DEPARTMENT MISSION STATEMENT:
The Student Life Programs office within the Dean of Students Office promotes and encourages campus activities and provides assistance to student organization leaders, advisors and college departments and administrative offices in planning and scheduling campus activities

PROGRAM/SERVICE OVERVIEW:
Description of program being assessed; include purpose and goals.
The SORC provides CSUF students, faculty, and staff with a wide range of services and information that promote involvement and participation. SORC is designed to meet the evolving needs of student clubs and organizations. The purpose of this assessment is to integrate the use of learning outcomes to assess overall program effectiveness. The goal of this assessment is to identify learning areas in which organization members are experiencing growth and obtaining quality assistance from the Student Life Programs staff.

TYPE OF ASSESSMENT:
(To check mark any box below, please double click on the square and select “checked”.)
- External Reports
- Needs Assessment
- Program Evaluation
- Student Learning Outcomes
- Student Satisfaction Assessment
- Student Success
- Utilization Data

DATA COLLECTION TIMEFRAME:
Spring 2013 - Spring 2013

DATA COLLECTION METHODS:
Online Survey administered through Student Voice – (Qualitative and Quantitative survey) Utilization data was collected from survey, identifying satisfaction and utilization rates of students who access the SORC services throughout the academic year.

PROJECT SAMPLE:
N= 152

LIMITATIONS:
1. Respondents may not have attended SORC optional organization trainings or may not have visited the SORC office during the academic year.

SUMMARY OF RESULTS:
Results from the assessment, indicates organization members are experiencing significant personal growth in leadership development and self-management through their involvement in their organization. Additionally, it was determined, that a significant number of organization members are extremely satisfied with the SORC resources and services. Qualitative data results indicate that the SORC office should transition to an online reservation system to better accommodate reservation needs.
KEY FINDINGS:

- 94% of respondents rated being very satisfied to satisfied with the accessibility of forms and services provided by the SORC office, which indicated a 7% increase from previous year data.

- 88% of respondents rated being very satisfied to satisfied with SORC “Blueprints Training”. Indicates a 29% increase from previous year. 6% decrease in respondent’s indicating dissatisfied to being very dissatisfied from previous year data.

- 91% of respondents indicated that their participation allowed them to increase their management of conflict among members a Great Deal to Moderately. 4% of respondents indicated their participation in their organization did not allow them the opportunity to increase their conflict management among members.

- 93% of respondents strongly agree to agree their participation in organizations has helped their understanding of university policy and procedures.
• 0% of respondents indicated that their organization participation did not very much allow development in their ability to demonstrate commitment to long term goals and relationships with members and professional staff. A 5% percent drop from last year’s data.

• % 87 of respondents indicated their involvement in an organizations has helped them effectively managed their time.

• Finally, 94% of respondents indicated that Overall, their involvement in student organizations impacted their collegiate experience in a very positive or positive manner.

Student Testimony: “If it were not for the clubs he and his friends would not have graduated.”
APPLICATIONS OF FINDINGS: (Please be as specific as possible.)

Based on the analysis of the data, the SORC office will revisit online facility reservation capabilities to better accommodate the organization member’s needs. Additionally, the SORC office will revisit established departmental reservation procedures to streamline communication to student members on university policies and procedures. In an effort to align with the university strategic plan, Student Life will place a greater focus on collecting organization member demographics, which will be comprised of analysis of student majors, ethnicity, cultural affiliations, etc. Furthermore, the Student Life office will continue efforts to enhance and increase student and advisor organization trainings.

In conclusion, it is clearly identified that student members are experiencing significant and consistent growth through their organization experiences.