**Services & Activities Fee Annual Program Review**

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| Program Name: | SUB Custodial |
| Program Manager: | Cherie Wilson |
| Fiscal Year: | FY2024 |

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

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| This program supports the day-to-day custodial needs within the Student Union facility. With a facility which operates 17 hours a day with multiple traffic patterns and peak usage of up to 15,000 visitors per day, the need for between rotations of meeting rooms, public areas, and restrooms is critical to the operation of the facility. |

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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| Student Union strives to provide a community centered gathering place with exceptional programs, services, and facilities to encourage formal and informal student learning and leadership growth. We are assessing the effectiveness of our programs through usage, space and resource reports of the facility. |

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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| Student Union provides an environment that promotes innovation, integrity, service, and community. Our facility is the hub for student life at CWU, with many opportunities for students to engage in activities and events. We strive to be at the forefront of service to students, the campus and community. This program does this by providing a clean and safe environment where students feel welcome and want to spend time here. No other university program offers similar purpose or service. |

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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| We support a clean facility to host cocurricular and extracurricular activities and programs within the SURC; offer student employment opportunities to further enhance the student’s education and support their financial needs; and support the cleaning needs of S&A offices throughout the Student Union. This budget is partially funded by S&A and partially funded by SUB fee. |

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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| We support CWU’s mission and goals by providing opportunities for creative expression through the space we support; we provide learning and development opportunities for our student employees that extend outside of the classroom; through strategic planning, we promote effective stewardship of our student fees; offer leadership opportunities through our student employment. |

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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| On average a total of 1.5 million people come into the Student Union. This includes students, faculty, staff, and the community. We supported 2561 S&A events using our meeting room space in the SURC last year. |

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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| Unfortunately, we don’t have a way to gather unique students that utilize our programs and services. We gather data through door counters at building entrances and through club usage but not by individual student usage. Many of the students attending programs within the facility are counted by those program areas hosting the event. |

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

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| None |

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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| Budget reductions directly impact our student wages. It also impacts our ability to purchase needed equipment to keep the building clean. |

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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| Nothing is impacting our ability to use our base funding. |

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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| The S&A Fee funds about 63.8% of this budget, the rest of the funding comes from the SUB Fee. |

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

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| I would like to continue to purchase equipment and the tools needed making us more efficient and effective in the custodial work we do. In addition, find opportunities to share resources with other areas of the building saving on costs while continuing to be good stewards of student monies. |