

Services & Activities Fee Annual Program Review

Program Name: SURC Custodial
Program Manager: Ryan Jack
Fiscal Year: FY2024

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

SURC Custodial provides regular daily custodial services to the Student Union. With a facility which operates 17 hours a day with multiple traffic patterns and peak usage of up to 10,000 visitors per day, the need for between rotations of meeting rooms, public areas, and restrooms is critical to the operation of the facility and directly enhance the student experience.

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. SURC Custodial ensures the cleanliness of the Student Union, Wildcat Shop, and Dining which promotes an environment where students feel welcome and want to spend time here. Recreation also has custodial services to ensure their spaces are clean.

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 help facilitate cocurricular and extracurricular events and activities in the student union by maintaining the cleanliness of the building. We offer student employment opportunities which further enhance the student’s education and support their financial needs.

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

We provide custodial services to the student union with an emphasis on sustainability by minimizing waste and utilizing green chemicals in our daily routine. By employing students, we provide leadership, learning and development opportunities for them that extend outside of the classroom. We are a team of individuals that encourage mutual respect and belonging within our team and with those around us.

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.*)

Our program hosts and facilitates events for people of all different demographics. On average a total of 1.5 million people come into the Student Union. This includes students, faculty, staff, and the community. We hosted 2498 S&A events in the SURC last year.

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?

There are around 7,000 people frequenting the SURC per day. This data is collected through digital door counters that keep track of every visitor to the building. Unfortunately, we don't have a way to gather specific data for unique students that utilize our programs and services, but they are counted by the program areas hosting the events. Whether they are here to attend an event, grab something to eat, or simply study in one of our spaces, they are utilizing our program.

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

No.

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 wages, which then impacts the number of students we can hire. It also impacts our ability to purchase needed equipment to keep the building clean.

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

There aren't any circumstances or challenges that are 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 the necessary equipment and tools needed to be efficient and effective in the custodial work we do. In addition, I'd like to find opportunities to share resources with other areas of the building saving on costs while continuing to be good stewards of student monies.