonstrate an increased level of comfort to approach faculty members, to be measured through a post participation survey.
Result 2:
Metric 3:
Establish a “Coffee with a Prof” program that serves graduate and post-doc students. The program will connect graduate and post-doc students with faculty over a cup of coffee by providing vouchers for the Starbucks in Price Center. Program redemption data, feedback and post survey to participants will be used to assess the results and impact of this faculty engagement program.

Result 3:
Metric 4:
Result 4:
Data Collection/Retrieval:
Using Results:
Supplemental Info:
Start:
07/01/2018
End:
06/30/2019
Progress:
50%

To exceed customer service expectations and satisfaction within the facilities
Providing Department:
University Centers

Responsible Roles:
Amanda Marples (SD0000058707@ucsd.edu)

Unit Goal Description:
University Centers will exceed customer service expectations and satisfaction by increasing overall satisfaction of services and resources within the Price Center and Student Center.

Metric 1:
Develop and administer a feedback survey to assess customer satisfaction with meeting spaces and services at Price Center and Student Center. In this first year, determine a benchmark for satisfaction and identify areas for improvement.

Result 1:
Metric 2:
Survey results from the UC San Diego Satisfaction Survey will be used to identify customer service improvements.
Result 2:
Metric 3:
Hold 3-5 focus groups to determine student satisfaction levels, wants, needs and expectations.

Result 3:
Metric 4:
Result 4:
Data Collection/Retrieval:
Using Results:
Supplemental Info:
Start:
07/01/2018

End:
06/30/2019

Progress:
50%