**Services & Activities Fee Annual Program Review**

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| Program Name: | Scheduling Services |
| 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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| University Scheduling provides room scheduling and resource management for all non-academic meetings and events occurring on campus both in Academic facilities and in the SURC. Our facilities are available for use by CWU recognized student organizations and departments as well as the general public. University Scheduling also enforces the Facilities Use Policy and Procedure for the university making sure space is used properly by all entities. |

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 facilities. We also conduct quarterly surveys with our student staff for data informed practices. |

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 our program is to provide a one stop shop for student clubs/organizations, departments, and off-campus groups to schedule space and resources as seamlessly as possible in both the SURC and Academic facilities. No other university programs offer 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 cocurricular and extracurricular activities and programs within the SURC and academic space; offer student employment opportunities to further enhance the student’s education and support their financial needs; generate additional revenue within the Student Union to help supplement the costs of student fees. We currently receive $27,000 per year from S&A to help support Scheduling Services. |

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 events we support; 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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| Last fiscal year a total of 1.5 million people come into the Student Union based on our door counters. This includes students, faculty, staff, and the community. This last year, Scheduling reserved over 4400 spaces for S&A groups using meeting room space in both the SURC and Academic Facilities. Below is a breakdown of how this compares to other areas. The breakdown below includes SURC and Academic Spaces:  FY 2023  S&A 4401  Departments 7505  Conferences 102  Off-Campus 317 |

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 usage. Many of the students attending programs on campus 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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| Since this budget has no student wages and very little goods and services, this directly impacts sending an employee to the annual 25Live conference. This conference helps educate them on the software they use on a daily basis to schedule space on campus. |

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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| None. |

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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| This budget receives monies from the Conference Center, the State and the SUB Fee because the Scheduling Center supports scheduling of both academic and SURC space for all of these areas. S&A funds support about 18% of the overall budget. |

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

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| I would like to see us build back our use of space within the next year to allow for more opportunities to grow our student programs and services. We will need support from program areas to accomplish this. |