

Services & Activities Fee Annual Program Review

Program Name: Student Union Custodial

Program Manager: Cherie Wilson

Fiscal Year: FY 2023

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

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 12,000 per day, the need for between rotations of meeting rooms, public areas, and restrooms is critical to the operation of the facility.

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 facility.

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 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 S&A program offers 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 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.

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 space 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.*)

Last fiscal year a total of 1.34 million people come into the Student Union based on our door counters. This includes students, faculty, staff, and the community. We supported S&A events and programs who use our meeting room space, offices, restrooms, patios and common areas of the Student Union.

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 student usage. Many of the students attending programs within the facility 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.

Budget reductions directly impact our student staffing, requiring us to reduce our student hours. The challenge is we are also being impacted by increased minimum wage costs which force us to be more strategic in operational hours of the SURC and how many hours we are working our students. This directly impacts all programs and services within the building.

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

Other than the current supply chain when ordering equipment, nothing is impacting our ability to use our base funding.

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

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.