

**ASSOCIATED STUDENTS  
CALIFORNIA STATE UNIVERSITY FULLERTON, INC.**

<b>Operations Committee MINUTES January 23<sup>rd</sup>, 2019</b>
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**CALL TO ORDER**

Douglas Kurtz, Chair, called the meeting to order at 1:32 p.m.

**ROLL CALL**

Members Present: Aldazabal, Barillas, Duncan, Kurtz, Nikopour, Thai, Torres

Members Absent: Grino

Officers Present: Evans, Fehr, Tapper

Officers Absent: Allen, Martin

\*Indicates that the member was in attendance prior to the start of Unfinished Business, but left before the scheduled ending of the meeting. [According to the by-laws, a member of the committee who does not remain until the scheduled ending for the meeting (3:00 p.m.) is considered not to be in attendance.]

\*\*Indicates that the member was in attendance for a portion of the meeting, but not in attendance prior to the announcement of Unfinished Business. [According to the by-laws, a member of the committee who is not in attendance prior to the announcement of Unfinished Business is considered not to be in attendance.]

**APPROVAL OF AGENDA**

The agenda was approved as presented. (Duncan-m/Nikopour-s)

**APPROVAL OF MINUTES**

The minutes for the December 5, 2018 meeting were approved as presented (Duncan-m/Barillas-s)

**PUBLIC SPEAKERS**

None.

**UNFINISHED BUSINESS**

None.

**REPORTS**

**a. Chair**

Kurtz reported the following:

1) Welcome back everyone. At the January retreat, the committee was very productive. Today, we will continue the discussion/work we initiated at the retreat.

**b. Programming  
Liaison/Trustee,  
TSCBOT**

Barillas reported the following:

1) I had the opportunity to visit Cal Poly Pomona with Chris Evans and Aguilar to see their new facility and look at what we can incorporate on our campus. I, also, have a tentative programming survey report that I will review in detail in New Business item A.

**c. Director, Titan  
Recreation**

Tapper reported the following:

1) Welcome back.

2) SRC Fall 2018 Data Updates:

- Over 205,000 patrons through the turnstiles, this is a 20% increase from last fall
- 14,299 unique visitors
- Over 10,000 students in our Drop-In Fitness and F45 Classes
- Served over 200 Personal Training Sessions

3) SRC Spring 2019 Updates:

- Instructional Class Program and Intramural Program registration is now open. Please encourage students to apply. We are hoping to increase our participation in Intramurals this semester.
- NIRSA Rec and Fitness Day 2/22/2019: This is the first year we will be participating. We are in the process of planning events and activities for that day to take place at the Tuffy Lawn and the SRC. More information to come.

## NEW BUSINESS

a. **Discussion:**  
**Programming Survey**  
**Reports**

Kurtz yielded to Barillas.

Barillas circulated copies of her tentative programming survey report. Committee members took a moment to read the document.

Barillas explained that the report included three different sections:

- Summary: Describes the need for the survey and what data we hoped to gather.
- Analysis: Describes the actual survey and survey results.
- Recommendations: A statement that would be provided to a department, either recommending a new program or just informing them the program they currently have should continue because it is successful.

Barillas stated this was only a draft and was seeking feedback from the committee.

Kurtz stated he liked the format because it included data to support the recommendation.

Evans suggested also attaching the complete survey results to the report. Barillas stated they wouldn't attach it to the report but they would inform the staff that they can request it via email.

Duncan stated this report would be beneficial for a staff/manager only if we are making a recommendation for a new service/program. Informing someone to just continue a program/service doesn't really do much. Instead, maybe we should suggest that they build on the successful parts of the program not just continue it.

Kurtz stated we did not gather very specific information on each of the programs, so at this point, we would not be able provide the staff/manager running the program specifics on what parts were successful. Duncan stated that maybe when we assess specific programs, we should include questions that would provide this type of useful information. Tapper agreed and stated this data would help expand programs.

Kurtz stated that in the next item of New Business, Item B, they would be reviewing how to assess a program and this suggestion would be very useful for assessing programs and services. He stated that overall, the report presented by Barillas is a fundamental document to start with.

**b. Discussion: Programs  
and Services  
Assessment**

Kurtz stated that during the retreat in January, the committee members discussed the assessment of program and services in the TSU and the SRC. We brainstormed expectations and created a list of programs and ideas on how to carry out the actual assessment. We decided possibly selecting four programs or services to assess and have the staff who manage those programs come and give a presentation about it to the committee. The program would then be assessed and a recommendation would be given.

Kurtz continued to state that the F45 program would have to be assessed as a committee because it is a big program and soon we will be paying \$2,000 per month for the program.

Evans suggested starting this whole assessment process by having a list of all the programs and services offered in the TSU and SRC. From there, we can prioritize in what order these programs would be assessed. Tapper stated he would work with Fehrnl to compile a list of all the programs in both buildings.

Thai asked what exactly are we trying to assess. Kurtz responded we would be looking at attendance and get feedback from program users to see if we should continue or modify the program. Thai suggested having a standard formalized process for assessment that include both qualitative and quantitative questions. Evans agreed and stated that creating this process would be great to pass on to the new leadership next year.

Tapper also agreed on the suggestion and stated getting students (committee members) to get student user feedback is great.

Duncan agreed with having this type of formalized assessment process and suggested outlining the different steps in the process like having the staff present to the committee, send committee members for assessment, the committee would discuss results and write a report and finally communicate with the staff.

Kurtz asked the committee to provide questions that should be included in the program assessment. Tapper suggested questions regarding how they found out about the program, attendance and satisfaction. Fehrnl stated he would like to know why students are not utilizing a program and how we can make their experience better or a process easier.

Evans suggesting also gathering program information related to its history, changes made, budget, comparisons to other schools and what the process is to have access to this service or program.

Kurtz received question suggestions from committee members and he typed them all in a document (attached to the minutes).

Kurtz stated he would be using all of the ideas and suggestions he gathered and work towards a template for assessment.

Evans suggested that once the template is ready, we would should assess one program as a committee to test the process. Kurtz suggested possibly assessing the F45 program in the SRC.

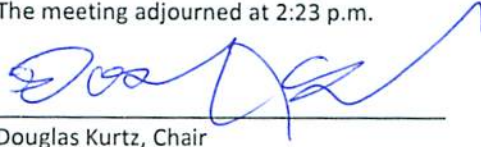
**ANNOUNCEMENTS/MEMBERS'  
PRIVILEGES**

Aldazabal stated she was here to support and willing to collaborate. ASI Vice President position is vacant and applications are currently being accepted. We are starting interviews next week

Evans stated one Trustee position is vacant and applications are currently being accepted. Please help spread the word.

**ADJOURNMENT**

The meeting adjourned at 2:23 p.m.

A handwritten signature in blue ink, appearing to read 'Douglas Kurtz', written above a horizontal line.

Douglas Kurtz, Chair

A handwritten signature in blue ink, appearing to read 'Deisy S. Hernandez', written above a horizontal line.

Deisy S. Hernandez, Recording Secretary

# Programming Survey Report

Wendy Barillas  
Titan Student Centers Board of Trustees

## Summary

Throughout the fall semester the Titan Student Centers Board of Trustees (TSCBOT) Operations Committee assessed many of the programs that we oversee to see where the programs could use some assistance, improvement upon, or modifications. While assessing the programs we noticed that students may be unaware of the programs that are put on throughout the semester for them. We decided to conduct a survey that mainly asked students what program(s) they would like to see on campus and gave them a wide variety of options which included new programs that could be created as well as programs that already happen on campus.

## Analysis

The survey was broken down into three parts: e-waste awareness, programs, and demographics. We had 216 responses recorded with 210 completed surveys. Our e-waste question received 178 responses with the majority (56.2%) of students stating that they were aware that the Titan Student Union (TSU) accepted e-waste.

For our programming question we had four programs that roughly 45%-49.5% of the students surveyed chose as a program that they would like to see on campus. Those four programs were Self- Defense at 45%, Yoga and Smoothies at 49.5%, Eating Healthy on a College Budget at 45.7%, and Mental Health & Stress Management Awareness at 45.2%.

The last thing that was surveyed was the demographics of the students that took the survey. What we found was that students that were Seniors, in the Humanities and Social Sciences or Health and Human Development College, Commuters, or identified as Female were the majority that wanted to see these programs offered on campus.

## Recommendations

(SRC/Other ASI) Upon the analysis of the survey results, we as the Titan Student Centers Board of Trustees suggest that the (SRC/insert here) (create/continue) the (insert program name). Students have shown interest in (this/these) program(s) and we feel that (it/they) would make a great contribution to your department. Advocacy is a fundamental piece of being the official student voice on campus and with these findings we want to make sure to follow through with the students interests to show our accountability.

(Titan Well) The Associated Students Inc. serves as the voice of the students and our Titan Student Centers Board of Trustees intends to advocate for our students any way possible. Our survey showed that students wanted to see a program that discusses how to eat healthy on a college budget. We also know that the Titan Wellness Center offers a class titled "Healthy Eating on A Budget", thus we would formally like to state the students interest in the event and would love to see its continuation into a larger type of program.

Another program students expressed interest in seeing was the Mental Health & Stress Management Awareness Program. The Titan Wellness Center offers a lot of insight in a wide variety of topics which are all very informative and beneficial to the students. We would like to suggest having a presentation added on Mental Health and how Stress Management could coincide with someone's Mental Health.

If there is anything that the board can do to help with (this/these) program(s), please feel free to reach out.

## Assessment of Programs and Services

### Expectations:

- Gather data on attendance
  - Take note: Time of day and the class
- Cost of class:
  - Price students pay (if any)
  - Cost that TSC bears to put on the program or service
- Attend the program or service
- Give updates at the committee meetings

### Standardized questions Faculty and Students

- How they found out about the program and how often they attend
- Did you like the instructor or presenter
- *To the people who did not attend, why didn't you attend (add on the school wide survey, part of did you know)*
- Was the instructor or presenter attentive
- Ease of use
- The budget of each program or service
- The history of the program or service. Why it started and by who. The attendance throughout the years/ stats.
- The process to be a part of this
- How our program reflects other schools program?
- How it was marketed
- How is the price and date or time?
- What do you think could be improved?
- *SRC: What would you like to improve upon*

### Template

- Look at a list of programs and decide what programs they would like to assess
- Presenters to the committee meeting
- Go and attend fill out the standardized questions
- Present it to the committee

Spring 19'

- Test the template as a whole

## Programs and Services

Titan Bowling and Billiards:

Drop in Fitness Classes:

F-45: (as a committee)

Do it yourself Workshops:

Intramurals:

Fun Friday's:

Titan Rec Programing?

Ticket sales (I have already started):