**Services & Activities Fee Annual Program Review**

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| Program Name: | University Centers – Student Ambassadors |
| Program Manager: | Elvin Delgado |
| Fiscal Year: | FY2024 |

1. In what way(s) does your program support CWU students? Please be specific and concise.

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| First and foremost, the Student Ambassador position at the University Centers and online is one of only two positions that these students can apply for as student employment. The purpose of the student ambassador position is to foster awareness of CWU-Center programs and services to our community colleges. This position plans, coordinates, and directs activities that strengthen the relationship between CWU-Centers and Host Colleges. In addition, the student ambassador position provides support to the center faculty and staff:   * Welcome and reception duties by providing faculty, staff, and host community college students with information about programs and services. * Market and promote activities and events to CWU students through outreach activities. * Encourage students to participate in New Student Orientation and information sessions. * Promote/Participate in special campus projects and events. * Maintain confidential records and FERPA guidelines. * Attend meetings, trainings, and in-services as designated. * Perform errands, office duties, and other projects as needed. * Market the centers through the maintenance of our social media accounts. * Assist in maintaining the center website and keeping it up to date. * Conduct in-classroom presentations at the host college to promote CWU. * Participate in tabling and outreach activities on the host college campus. * Collaborate and participate with international programs to connect with prospective students and promote CWU. * Build peer to peer relationships to offer the student perspective/point of view. |

1. What are your specific program goals or learning/operational objectives? How are you assessing the effectiveness of your program in achieving those targets?

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| The student ambassador position creates an opportunity to develop and expand professional and administrative skills, while working with a professional higher education team. This position helps them prepare for careers, provides supplemental professional development to complement degree programming, and enhance their interpersonal skills. In addition, they gain customer service and peer-to-peer support, advising, outreach, relationship building event planning, marketing, general office skills, and knowledge of university policies and procedures.  For assessment, annual reviews are performed with each ambassador to ensure benchmarks are met and to assess their professional growth. |

1. What is the overall purpose of your program and what service(s) does your program provide?
   1. Are there overlaps or intersections with other university programs that have similar purposes or services?

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| The purpose of the student ambassador position is to foster awareness of CWU-Center programs and services to our community colleges. This position plans, coordinates, and directs activities that strengthen the relationship between CWU-Centers and Host Colleges. University centers serve as access points for DTA students who are home and place bound, nontraditional, and require alternative schedules to meet their professional and educational needs. The CWU-University Centers provide an opportunity for many neo-traditional, BIPOC and Traditionally Underrepresented Students. Currently the University Centers student population is 54% BIPoC (63% non-Latino/Hispanic 20% Latino/Hispanic 17% unreported and 64% TUSG. For comparison Total enrolled student demographics 69% white 31% BIPoC with 21% reporting Latino/Hispanic. |

1. How does your program align with the purpose of S&A funding? “*Supporting cocurricular and extracurricular activities and programs participated in by students in the furtherance of their education*.”

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| Student Ambassadors support the extracurricular activities for center students by providing peer leadership, supporting programming and center events, and offering office and clerical support to center students. |

1. Please provide specifics on how your program supports and aligns with CWU’s strategic plan (<https://www.cwu.edu/about/mission-vision/_documents/cwu-vision-mission-values-strat-plan-bot-approved.pdf>)?

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| ***STUDENT SUCCESS***  Goal 1: **Develop clear pathways into and through the university to ensure equitable access to higher education, enhance student engagement and success, and improve retention and graduation rates**. Student Ambassadors help prospective students understand the benefits of attending the centers and the flexibility of course schedules to maximize equitable access to those who cannot attend or are able to experience the typical 4-year institution. Student Ambassadors are leaders who represent the population they serve. They are highly diverse and current students are given the opportunity to witness and engage in peer-to-peer support.  Goal 2: **Elevate culturally sustaining practices so that the cultural wealth that historically excluded students, faculty, and staff bring to our university community is integrated into the learning environment.** The centers employee a very diverse population of faculty and staff that receive support from the Student Ambassadors.  ***STUDENT ENGAGEMENT***  Goal 1: **Amplify and elevate the university’s relationship with local and regional communities.** Student Ambassadors work directly with the centers’ community college campus students and personnel. Community engagement is a daily activity for these positions.  ***BELONGING***  Goal 1: **Establish hiring, onboarding, and evaluation processes that nurture a culture of inclusion for all employees with a focus on increasing the number of employees from historically excluded groups.** As previously mentioned, the university centers contribute to the overall diversity numbers of the institution. Student ambassadors reflect this diversity, and they help to create spaces that enhance current students’ sense of belonging. The student employment structure for CWU is not equitable between the main campus and the center/online locations. Student employment is very minimal in that out of the 1,589 current student positions, only 10 of those are available as center/online Student Ambassadors. |

1. Please provide detailed information regarding who utilizes your program? (*Students, faculty, staff, community? Specific demographic information? Class standing, gender, ethnicity, transfer, campus location, etc*.)

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| All university centers serve DTA students from each host campus, over 30+ faculty and staff, all community members that walk-in and seek assistance with various requests. |

1. How many unique CWU students utilize your program or services?
   1. How do you gather these metrics?
   2. If you do not, what is preventing you from getting that data and how are you determining usage by CWU students?

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1. Are there any current vacant positions in your program?

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| Vacant positions occur center to center and can vary throughout each quarter. It is the goal to always have two ambassadors per Westside Center: Pierce/JBLM, Des Moines, and Lynnwood (6 total) and (4 total) for Eastside: Moses Lake, Yakima, and Wenatchee. Hours may vary as well at each center based on student worker availability. |

1. Given the budget reductions taking place, and continuing for the remainder of the funding cycle, please tell us what specific impacts those reductions have had on your program compared to what was originally planned and included in your initial base funding request.

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| Student Ambassadors contribute to the diversity of the university and aids in fulfilling our vision that “Central Washington will be a model learning community of equity and belonging.”  To cut funding for this position widens the equity gap between main campus students and center students by creating financial and educational barriers to those who represent marginalized and/or international student populations-who need it the most. Our international student population cannot work outside of the institution and would otherwise have no employment opportunities to sustain them living in the US and paying for school. Students who attend the centers or online are only given two options for student employment: Student Ambassadors and Campus Activities Coordinators. There are no other student employment opportunities at the Centers.    Central currently employs 1,589 student positions and of those positions only 22 are available across all center locations: 10 Student Ambassadors (for the centers) and 12 Campus Activities Coordinators (for Westside Student Life). In the current funding model, it would be impossible to offer 10 student ambassador positions the full rate of 20 hours per week per position or to offer the ability to allow these positions to earn 40 hours per week during vacation breaks- which main campus students are afforded as a supplement in their ability to earn more during those times. It would be a severe detriment to our student population to no longer have access to these jobs that financially supports their educational journey. |

1. Are there any circumstances or challenges that are currently impacting your ability to use your base funding allocation this year?

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| There are no foreseeable impacts that would impede the use of our base funding allocation this year. |

1. What other funding does your program receive? What percentage of your program’s total funding is coming from S&A Fees?

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| Previously, 100% funding for the Student Ambassador positions come from S & A fees. For FY24, the Provost will be supplementing this budget with funds from EGE Strategic Funds to extend student ambassador coverage to include all the Centers. This will help with the increase in minimum wage as well as the reduction in S&A funding (-$6,340.00 that is already forecasted). Student Ambassador roles are vitally important to the Centers – please see services described in Question #1. The additional funding from the EGE Strategic Fund is not a consistent, additional funding source going forward to meet the needs of the Centers. This savings came from not replacing an Administrative Specialist position for University Centers that was funded from 148 funds. The additional funding could be up to 63% of the S&A funding. The additional funding has been set aside to transfer in as the S&A funding is spent down month by month. |

1. What growth or expense increases do you anticipate seeing in the future?

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| As more course modalities are returning to in-person instruction, the foot traffic and opportunities for peer-to-peer engagement increases. Another foreseeable expense is the rise the of minimum wage and cost of living expenses each year which makes it necessary to allow each position their full 20 hours/week and 40 hours/week during vacations/breaks. |