

	<b>Recommendation</b>	<b>Fully Comply, Partially Comply or Did Not Comply</b>	<b>Explanation (if partial or did not comply)</b>	<b>Impact of Change on Organization</b>
1	Review the department's ongoing budget for equipment, major repairs, furnishings and renovations. Consider increasing this budget because it has not kept pace with departmental needs	Fully Comply		Budget has accommodated needed or require expenditures. Most of these projects have been funded through salary/wage and utility savings, along with funds from reserve account. A \$10 fee increase was passed by referendum in 2000 and a \$4 increase was passed in 2009 to assist with ongoing increases in operating expenses.
2	Investigate computer scheduling/event planning systems and invest in one. Bring the new system into use at least one full semester before moving to the new Student Center	Fully Comply		EMS Scheduling software was purchased and implemented.
3	Expand the concept of scheduling into an Event Planning emphasis, no later than the opening of the new facility	Fully Comply		Staff in Student Center Services work closely with individuals/departments who reserve space, by taking an Event Planning approach. Staff in the CASO office work with student organizations to address issues of risk management, minimizing inherent risks associated with their events. Those efforts include: processing Solicitation Forms, Food Waivers, and Health/Safety Forms for food handling.
4	Keep the Lair open after the new facility opens, and consider whether its hours of operation are sufficient to meet community needs.	Fully Comply		The former Lair is now known as The Den, and is a food service venue, operated by Chartwell's. The hours of operation are reviewed by the Food Service Advisory Committee and maintained by Chartwell's.
5	Decorate meeting rooms in the Student Center with art, color, wall coverings, attractive furniture and bulletin/chalk boards.	Partially Comply	A graphic arts poster and print collection was donated to the student center. It has been framed and mounted in common areas and in approximately 50% of meeting rooms. Rapidly changing trends in technology have resulted in a reduction of request for bulletin boards/chalk boards. All meeting rooms are now equipped with permanently mounted LCD projectors.	As the building opened, the meeting rooms were plain. Presentation equipment and artwork have been added to the rooms. This has helped with customer needs as well as appearance.

6	Improve building art and set aside a budget for art acquisition for public areas	Did not comply	Creation of an Art Gallery was a good first step. Unfortunately, space for ID Services took precedence over the need for a gallery.	Through staff and student requests, the need for an Art gallery in the Student Center has been affirmed. While a new location has not been assigned, other areas in the LBJ Student Center have been made available to help with the display of art.
7	Add courtesy phones so students can conveniently make local calls.	Fully Comply		Phones are in strategic locations in the building (e.g. Information Desk, main artery of third floor meeting rooms) The high usage of personal cell phones has reduced the need for these phones.
8	Consider better safety training for Operations staff	Fully Comply		Annual training occurs at LBJ Student Center Kick-Off with all full- and part-time staff. Custodial staff members attend monthly safety classes. Staff in key positions (building managers, program coordinators) have received additional first aid training.
9	Completely overhaul the Leadership Development Program. Use a team approach to study new approaches and involve more staff in Leadership Development. Target Freshmen and attempt to make leadership programs more desirable to participants.	Fully Comply		A concerted effort has been placed on developing leadership opportunities for students, along with the creation of the Planning, Leadership, Assessment and Marketing area of the LBJ Student Center. Bobcat Interest Inventory has helped Freshman students during PAWS Preview select activities in which they would like to become involved. The institution of the Bobcat Speakers Bureau has also enhanced the leadership development offerings from the department for student organizations. In September 2009, the campus wide efforts of leadership development were moved to the Dean of Students office for the creation of a Leadership Institute. Student Organizational leadership and training opportunities will continue to be offered by the department.

10	Consider adding a Coordinator of Student Organizations after the new building opens. Make Leadership Development a major responsibility of this position.	Fully Comply		A Coordinator for Student Organizations and Greek Life was added, shortly after the new building opened, and has been elevated to Assistant Director in the CASO area. A new Coordinator position for Leadership and New Student Programs was created to provide staffing to support the leadership development aspect of the CASO Office, which has been transferred to PALM. Currently, the position has been transferred to the Dean of Students office, but the responsibilities have remained in the PALM area.
11	Continue the new emphasis on meeting the need of commuter students	Fully Comply		Commuter Students have received much more intentional programming, since 1997. Those efforts include the following programs and services for the Off Campus Student Services area of CASO: Bus Ad program (currently jointly used with Auxiliary Services, depending on the source of the ad (student organizations and university departments are handled by Student Center, outside advertising is handled by Auxiliary Services), Off Campus Housing Fair, Off Campus Survival Guide, Commuter Breakfast and the Achieving Community Together (ACT) campaign in partnership between Texas State and the City of San Marcos.

12	Review the nature and frequency of programs sponsored through the Student Center. Consider more educational programs and attempt to create more university traditions in programming	Fully Comply		Student Center initiated the successful Tailgate program, and continues to be integrally involved. SACA added the Pride & Tradition committee to its wide range of programming goals. The Common Experience at Texas State has provided many opportunities for SACA to provide educational programs, through co-sponsoring the keynote speaker each semester, offering a related film series and other lectures/programs related to the Common Experience theme each year. As Texas State's Pride and Traditions university-wide committee has identified the top ten Texas State traditions, the following traditions stem from the CASO area of the Student Center: Soap Box Derby (Order of Omega), LBJ Student Picnic (SACA), Homecoming (SACA) and Bobcat Build.
13	Survey companies that recruit and hire Texas State students about the utility of the Co-Curricular Transcript (CCT). Keep this program only if employers report using the CCT in the hiring decisions.	Fully Comply		A lot of discussion has occurred within the profession relative to the usefulness of Co-Curricular Transcripts. The combination of an increasing need for millennial students to capture their involvement and achievements in one location, coupled with Career Services also initiating a similar project, prompted the CASO office to work with Student Affairs Technology to generate a CCT program. It was piloted in 2008-2009 and will also incorporate Residential College student participation for the Fall 2009 semester.
14	Consider establishing a "council of presidents" for students leaders, and extend this as an alumni tradition.	Partially Comply	The alumni tradition portion of this has not been pursued at this time.	The creation of the Student Organizations Council instituted a Presidents' meeting held twice each semester for all student organization presidents. These meetings are chaired by the President of SOC. These meetings have increased awareness of campus programs and services available to student organizations and their members. It has also served as a valuable resource in garnering feedback about Student Center programs and services.

15	Set a goal to purchase better technical program support equipment, and to add a professional technical director to the Student Center staff by the time the new facility opens.	Partially Comply	The LBJ Student Center provides better technical support and has taken an active role in providing aid for Presidential events. Training is ongoing. No professional staff was added.	Staff and student employees are better trained to provide assistance in this area. LCD projectors were placed in each meeting room and A/V equipment was updated.
16	Extend the Student Volunteer Connection into service learning for classroom credit, through partnerships with teaching faculty.	Partially Comply	The university has placed some emphasis on this program, through the appointment of a program director, but very little resource allocation is provided.	The staff in CASO have served on the university's service-learning steering committee; due to the lack of consistent leadership from academic administrators, this program has not garnered much support, among faculty members; as well, a service-learning grant program is already in place (PRAXIS). The Student Center has not made inroads with respect to creating its own service-learning program. However, many of the faculty and staff who do teach US 1100 classes, incorporate service-learning into their syllabi.
17	Develop a marketing plan for the new LBJ Student Center. Define the Student Center's mission and overall purposes in the eyes of the university community, as well as making the community aware of specific features and services. Consider full-time staffing, a departmental committee, graduate assistant(s), and/or academic classes in marketing as resources to support a major new marketing emphasis.	Fully Comply		Created and hired Marketing Coordinator position, along with student graphic design staff. Marketing protocols have been developed to consistently brand the LBJ Student Center.
18	Brainstorm new ideas with student groups and revitalize the marketing/advertisement of programs for both on-campus and commuter students.	Fully Comply		With the emergence of the internet and social networking sites, students have utilized several avenues to market programs on and off campus. Through the work of the Student Center Advisory Committee (student leaders serve on this committee), the marketing protocols for printed materials of the Student Center and the use of new technology to market programs and services, Texas State students are better informed.
19	Consider classified staff volunteers for appointment to department, division, or university committees and other leadership roles.	Fully Comply		Staff members have served on numerous committees and teams both within the Division of Student Affairs, and across the University.

20	Establish a tiered system of student staff wage rates and eliminate the "wage compressions" caused by the recent increases in the federal minimum wage.	Fully Comply		As a result of the increase in federal minimum wage in 2007, the current system was created in coordination with the four operating units of the Student Center: Administration, CASO, Operations and PALM. All student positions will have the same starting hourly rate, according to the position title.
21	Review the LBJ Student Center salary structure against ACUI data and make adjustments where salaries are not competitive.	Fully Comply		The University initiated a process to review positions and to measure salary levels against comparable positions within the community. Salary adjustments have been implemented, according to University recommendations.
22	Review the formal training of student managers, as well as manuals and related policies, to determine whether consistency of practice can be improved.	Fully Comply		Through the learning outcomes, related to student employment, an assessment of student employee development is taken each fall and spring semester. These assessments are utilized in creating a plan for skill development among student leaders. Training has elevated the ability of student managers to work with staff, employees and customers in a more effective way. Manuals and training have been created and edited as needed.
23	Evaluate the computer equipment assigned to Graduate Research Assistants (GRA) and improve, where needed.	Fully Comply		Each GRA has a computer work station that is a part of the annual upgrade and trickle down plan, so that equipment may be upgraded every three years.
24	Outfit all administrative staff with dedicated computer work stations networked for e-mail.	Fully Comply		Each Full-Time staff member of the Student Center has an assigned computer work station, networked with e-mail access and appropriate software packages.

25	Review the procedures for purchasing and payment, especially in the case of contracted entertainment. Look for ways to streamline contracting and payment processes.	Fully Comply		Purchasing procedures are streamlined with the use of "Green Forms", which initiate a payment request across all four operational unites of the Student Center. Additionally, a new signature approval process has been approved, which should streamline contract approvals from the department. The approved contract signature policy is: Director has final signature authority for contracts no greater than \$2,000. The Associate Vice President/Dean of Students has final signature authority for contracts greater than \$2,000 to no more than \$7,000. The Vice President for Student Affairs will have final signature authority for contracts greater than \$7,000.
26	Develop programs within the LBJ Student Center to train staff in new computer skills and software applications.	Fully Comply		There are opportunities through the Professional Development program as well as Technology Resources for a comprehensive offering of computer-related courses for staff. Staff attend these training sessions, as needed.
27	Continue to improve assessment. Include specific recommendations for quality improvement in future self-studies. Begin to measure learning outcomes of Student Center work.	Fully Comply		The following assessments are employed annually: EBI (college unions, student organizations, Greek Life), program assessments per event, building user assessments and annual review of departmental strategic plan and learning outcomes-based assessments on student employees and student leaders. Analysis of results have provided specific action plans.
28	Plan to release more public information about the new LBJ Student Center building and what it will contain.	Fully Comply		A large campaign was undertaken when the new building was occupied. All activity and program information has been properly disseminated. More of the campus community is aware of Student Center programs, activities and services. The staff continues to market/brand the Student Center in all its printed materials.
29	Begin planning furniture and equipment for the new building. Revisit the building's equipment budget to determine whether it will be adequate.	Fully Comply		The budget for furniture and equipment continues to be scrutinized and reviewed annually; budgets have been increased, as needed, to meet the needs of a growing student population.

30	Consider locating Student Justice and the Assistant Vice President and Dean of Students closer to the other Student Affairs Division offices in JCK rather than in the new Student Center.	Fully Comply		While the final decision was not to relocate the Student Justice, Associate Vice President/Dean of Students offices closer to other Student Affairs division offices, the one-stop shopping experience for students visiting the Student Center has been well received.
31	Consider the most appropriate hours of operation for the new LBJ Student Center. Whether or not operating hours increase, plan to add at least one full-time salaried evening/weekend manager when the new building opens.	Fully Comply		Night and weekend Manager position was created and filled. Hours of operation were adjusted to accommodate late night activities that includes the availability of food service options.
32	Secondly consider retaining at least part of the space in the current LBJ Student Center for meeting/programming spaces after moving into the new building.	Fully Comply		This option was considered, but due to the need for office space, as the campus faculty/staff numbers increase, the building was converted into several office spaces. One conference room was retained for use by University College.
33	Give staff more opportunities to attend conferences, write more articles or benchmark.	Fully Comply		Two associate directors have published articles in the professional journals/magazines of ACUI and NACAS and all three associate directors have presented at these as well as other national and international conferences. Coordinators have also presented at local, regional, national and international conferences. The staff continues to serve professional associations at the leadership level, with three serving on or chairing international conference committees, and three serving on international leadership positions.

**Summary**

Fully Comply	28
Partially Comply	4
Did Not Comply	1
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