Assessment Collides with COVID-19
Kent Student Center & UECS

INTRODUCTION:
The KSC is our student’s inclusive, friendly, warm, and welcoming “home away from home”. It is a special place for them to gather and engage in co-curricular, cultural, social, and professional events. The KSC & UECS provide the service delivery conduit for all the engagement opportunities such as meetings, events and conferences that happen in the KSC and across campus.

SERVICE OUTCOMES:
1. Online registration for all events, meetings, conferences
2. Building Usage through February = 1,020,386
3. KSC bookings = 6,147
   (Student events = 3,476)
4. KSC event attendance = 219,803
   (Student attendance = 120,385)
5. Campus bookings = 7,805
   (Student events = 2,375)
6. Campus event attendance = 284,146
   (Student attendance = 129,377)
7. Bookings cancelled campus-wide due to COVID-19 = 8,150

EXTERNAL STUDENT TRAINING:
1. Staying Safe on Campus
2. Mindfulness Meditation
3. Change Management
4. DEI – Inclusive Leadership

INTERNAL STUDENT TRAINING:
1. Avixia (technology) training modules
2. Ted Talk on Customer Service
3. Self Care quizzes on COVID-19
4. Personalities & Enneagram training
5. Five Languages of Appreciation in the Workplace
6. Teamwork and Collaboration

ASSESSMENT METHODS:
1. Student staff semesterly performance evaluations
2. Student staff testing for career ladder promotions
3. Exit interviews for graduating/not returning student staff
4. Reflection papers to support the meaningful work done by our students

ACTION PLANS:
1. Restructure senior leadership team
2. Recreate how we provide and manage service to all our clientele
3. Recreate new set-up procedures for spaces
4. Recreate policies needed to support the changes required post COVID-19
5. Broaden student staff training to incorporate our recreated procedures on how we manage events
6. Increase our advertising to bring in more external events like weddings.

INSIGHTS with COVID-19 Lens:
1. Will we have events and conferences?
2. Rethink everything based on government and university requirements
3. KSC will need assistance from DSA programming units with events
4. Changes necessary to reopen will be costly and effect the operating budget

CONCLUSION (COVID-19 Lens):
Although we had an abbreviated year, we made significant improvements to our operation to serve our students.