



Increase the utilization of Campus Labs attendance tracking software to assess student demographics and student participation in CLASS Programs

Number: UCOEM Objective 1.1

Title: Increase the utilization of Campus Labs attendance tracking software to assess student demographics and student participation in CLASS Programs

Description

By tracking and assessing the student demographics and student participation in the CLASS Programs, the University Center is better equipped to design and implement programs and events that will cater to the student's specific needs. The more those students are active on campus, the more likely it is that they will gain pride in the University; the better the change we have of retaining them at Kean and being a positive factor in recruiting new students.

Has this objective been met: Yes

Start: 7/1/2013

End: 6/30/2016

Providing Department: University Center Operations and Event Management Office

Responsible Role:

Role

Program Assistant (Sandra Collins)

Progress: ➡ Ongoing

Measures

Starting in the Fall 2014, the staff will be retrieving the data after an event to keep records on the number of students that attended, how many times they have attended a CLASS event and what is their demographics.

Implementation plan with timeline

UCOEM Action 1.1.1.

By the conclusion of AY 13-14, the swipe technology will be implemented through Cougar Link.

During the Spring 2014 semester, all CLASS programs had attendees swipe in via Cougar Link for attendance purposes.

UCOEM Action 1.1.2.

Investigate the differing student body population that attend our programs; and assess how they are doing academically (to be completed by end of Fall 14)

UCOEM Action 1.1.3.

Reassess on an annual basis beginning AY 14-15

Data Results

For Action 1.1.1.

For the Spring 2014 semester, 10 programs utilized the Cougar Link Attendance Tracker. At the beginning of each event, the University Center Event Staff would ensure that all students were checked in using the Attendance Tracker. If they did not have a Kean University ID, the staff would manually input the student's ID number into the system.

Supplemental Data (Campus Labs)

Name	Source Type
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No items to display.

Actions Taken Based on Data Collected

Action 1.1.1.

At first, students were forgetting to bring their Kean University ID's to the events that were held in both the Little Theater and the Game Room (traditionally it was not needed at these events) and many students even questioned why they needed to swipe. By the end of the Spring 2014 semester, students were in the habit of swiping in without difficulty.

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To continue to provide student staff trainings that provide professional and leadership opportunities.

Number: UCOEM Objective 1.3

Title: To continue to provide student staff trainings that provide professional and leadership opportunities.

Description

The University Center creates opportunities for professional development and leadership growth and nurtures an environment of ownership and pride for both the department and the University. This creates a staff member who wants to not only attend Kean but to thrive and grown as a contributing community member. This staff has a large majority of students who's GPA is over 3.0 which contributes to their retention at the University. By having staff members who demonstrate this sense of Kean pride and ownership, visitors and potential applicants/students can visualize the type of Kean University student they can become.

Has this objective been met: Yes

Start: 7/1/2013

End: 6/30/2016

Providing Department: University Center Operations and Event Management Office

Responsible Role:

Role

Program Assistant (Sandra Collins)

Progress: ➡ Ongoing

Measures

Assessment will be completed by:

- Exit Surveys and interviews
- Job performance/staff development rubric
- Pre/Post Tests
- Quick assessment activities such as the "Minute Paper" and "Muddied Water"
- Self Evaluations
- Staff Mid and Semester Evaluations
- Number of opportunities that are provided to the students to serve on University committees

Implementation plan with timeline

OCOEM Action 1.3.1:

Implement a training program at the beginning of each semester that has workshops on topics that are relevant and necessary for our student staff members' professional

development

OCOEM Action 1.3.2:

Reassess on an annual basis beginning AY 14-15

- Training Schedules
 - Fall 2013 All Staff Training schedule
 - Fall 2013 Event Staff Training schedule
 - Fall 2013 GA and Manager training schedule
 - Fall 2013 New Staff Orientation schedule
 - Winter 2014 training schedule combined

Data Results

Supplemental Data (Campus Labs)

Name	Source Type
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No items to display.

Actions Taken Based on Data Collected

New Staff Orientation and All Staff training will have more of its veteran staff members and management team presenting instead of professional staff. According to interviews with the new staff and returners, many enjoyed having their co-workers and managers present the material needed.

It was more difficult to assess the outcomes for the staff during this training year due to utilizing different means of assessment and not using a satisfaction survey at all. This upcoming year, we will be doing a combination of both.

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Continue to measure student, faculty and staff satisfaction with the food services offered at the University by the conclusion of AY 13-14.

Number: UCOEM Objective 2.3

Title: Continue to measure student, faculty and staff satisfaction with the food services offered at the University by the conclusion of AY 13-14.

Description

By Utilizing the Dining Services Survey and hosting bi-weekly Dining Services Advisory Board meetings; we can determine from the students input whether or not our Food Services Vendor is meeting the needs of our diverse population.

Has this objective been met: Yes

Start: 7/1/2013

End: 6/30/2014

Providing Department: University Center Operations and Event Management Office

Responsible Role:

Role

Director (Kerrin Lyles)

Progress: ➡ Ongoing

Measures

Satisfaction surveys through Campus Labs, Dining Service Advisory Board meetings and through various social media outlets (Facebook, Instagram, Twitter) linked to the Dining Services Advisory Board.



Implementation plan with timeline

OCOEM Action 2.3.1:

Meet bi-weekly with the Dining Services Advisory Board to ensure the students' voice is being heard

OCOEM Action 2.3.2.:

Evaluate the survey annually to ensure the student needs are being met, beginning AY 14-15

-  Dining-Service-Advisory-Board-Survey-2014-UC-Food
-  Kean USA Food Survey results-8-1-13 (2)

Data Results

 Summer Immersion Food Survey 2013

Supplemental Data (Campus Labs)

Name	Source Type
Dining Service Advisory Board Survey 2014 (UC Food Court & New Upper Class Dining Hall)	Baseline (All project data)

Actions Taken Based on Data Collected

We have used the results from the Food Services Survey to determine that the overall dissatisfaction with the New Upper Class Dining Hall has increased each year with our students.

The Dining Services Advisory Board continues to work with Gourmet Dining on resolving some of these concerns. Over the last few years the Dining Services Advisory Board has accomplished a few things. They include a promotion to increase the knowledge of the DSAB, establishing an e-mail address dsab@kean.edu, creating a marketing committee to promote DSAB to the campus community, the implementation of Meatless Mondays (main entrée section) additional food offerings like: 2% milk as an additional option, whole wheat pizza, identifying which foods are gluten free, more routine cleaning of the serving area, equipment and floors. We are looking for ways to identify the managers in each location; a suggestion was made to hang pictures of the managers in each location and also to post their pictures on the GDS website. We are also looking into redesigning the New Upper Class Dining Hall to allow for more variety of food. A concept plan was created by Tracie Feldman for review.

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To work in collaboration with the University Fire Marshall and Kean University Department of Public Safety and Police to update and evaluate University Center Emergency and Safety procedures by the conclusion of AY 13-14

Number: UCOEM Objective 4.1

Title: To work in collaboration with the University Fire Marshall and Kean University Department of Public Safety and Police to update and evaluate University Center Emergency and Safety procedures by the conclusion of AY 13-14

Description

By working with the University Fire Marshall, we can develop a plan to ensure that all of the Emergency procedures are working properly.

Has this objective been met: Yes

Start: 7/1/2013

End: 6/30/2014

Providing Department: University Center Operations and Event Management Office

Responsible Role:

Role

Program Assistant (Sandra Collins)

Director (Kerrin Lyles)

Progress: ✓ Completed

Measures

The number of successful fire drills as determined by the office of Public Safety and Police and the number of workshops presented by the University Fire Marshall and Kean University Department of Public Safety and Police, to University Center staff and Professional Staff throughout the building. The creation of an implementation plan by designating building captains to assist with evacuation procedures.

Implementation plan with timeline

Action 4.1.1.



Conduct workshops on Emergency and Safety Procedures during student staff trainings

Action 4.1.2.

Work with the offices within the University to designated floor/office captains

Action 4.1.3.

Conduct training for designated floor/office captains

-  UC Building Captain list
-  UC Emergency and Safety Inspections

Data Results

Supplemental Data (Campus Labs)

Name

Source Type

No items to display.

Actions Taken Based on Data Collected

More emphasis on building safety will be presented at Staff Trainings. Emergency procedures will be reviewed bi-annually with the Building Captains. Building evacuation plans will be posted on every floor.

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