STUDENT SATISFACTION SURVEY 2019–20

AB540 AND UNDOCUMENTED STUDENT CENTER

- Audit current website layout and information to increase students' awareness of the Center events, resources and policy updates.

- Create an engagement/outreach strategy (social media and newsletter) to make information and policy updates accessible to our student population to be more prepared to make informed decisions.

- Continue to build on existing and create new partnerships and find securable funding to meet the community's needs.

STUDENT SATISFACTION SURVEY 2019–20

ACADEMIC ASSISTANCE AND TUTORING CENTERS (AATC)

- Research opportunities to connect transfer students to AATC resources through website, presentations and direct marketing.

- Determine impact on students using remote services that may increase student usage of AATC services.

- Continue to brand our services to increase awareness of different campus services including AATC.

STUDENT SATISFACTION SURVEY 2019–20

AGGIE COMPASS BASIC NEEDS CENTER (BNC)

- Responding to Requests Within an Acceptable Time
    - Hiring an administrative assistant/intake coordinator will increase availability to respond to student inquiries and decrease student wait time.
    - Create a protocol for managing email and social media messaging to reduce response time.
- Understanding Student Needs and Requirements
    - Adding the position of student co-chair to the Basic Needs Advisory Committee.
- Facilitating Problem Resolution
    - Streamline process by which students get referred and develop a follow-up system to ensure that student needs have been met.

STUDENT SATISFACTION SURVEY 2019–20

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

- Understands my needs and requirements

    - Conduct focus groups to identify patterns and themes of common areas of bottlenecks as well as identify areas we are not currently aware of.

    - Ensure areas outside of our sphere of influence are effectively explained to ensure people understand a general timeline as well as what options are available for self help

- Responding to requests within an acceptable time frame

    - ASUCD is in the midst of reorganization and feedback from focus groups and internal team meetings can identify areas that can reduce waste and increase efficiency

    - When/where applicable empower others to take on additional responsibility and increase cross training in an effort to reduce redundancy

    - Identify when requests come in and creating an acceptable timeline for communication

- Facilitates problem resolution

    - With ASUCD serving a broad array of constituents with its goods and services, ASUCD will create potential problem resolutions based on whether the good or service is Commercial (ex. Coffee House), Media (ex. The Aggie), Advocacy (ex. The Pantry) or Social (ex. Picnic Day). The goal will be to streamline processes and identify systems to facilitate faster problem resolution.

    - Research new technologies to speed up entry and facilitate routing of potential problems to correct area

STUDENT SATISFACTION SURVEY 2019–20

CAMPUS RECREATION

- Develop pride in our facilities platform to encourage patrons to sanitize equipment after use and to put the equipment back in its space for the next user

- Increase maintenance schedule to reduce the time equipment is down

- Update software and website to create easier navigation for information and registration

- Respond to all patron email, phone calls and social media requests within 24 hours

- Develop system to notify patrons when classes/programs are canceled

STUDENT SATISFACTION SURVEY 2019–20

CENTER FOR STUDENT INVOLVEMENT (CSI)

- A website redesign was completed for easier navigation to communicate CSI information and resources available to students and student organizations. (current initiative)

- Grow opportunities to enhance relationship between students and CSI. (new initiative)

- Develop online solutions for students to engage remotely with the Center for Student Involvement, to answer questions and provide information on student organizations and opportunities for involvement.

- Staff will engage with student organization leaders through category meetings, 1 on 1 interactions, workshops and other events and activities.

- Improve a focus on organizational development, risk management and accountability in student organization experiences. (new initiative)

- CSI will provide specific resources and support to RSOs due to the impacts of the pandemic on engagement. (new initiative)

STUDENT SATISFACTION SURVEY 2019–20

CROSS CULTURAL CENTER (CCC)

- Normalize using the CCC staff anonymous feedback form. Have regular conversations about the submissions.

- Begin discussion pertaining to recognition; figure out what ways staff desire is being recognized.

- Hold quarterly reflections with staff to assess CCC's achievements and areas of improvement.

STUDENT SATISFACTION SURVEY 2019–20

INTERNSHIP AND CAREER CENTER (ICC)

- We know students are fatigued and have many pressures on their schedules.

    - The ICC has modified services to support changing student needs. The ICC has converted Health-Related Internship (HRI) meetings to asynchronous format which can be completed at student's convenience.

    - The ICC has made more resources available 24/7, with short, content-specific videos on our YouTube channel to address common questions from students. Additionally, we have instituted a remote "Document Review" for feedback on resumes, cover letters and CVs. Students submit their materials and within a few business days will receive feedback on the document(s).

- The ICC commissioned an external "Career Services Website Audit" by EAB which evaluated our website for COVID-19 Responses, Student Resources, Employer Resources, Ease of Navigation, Accessibility and Equity. Updates have been made.

STUDENT SATISFACTION SURVEY 2019–20

LGBTQIA RESOURCE CENTER

- Facilitate Problem Resolution

  - Create communication closure procedures to ensure the student issue has been resolved

- Website effectiveness

  - Create a more user-friendly website

  - Biannual review of website information to ensure information is relevant and up-to-date

  - Add contact information throughout the website in case students have additional questions and need to ask someone

- Moving in a positive direction to better meet my needs

  - Host a yearly open forum to receive feedback from the community

  - Add feedback section to website and Facebook page so that students can provide feedback at any time

  - Incorporate feedback into strategic plan and yearly staff trainings

  - Create action plan to implement changes

  - Invite community to participate in the creation of the action plan

STUDENT SATISFACTION SURVEY 2019–20

MEMORIAL UNION

- Re-felted the billiards tables in the Games Area

- Increased the frequency of cleaning the outdoor tables on the MU South Patio and MU East Patio

- Provide map of the MU floor plan so students can more easily navigate to services on upper floors

STUDENT SATISFACTION SURVEY 2019–20

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

- Outreach and Engagement

    - Increase partnerships with college advisors to streamline advising support.

    - Continue to work on engagement and outreach efforts to increase the office's visibility with other campus departments.

    - Review the website to ensure information is up to date and accurate.

- Accessibility and Capacity

    - We will continue to scale up support that the office provides by hiring additional student staff to provide events at various times. This will also provide more capacity for the office to increase their programmatic and one on one support.

    - Provide diverse programs that speak to intersectional identities.

    - Hold community forums where students can share their needs, such as advocating for a physical center space and/or resources with staff and other students.

STUDENT SATISFACTION SURVEY 2019–20

NATIVE AMERICAN ACADEMIC STUDENT SUCCESS CENTER (NAASSC)

- We will increase our outreach and visibility across campus

- Will work with the administrative assistant and student assistant team to update our website quarterly, newsletter weekly and social media daily.

STUDENT SATISFACTION SURVEY 2019–20

OFFICE OF EDUCATIONAL OPPORTUNITY AND ENRICHMENT SERVICES (OEOES)

- Redesign and continually update the OEOES and Center websites to improve navigation and provide up-to-date information about services and resources.

- Conduct focus groups to learn more about student support needs, both in the virtual environment and for in-person services.

- Provide opportunities for staff to have access to resources and information necessary to be the most effective in their positions.

STUDENT SATISFACTION SURVEY 2019–20

OFFICE OF STUDENT SUPPORT AND JUDICIAL AFFAIRS (OSSJA)

- Contact the Center for Educational Effectiveness and explore partnership to enhance faculty strategies for reducing academic misconduct.

- Review, and if warranted, increase understanding for students between the role of Student Support Case Managers and OSSJA Judicial Officers for working with OSSJA.

- Increase partnership with Global Affairs to lower the recidivism rate involving international students and academic misconduct

STUDENT SATISFACTION SURVEY 2019–20

STUDENT DISABILITY CENTER (SDC)

- Create the Accommodated Exam Services unit with plans to expand to serve nearly all students with exam accommodations over the 4 years.

- Build on the newly launched My SDC Online records management and data base system with enhanced features for students.

- Strengthen Campus Partnerships to smooth and improve referral experiences for students

STUDENT SATISFACTION SURVEY 2019–20

STUDENT HOUSING AND DINING SERVICES (SHDS)

- Student Dining Services

  - Be more intentional in promoting our Vegan and Vegetarian options, and our Special Dietary accommodations

  - Improve our menu rotation and variety, and intentionally promote these options

  - Make our Dining website more functional and interactive to better address how customers want to use it

  - Make our avenues of feedback more known and elaborate on what actions we have responded to

  - Survey the Vet Med/Scrubs neighborhood on what menu options and services they want

  - Incorporate lessons learned and core values into the newly developed Orientation Program

- Student Housing Services

  - Increase functionality of the Housing website to better meet the needs of students

  - Enhance our methods to solicit resident input and feedback on a more consistent basis using a variety of tools

  - Enhance customer service by following up with students to ensure their question/concern was adequately addressed

  - Highlight areas of change based on resident feedback so they know their needs are understood and the department is making an effort to address them

STUDENT SATISFACTION SURVEY 2019–20

STUDENT RECRUITMENT AND RETENTION CENTER (SRRC)

- Create a month-to-month internal plan to update and edit the website more regularly and more often

- Update the SRRC Google calendar weekly to ensure event information is as up-to-date as possible

- Promote social media channels and post operational status, updates and hours weekly

STUDENT SATISFACTION SURVEY 2019–20

UC DAVIS STORES

- UC Davis Stores has significantly increased the staffing of our student email support system. Additionally, customer service support staff now have documented procedures allowing them to answer student questions in a timely manner.

- Previously, the Equitable Access program required students to request UC Davis Stores staff assistance to opt back in to the program or to opt out of the program after the Tuition payment deadline. Students can now opt themselves in and out of the program after the billing period ends without assistance from staff.

- UC Davis Stores student staff leads are now involved in the buying experience and are consulted on merchandise design and selections. These student designed items will be marketed with the Student Staff recommendations. With students being more involved in the buying process, we are more likely to meet current student needs and expectations.

STUDENT SATISFACTION SURVEY 2019–20

UNDERGRADUATE ORIENTATION

- Enhance ease of navigation of website and simplify content and resources

- Implement post-orientation surveys and mid-quarter (Fall) student surveys to assess students' needs and retention of information

- Evaluate hours and how we can utilize technology to create appropriate accessibility for customers

STUDENT SATISFACTION SURVEY 2019–20

WOMEN'S RESOURCES AND RESEARCH CENTER (WRRC)

- *Priority setting:* utilizing impact vs. effort exercise to inform how we prioritize projects and letting go/deprioritizing projects

- Hold a team meeting discussion on feedback using toolbox discussion agenda and videos

- More intentional and regular sharing of campus-wide updates and initiatives--how is this connected to our unit, via weekly email updates and staff meetings