

Areas to be Addressed	Recommended Solution	Recommended Implementation	Estimated Cost	Expected Impact on Organization
<p>1. Program Assessment and Evaluation</p>	<ul style="list-style-type: none"> • Implement use of a uniform Program Planning and Assessment Tool for all Student Center programs • Review programs for satisfaction • Review programs for cost per head impact • Complete end of program evaluation and assessment for each Student Center program • Tie programs to departmental strategic plan and learning outcomes • Employ the Event Management System for all Student Center programs and services, whenever possible 	<p>Fall 2009 for all recommended solutions</p>	<p>Minimal budgetary impact related to replacement of equipment (Event Management System card readers, laptops) when needed and printing of program assessments (Scranton-like assessment tool)</p>	<ul style="list-style-type: none"> • Effective program planning skills learned by student leaders and student employees responsible for Student Center programs • Programs and Services closely aligned with departmental strategic plan and learning outcomes • Effective and efficient use of financial resources (student center and student service fees) • Potential to increase opportunities for more programs and/or or higher quality programming • Analysis of an accepted “value” or cost per person for Student Center programs, per the program assessments
<p>2. Student Retention through Involvement, Leadership and Civic Engagement Opportunities</p>	<ul style="list-style-type: none"> • Increase efforts to participate in ACT program activities, soliciting volunteers to participate in the various civic engagement activities • Revise annual Texas State Leadership Exchange conference to meet the 	<p>Fiscal Years 2010 and 2011</p>	<ul style="list-style-type: none"> • ACT programs will increase and additional funds will need to be secured in the amount of approximately \$1,500 • No budgetary 	<ul style="list-style-type: none"> • A more cohesive approach to marketing the LBJ Student Center through coordinated promotion at new student events, orientations and freshman seminars will continue to entrench the Student Center brand; Additional

	<p>needs of student leaders during the fall semester</p> <ul style="list-style-type: none"> • Review student leader academic performance for Greek and non-Greek organizations each semester • Continue to advocate for student participation in both the Bobcat Interest Inventory and the Co-Curricular Transcript • Create a module for Student Center staff to promote campus involvement, as called upon by faculty and other entities on campus • Promote the complete Student Center “experience” at various university events, such as Bobcat Days, Summer Orientation, Transfer Orientation, etc. • Employ current methods of promotion via technological resources • Conduct benchmarking regarding special populations (commuter students, transfer students, non-traditional students and first generation) to determine appropriate services and programs 		<p>impact expected for Texas State Leadership Exchange, academic performance initiatives, Bobcat Interest Inventory and Co-Curricular Transcript</p> <ul style="list-style-type: none"> • Promotion of Campus Involvement Activities and Student Center “experience” will require additional promotional items in the amount of approximately \$1,500 • No budgetary impact expected to promote activities and services via technological resources or to conduct benchmarking 	<p>emphasis on the various leadership programs and involvement opportunities on campus and within the community will promote a stronger bond to the university, as well as a desire to succeed</p> <ul style="list-style-type: none"> • Current technology will continue to engage students in programs and services offered by the Student Center. • Greater support may be provided for special student populations that may require specific attention, programs or services to ensure academic success
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<p>3. Facilities Improvement/Maintenance /Satisfaction, Sustainability and Technological Resource Allocation</p>	<ul style="list-style-type: none"> • Create Master Plan for facilities improvement and maintenance (based on age of the facility and space needs) • Develop uniform satisfaction survey for all users of meeting rooms • Consider a complete recycling plan for building occupants and users • Benchmark comparable universities to review possible changes in technology as it relates to conference services and staff tasks 	<p>Fiscal Year 2011</p>	<ul style="list-style-type: none"> • There is no direct budgetary impact on the creation of the Master Plan • The budgetary impact will be minimal for any paper surveys distributed • The budgetary impact will depend on the type of recycling program implemented • There is minimal budget impact for annual benchmarking 	<ul style="list-style-type: none"> • A coordinated plan to maintain and/or improve building facilities and services will continue the positive image and brand the Student Center holds on campus; it will also encourage repeat visitors and users • Recycling efforts will also not only save the environment, but also continue to support a positive campus image of the Student Center • Benchmarking technology will assure that we continue to plan for and provide current technological services to users
<p>4. Financial Resource Allocation</p>	<ul style="list-style-type: none"> • Secure partnerships with entities within the university and external to the university for Student Center programs and services • Review grant opportunities to support departmental programs and services • Through the analysis of program and service assessments, reallocate financial resources to 	<p>Fiscal Years 2010 to 2014</p>	<ul style="list-style-type: none"> • The budgetary impact is mostly that of staff time to pursue the partnerships and grant opportunities or to analyze the program/services assessments • Increased staff levels will have a budgetary impact 	<ul style="list-style-type: none"> • Efficient and effective use of financial resources, along with maximizing additional potential revenue sources will create opportunities for more programs or higher quality programs and services • With the increasing student population and demand for programs and services, additional staff will help alleviate stress on

	<p>programs or services that have the greatest impact</p> <ul style="list-style-type: none"> • Review programs and services to determine appropriate staff levels 		<p>related to the types of positions created</p>	<p>the current staff, and provide for greater synergistic opportunities to benefit the student community.</p>
<p>5. Student Employee Development</p>	<ul style="list-style-type: none"> • Create an employee development model, that provides opportunities for student employees to develop certain skills (online modules, coupled with training sessions would be ideal) • Provide for employee recognition opportunities to promote skill development • Utilize the learning outcomes for student employees as a foundation for creating the program 	<p>Fiscal Years 2010 to 2012</p>	<ul style="list-style-type: none"> • The creation of an employee development program may cost around \$1,500 in materials and promotion • Recognition program may cost around \$1,000, annually 	<ul style="list-style-type: none"> • Well trained student employees will ensure that users of Student Center programs and services will have a first-rate experience • Student employees will develop skills that will translate to their careers/professions

Source: Information provided in this table was compiled from the following sources: Trends from past five years, Departmental Strategic Plan and CPR Findings from 1997