

REPORT REVIEW

Student Success Assessment Council

UNIT: Campus Center

REPORT TITLE: Campus Center Report

DATE REVIEWED: 1/14/2009

MISSION: The report [X] reflects [] does not reflects the unit's mission.
The report [X] reflects [] doe s not reflects the Division's prescribed mission.

Comments:

UNIT STRENGTHS: Upon reviewing the aforementioned report findings, the following STRENGTHS of the PROGRAM are inferred:
Respondents found the Campus Center to be:

- *A place that offers various kinds of food/beverages*
- *A central meeting place*
- *A place where student services are located*
- *Conveniently located*
- *An inviting and comfortable place to be*
- *Safe*
- *Open convenient hours*

Additionally, staying on campus to eat or shop for food and feeling part of the campus community both contributed positively to respondents' UAlbany experience.

Respondents gave good ratings to the UAlbany bookstore staff (higher than EBI).

UNIT WEAKNESSES: Upon reviewing the aforementioned report findings, the following WEAKNESSES of the PROGRAM are inferred:
Respondents found the following weaknesses (areas for improvement):

- *The Campus Center does not have full postal services (it only has a mailbox & stamp machine).*
- *The Campus Center needs to be a MORE student-oriented facility as well as a place where students feel MORE welcome.*

Additionally, the Campus Center should do a better job of

- *Promoting a sense of community*
- *Increasing overall satisfaction with the atmosphere/environment*
- *Improving its scores in 13 of the EBI's 14 factor categories used to rate Campus Center facilities*

GOAL CORRELATION: Upon reviewing the report's findings, which of the unit's goals were examined as part of the study?

Two of the unit's three goals were addressed as part of this study.

GOAL #1 - Position the Campus Center for a viable, highly effective renovation.

GOAL #2 - Encourage and enhance the University at Albany community by providing a welcoming, inclusive atmosphere that supports the social, cultural and academic growth of our students, faculty and staff.

What did the study's results reveal about the goal(s) cited above?

GOAL #1 – The study sheds light on ideas/needs/desires of various campus constituencies for purposes of the upcoming Campus Center renovation.

GOAL #2 - While respondents thought the Campus Center was the “center of university life,” the study also find that there is a desire for an even more welcoming and inclusive environment.

RECOMMENDATIONS:

The following recommendations are offered for consideration by the unit:

- *Most students indicated they never/almost never use the Campus Center as a place to study and most strongly/moderately disagreed that the CC was even conducive to studying. Studying is not part of the CC’s core mission. Do we want to add it to the mission? Or, delete it from the report? Do the campus libraries sufficiently meet this need (space to study/ conducive to studying)?*
- *Do you want the CC to be a place for students/faculty to “learn about various cultures?” This is also not in the unit’s mission. Both this and the item above contribute to students’ UAlbany experience.*
- *Consider adding a computer lab. Again, both libraries provide “Information Commons.” Do you think they are sufficient or is another computer lab needed?*
- *Determining the purpose of the CC is needed to successfully assess and improve it.*
- *Move campus postal office from the Business Administration building to the Campus Center.*
- *Create more eating space and open space for lines.*
- *Add Chinese and Mexican food options.*
- *Add guest and alumni surveys to future studies as these populations are addressed in the mission.*

ASSESSMENT

LOGISTICS:

Does the assessment instrument adequately assess the program’s goals?

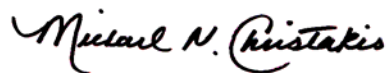
[X] Yes [] No

If not, why?

What improvements could be made to the assessment instrument (survey) or method?

Since the instrument does not examine the unit’s third goal (GOAL #3 - Provide effective meeting / event support & usage for the Campus Center’s various constituencies) in any detail, the unit’s other assessment instruments/activities should be utilized in a more broad evaluation.

Respectfully submitted on behalf of the
Student Success Assessment Council,



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January 22, 2009