

## Services & Activities Fee Annual Program Review

Program Name: Scheduling Services

Program Manager: Cherie Wilson

Fiscal Year: FY 2022

1. In what ways does your program support CWU students? Please be specific, yet concise.

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.

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

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.

3. What is the overall purpose of your program and what service(s) does your program provide?
  - a. Are there overlaps or intersections with other university programs who have a similar purpose or service?

Student Union provides an environment that promotes innovation, integrity, service, and community. Our facility is the hub for student life, 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. The purpose of our program is to provide a one stop shop for student clubs and organizations to schedule space and resources as seamlessly as possible. No other university programs offer similar purpose or service.

4. 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.”*

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 \$30,000 per year from S&A to help support Scheduling Services.

5. How does your program support CWU’s mission and goals? (<https://www.cwu.edu/mission/>)

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.

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

On average a total of 1.58 million people come into the Student Union. This includes students, faculty, staff, and the community. In a normal school year, Scheduling reserves over 20,000 reservations per year, which 6500 of those are for S&A events using meeting room space.

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

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.

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

None.

9. 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 including in your initial base funding request.

Specific impacts to each budget haven't been decided by administration yet.

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

None.

11. What growth or increases would you like to see in your program in the future?

Covid-19 has drastically impacted our use of space on campus. Some related to restrictions of allowing off-campus events to use our facility or some related to departments using Teams or Zoom platforms to hold meetings. However, the largest loss in revenue is due to programmers continuing to be cautious and cancelling or significantly downscaling their events regardless of loosened or open restrictions. 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.