

STUDENT SATISFACTION SURVEY 2020–21

AB540 AND UNDOCUMENTED STUDENT CENTER

- Implement an engagement and outreach strategy (social media, website, and newsletter) to make information and policy updates accessible to our student population to be more prepared to make informed decisions.
- Start engaging the community in the process of creating a strategic plan timeline for the AB540 & Undocumented Student Center's efforts
- Continue to build on existing and create new partnerships and find securable funding to meet the community's needs.

STUDENT SATISFACTION SURVEY 2020–21

ACADEMIC ASSISTANCE AND TUTORING CENTERS

- Continue advertising and outreach to transfer students.
- Continue to build on the success of our virtual front desk to increase access for student questions.

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CENTER FOR CHICANX AND LATINX ACADEMIC STUDENT SUCCESS

- To ensure effectiveness of our communications we will expand into social media and develop a weekly newsletter which highlights our academic programs.
- We will develop programs and activities to acknowledge and appreciate the Chicax/Latinx diversity within the community.

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CENTER FOR STUDENT INVOLVEMENT

- Continue to offer Remo (digital space to host events) through December 2021.
- Review departmental processes to improve efficiencies to better serve and support student organizations and leaders.
- Set up virtual staff meeting scheduling process and list on website for students to connect virtually with CSI Staff.
- Continue quarterly category meetings to better communicate campus updates and seek to understand and address the needs of student organizations.

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NATIVE AMERICAN ACADEMIC STUDENT SUCCESS CENTER

- To maintain our different modes of communication, monthly newsletter, social media and website.
- To increase in-person activities that support a sense of belonging, connection to campus and academic success.

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STUDENT RECRUITMENT AND RETENTION CENTER

- Update website and social media content regularly with improved accessibility to keep community members informed.
- Develop an action plan to obtain community feedback on programs and services.
- Promote our new graphic element to help shape the SRRC's narrative/brand across campus and for our communities.

STUDENT SATISFACTION SURVEY 2020–21

UNDERGRADUATE ORIENTATION

- Enhance ease of navigation of website and simplify content and resources.
- Improve post-orientation surveys to assess students' needs and experiences.
- Increase staff training on facilitating conflict resolution for customers.