

STUDENT SATISFACTION SURVEY 2018–19

STUDENT HOUSING AND DINING SERVICES (SHDS)

- Assess the current menu strategies that increase and highlight healthy food options. Determine that appropriate diversity of options is being delivered at all locations during all meal times. Determine that the messaging and marketing of these options is sufficiently getting the word out to residents and guests.
- Evaluate usage of the SHDS website to ensure that the structure is easily navigated, the content is desirable and the functionality is high. Continue populating the website to capture all critical content.
- Move forward with increased transparency of budget and clear definition of the fees being charged to residents for housing, dining and orientation. Define means and methods to deliver the information.
- Incorporate lessons learned and core values into the newly developed Orientation Program.

STUDENT SATISFACTION SURVEY 2018–19

STUDENT HEALTH AND COUNSELING SERVICES (SHCS)

- Facilitating Problem Resolution
 - Moving patient/client satisfaction survey from Survey Monkey to Qualtrics
 - Streamlining avenue for feedback
 - Better ability to report out and act on results
 - Upgrades in Occurrence Reporting software will allow staff to respond to student concerns more efficiently
- Responding to Requests Within an Acceptable Time
 - Successful staff recruitments will increase clinical availability and decrease wait time for medical and counseling visits
 - More appointment options will be added to the patient portal so that students can schedule appointments at any time of day
- Understanding Student Needs and Requirements
 - The Student Health Advisory Board will administer a survey to students to identify barriers to care
 - A Health Equity Committee will be established to outreach to historically underserved populations

STUDENT SATISFACTION SURVEY 2018–19

STUDENT DISABILITY CENTER (SDC)

- Timely Responses:
 - Launch new database, eResources, which will allow students to independently upload documentation and ask service questions without having to make a trip to the SDC office. This advancement will empower students to address a number of issues online quickly and give them the tools they need to be better prepared for in-person meetings.
 - Refine SDC website language to better manage student expectations.
- Transfer/Reentry Students:
 - Schedule combined SDC/TR staff meetings to increase fluidity of communication, and strengthen our connection with the Transfer and Reentry T/R Center and T/R students.
 - Develop and deliver programming specific to T/R students in January (South Hall Conference Room).
 - Topics to be covered
 - differences between community college and UC procedures
 - identification of campus academic resources
 - technology
 - Conduct less formal meet-a-Specialist opportunity (or opportunities) at the T/R Center.

STUDENT SATISFACTION SURVEY 2018–19

CAMPUS RECREATION | MEMORIAL UNION | UC DAVIS STORES

- Campus Recreation
 - Update website mapping and content to ease navigation and help students find desired information and resources easily.
 - Develop and implement plan to reduce down time for fitness equipment.
 - Work with Divisional Operations to improve the cleanliness of the restrooms and facility spaces
 - Respond to patron emails and phone calls within 24 business hours.
- Memorial Union
 - Increasing social media marketing for events at the Games Area.
 - Additional seating was added in the following locations:
 - 12 tables were added to the Memorial Union East Patio
 - 19 multi-person benches were added to the Memorial Union North Courtyard
 - Two tables were added to the Memorial Union 2nd floor
 - Three tables added to the Memorial Union 1st floor east lounge
 - We are posting a large visual building directory and map in the Memorial Union first floor elevator lobby to increase awareness of the programs and services in the Memorial Union.
 - We are researching how to add additional outlets (standard or USB) as well as “TV trays/skate tables.” UC Davis Stores
 - New email links on the website to direct customers to the correct people.
 - Price was a huge item that was mentioned in course materials, clothing and technology. We have Equitable Access (EA) piloting next fall to address course materials. We are increasing the amount of products in the Every Day Value clothing line to double our offerings in this area. All items in this category will be under \$25. Bringing back more non-Apple technology products at a lower price point.
 - We were told that we needed more course material items in Canvas. We are working on having all digital content delivered through Canvas. We also saw that there were concerns about students receiving multiple emails about their digital content. With the new Canvas integration, the student will only receive one email.
 - Looking into having a chat feature on the website for the main store during business hours.

STUDENT SATISFACTION SURVEY 2018–19

THE ASSOCIATED STUDENTS, UNIVERSITY OF CALIFORNIA, DAVIS (ASUCD)

- Currently in the middle of a rebrand to increase awareness of ASUCD services, units and offerings.
- Third floor of the Memorial Union is under renovation. Once reopened the floor will become more welcoming, open doors and windows.
- Take an educational approach for a quicker turnaround of documents and reimbursements. For reimbursements, create trainings for unit directors as well as create instructional video unit directors can share with staff. For turnaround time of documents, clearly state the process and expected time for tasks to be fully completed.

STUDENT SATISFACTION SURVEY 2018–19

ACADEMIC ASSISTANCE AND TUTORING CENTERS (AATC)

- Branding
 - **Current initiatives:** The AATC is currently working on a campuswide branding campaign with SAMC to increase student awareness of our services. Part of the campaign involves tutors wearing T-shirts to help students identify AATC tutors in our spaces. We will also be adding window graphics to our office doors to help students connect AATC services to our academic specialists.
 - **New initiative:** The AATC website will be updated to help students navigate our services online with student focus groups to help guide our development.
- Space
 - **Current initiatives:** The AATC partnered with Shields Library to host math and chem drop-in tutoring services in the lower level of the library. This partnership created opportunities for the AATC to expand our services, provide more tutors in a larger space, and increase student usage.
- More subjects and more hours
 - **Current initiatives:** To address the increase in students requesting academic support in courses with limited resources, the AATC added Chem 8ab and Math 16abc subject tutors to our drop-in tutoring services, workshops and content reviews. The AATC also hired graduate tutors as Writing Assistants to support students in writing across the disciplines in individual appointments and the Writing Studio. Friday tutoring hours have been reinstated to increase hours for students that experience difficulty in attending traditional hours.
 - **New Initiative:** The AATC will hire two 17-hour staff writing specialist positions to offer additional individual appointments and writing studio support for students in writing across the disciplines.
- Tutor quality
 - **Current initiatives:** The AATC has developed a one-unit tutor training course for all new tutors to increase content knowledge and tutoring pedagogy. The Tutoring Services unit also developed a head subject tutor program to help tutors stay current on subject content in courses we support.

STUDENT SATISFACTION SURVEY 2018–19

CENTER FOR AFRICAN DIASPORA STUDENT SUCCESS (CADSS)

- **Marketing/Outreach:** We will increase our outreach and visibility across campus. There are (still) many students of the African diaspora who 1) have never visited the center; and 2) there are also students who do not know what we do. Consequently, this year, the office coordinator has created a new social media account (Instagram), and we are allowing the student-staff to keep information circulating throughout campus networks and student groups specific to events happening in CADSS.
- **African American and African (AAA) Living Learning Community:** CADSS to have a more systematic and programmatic relationship with Student Housing surrounding residents of the AAA floor. In collaboration with the African Continuum, CADSS staff will support students and programs targeting African diaspora students.
- **More CADSS programs:** With the addition of the dance room, CADSS is now in position to host/offer more programs targeting the student community. As a result of a new center calendar, CADSS has begun hosting diverse programs via many different student organizations requesting access to the center.
- **As a side note; other survey concerns included a safer/cleaner restroom:** CADSS now has control for locking the elevator after hours which has allowed student-staff to control access to the facility.

STUDENT SATISFACTION SURVEY 2018–19

CENTER FOR CHICANX AND LATINX ACADEMIC STUDENT SUCCESS (CCLASS)

- We will work with our student assistant team to identify and appoint a student liaison to help with communication and marketing of CCLASS. This student will work on updating and keeping the community informed using different technology tools.
- Our administrative assistant will be working with SAMC website liaison to continue updating our website and develop new social media tools like Instagram to help inform the student community of upcoming events and services.
- Continue to work with Student Life and Development to identify opportunities to expand center seating capacity and professional staffing needs to accommodate our student community growth and increased center usage.
- Invite student staff from Sol y Luna SRRC and El Centro to be regular attendees at our monthly Chicax and Latinx Retention Advisory Committee meetings. This will help inform how center initiatives can continue to address student needs and concerns.

STUDENT SATISFACTION SURVEY 2018–19

NATIVE AMERICAN ACADEMIC STUDENT SUCCESS CENTER (NAASSC)

- Will work with the administrative assistant and student assistant team to update our website quarterly.
- Begin a discussion with UCSD's Intertribal Resource Center to discuss best practices between the centers.

STUDENT SATISFACTION SURVEY 2018–19

AB540 AND UNDOCUMENTED STUDENT CENTER

- Increase visibility and awareness of the center and its resources
- Create more access to hours and opportunities for volunteers and make transcript notation more easily accessible
- Create new partnerships and find securable funding to meet the community's needs

STUDENT SATISFACTION SURVEY 2018–19

CENTER FOR STUDENT INVOLVEMENT (CSI)

- A website redesign is underway with easier navigation to communicate CSI information and resources available to students and student organizations.
- Increase training of staff to understand requests by student leaders to effectively answer questions about CSI services, processes and university policies.
- Create video tutorials for registration procedures and other administrative processes.
- Recently added a feedback form on the home page of the website to help improve the delivery of services.
- Increase outreach efforts to student organization categories.

STUDENT SATISFACTION SURVEY 2018–19

CROSS CULTURAL CENTER (CCC)

- Create a more flexible space in the center to allow for more open seating and programming.
- Improve marketing strategies to incorporate quarterly programs and an events calendar that is shared campuswide regularly to increase awareness of our center's programming and services.
- Collaborate with various campus units to create a series of programming with other Community Resource and Retention Centers (CRRC) to foster identity development, critical consciousness and collective innovation.

STUDENT SATISFACTION SURVEY 2018–19

LGBTQIA RESOURCE CENTER

- Implement a more robust volunteer training program, career and scholar staff having front desk hours, to create a more engaged experience for those who enter our space.
- Develop more effective ways to engage student parents and grad students through more intentional collaboration with other Community Resource and Retention Centers.
- Develop other resources to support mental health concerns of the community such as the QT Mindfulness Initiative and having additional space on our website to highlight more services that can support mental health issues.

STUDENT SATISFACTION SURVEY 2018–19

MIDDLE EASTERN, NORTH AFRICAN, SOUTH ASIAN STUDENT RESOURCES (MENASA)

- Based off the feedback from the survey, MENASA Student Resources will try to create more clarity about what is offered by Counseling Services and the CAN counselor position. We collaborate closely with Counseling Services, however, the long appointment waits for counselors is not something the unit has control over.
- Feedback was positive in regards to cultural relevancy. Currently working on bettering our marketing materials and social media outreach which will also tie in with above point.

STUDENT SATISFACTION SURVEY 2018–19

STUDENT RECRUITMENT AND RETENTION CENTER (SRRC)

- Revamp our website and social media presence to be more clear about our services and resources [addressing a secondary opportunity from the survey results]
- Encourage staff to make announcements about programs and services while they are at front desk (and incorporate this into the front desk protocol when students are trained)
- Analyze the verbatim comments for areas of improvement for the SRRC regarding open study space resources (more outlets, more snacks, longer hours, etc.) and create a funding proposal to the Recruitment & Retention Organizing Committee to implement changes

STUDENT SATISFACTION SURVEY 2018–19

WOMEN'S RESOURCES AND RESEARCH CENTER (WRRC)

- **Space:** Work with Design Services to develop space update plans for the Joy Fergoda Library and WRRC Conference Room.
- **Outreach:** Develop an outreach plan to increase campus wide engagement with WRRC programs, resources and space.
- **Responsiveness:** Create a protocol for managing WRRC email and social media messaging to reduce response time.

STUDENT SATISFACTION SURVEY 2018–19

INTERNSHIP AND CAREER CENTER (ICC)

- We want every student to engage in career development-early and often! In partnership with SAMC, we've launched a five-year marketing campaign; Go Places! Watch for the golden airplane around campus!
- We've launched Handshake, a user-friendly, innovative platform for students to connect with employers for jobs and internships-events and easy appointment scheduling too!
- Automation is making it easier for the nearly 1,000 UC Davis students who participate in Health-Related Internships (HRI) EVERY quarter! We've replaced many mandatory in-person meetings with online content available 24/7 and many required forms can now be submitted online.

STUDENT SATISFACTION SURVEY 2018–19

OFFICE OF EDUCATIONAL OPPORTUNITY AND ENRICHMENT SERVICES (OEOES)

- Convene focus groups to learn directly from students about their support needs and service expectations.
- Regularly review website analytics and solicit feedback from students and campus partners regarding our site's effectiveness in communicating information and publicizing services.
- Continue to make customer service a priority and offer welcoming spaces for students to receive services and engage in campus life.

STUDENT SATISFACTION SURVEY 2018–19

BASIC NEEDS CENTER (BNC)

- Develop and launch marketing and promotions campaigns
- Develop clear center signage
- Provide increased direct nutritional support

STUDENT SATISFACTION SURVEY 2018–19

OFFICE OF STUDENT SUPPORT AND JUDICIAL AFFAIRS (OSSJA)

- Explore how we can better market the scope of our services.
- Work to improve our access to students in Orientation next fall, access to faculty in new faculty orientation, and TA training. Ideally, we would like to see a component about the Code of Academic Conduct in each of these venues.