

# Bone Student Center/Braden Auditorium/Bowling and Billiards Center (BSC/BA/BBC) Executive Summary

The Council for the Advancement of Standards (CAS) in Higher Education sets forth a guide for student affairs professionals wishing to bring their organization to the next level of commitment to university support services. Units in the Division of Student Affairs at Illinois State University were given the directive to begin this process in anticipation of an upcoming accreditation review and to ensure the unit's direction is in line with the Educating Illinois document.

The Director of the Bone Student Center/Braden Auditorium/Bowling and Billiards Center made the decision to obtain as much useful information from the CAS evaluation system as possible. This has been a challenging year for the BSC/BA/BBC at best due to numerous changes and unforeseen circumstances. The combination of these challenges makes this a perfect time to assess the organization, make the necessary changes, and bring the BSC/BA/BBC to the next level of service to the University. A conscious effort was made throughout the process truly to evaluate the operation, rather than assigning causal appraisal ratings without proper deliberation.

The CAS instrument was shared with all full-time staff members along with a history of the CAS System. At that first meeting, it was decided all full-time staff would be familiarized with the system and consulted throughout the evaluation. The leadership team, known as Planning and Development Committee, however, would be responsible for turning in the actual responses to the CAS Coordinator after consulting with their individual staff members. These smaller groups did not assign actual numbers to each criterion, but instead made comments on each criterion and offered ideas to support documentation. A team including three BSC/BA/BBC staff members, one non-BSC/BA/BBC staff member, and a student representative were selected to review all the documentation and assign ratings to each criteria.

## Summary of Ratings

The chart below shows the rating results of the assessment process:

Section	Average Score	Compliance Percentage
1-Mission	4.3	86%
10-Campus Relations	3.4	68%
11-Diversity	3.5	70%
12-Ethics	3.9	77%
13-Assessment	4.0	80%
2-Program	3.1	63%
3-Leadership	N/A	N/A
4-Org. &	4.0	80%

Management		
5-Human Resources	3.3	67%
6-Financial Resources	3.3	67%
7-Fac/Tech/Equipment	3.9	78%
8-Legal Responsibility	4.6	91%
9-Equal Opportunity	4.3	86%

Looking at the summary you will note the scores range between 63% and 91%. The average score was 78%. This gives us solid direction. We have a high enough score to feel we are meeting the general needs of our students, but we realize we need to raise the level of service to meet the standards set forth in Educating Illinois.

### **Challenges**

Although the BSC/BA/BBC team feels we do well addressing student development needs and complimenting Educating Illinois, it is apparent we can always do more. The following are challenges identified through the assessment:

- 1) Increase evening programming.
- 2) Focus programming on student development and learning.
- 3) Creation of consistent, written policies and procedures based upon an annual review system.
- 4) Formulate an action plan to improve the scheduling area.
- 5) Determine the future of the Braden Stars on Stage Series.

### **Strengths**

Strengths in this organization include:

- 1) A new, strong sense of communication within the unit.
- 2) Strong decision making skills by the leadership team.
- 3) Talented team members who are given a strong sense of autonomy.
- 4) Strong commitment by the staff to become the best student center possible.

The above comments show our strongest resource currently is our staff. We plan to focus on building that resource and improving it even further with newly introduced staff training and focus groups. Social events for the unit have been implemented that will build and even stronger sense of team. Interviews for new staff members now include a session for all full time staff giving them input into the selection of new team members. The "fit" of a possible new employee is considered along with their skill level.

### **Conclusion**

This process, while lengthy and time-consuming, has been extremely valuable. It has forced the department to view its operations with a critical eye and seek honest assessment from people outside the safety net of our own Division. We have learned that, while we do some things well, we need to challenge ourselves to strive for the next level. We have also learned a great deal about ourselves as a team. Despite our differences, despite our varied duties, we all have one goal in mind: making the

BSC/BA/BBC the best student center possible. Moreover, we are all willing to do what must be done to get it there. Results of the survey will be shared with the entire team once the process is complete. Staff will then have the opportunity to assess the challenges and work together to bring the Bone Student Center/Braden Auditorium/Bowling and Billiards Center to a position of prominence.