

2019-20 Annual Report – Donaghey Student Center

Mission

The Donaghey Student Center (DSC) contributes to the intellect of students by working with the colleges to present events, conferences, and training that aligns with their academic mission of instruction.

The Donaghey Student Center establishes a climate that encourages personal wellness and nurtures individuals to be positive contributors to society.

The Donaghey Student Center supports the mission of the University by providing a diverse facility, programs, and services to enhance the Institution's educational environment and improve the quality of college life.

The Donaghey Student Center is a place of convergence which provides a sense of campus community and linkage to the University's public.

Summary Narrative

1) Enhance recruitment and retention efforts to increase enrollment

- Staff of the Donaghey Student Center and Campus Recreation host and coordinate many activities to keep students engaged and help retention, including:
 - Intramural Sports collaborated with the Student Experience Center on several events: Staff v. Students Basketball Game, Trojans' Night at Dave & Buster's, and Cardboard Boat Regatta
 - Worked with Orientation and Transition on "Favorite Spots on Campus" video
 - Partnered with Easterseals and facilitated monthly "Sports Activity Days" to teach sports skills and activities
- Participated in the Trojan Critical M.A.S.S. program during fall 2019 and spring 2020
- Fit/Well continued partnering with the Bowen School of Law, providing 2-3 on-site fitness classes
- Fit/Well participated in Bowen School of Law's fall "Stress Less" Health Fair
- Fit/Well participated in the UA Little Rock Campus Wellness fall Wellness Fair
- Opened the Trojan Gaming Lounge for video gaming and billiards

- Hosted SLUFY, cheer camp, and the largest Central Arkansas Regional Science and Engineering Fair (CARSEF) to date
- Created and promoted social media sites on Facebook and Instagram
- Campus Recreation added five new activities/sports in FY20: water polo during Welcome Week, kickball, co-ed flag football, floor hockey
- Fit/Well added two new classes: Tighten & Tone, and L.I.I.T. (Low Intensity Interval Training) and partnered with Intramural Sports for a new #Active April Program

2) Strengthen student-friendly operations and customer service

- Opened Trojan Lounge & Game Room for billiards and e-sports, successfully attracting a diverse group of students, enhancing experience for on-campus residents and others
- Cosmetic and signage updates on the upper concourse and info desk in DSC101, including desk wrapping and Trojan logo on upper concourse window
- New furniture for upper concourse and lounge
- Offered virtual fitness classes due to COVID-19
- Environmental Services added QR Codes to each restroom in the DSC to report issues and help maintain cleanliness

3) Improve diversity and inclusion efforts to provide a safe and inclusive environment for students

- Conference Services staff expanded with addition of gaming lounge; grew from 2 to 4 work study employees, allowing extended hours and Sunday openings
- Fit/Well instructors offered personalized programs accommodating varying physical abilities
- Two staff members completed Student Affairs Leadership Academy to engage with division leaders and develop campus community improvements

4) Align financial and human resources to operate more effectively and efficiently

- DSC down 2 full-time custodial positions; staff schedules rearranged to maintain cleanliness
- Reduced labor costs while maintaining operational hours, programs, and services

5) Promote student development, engagement, and leadership

- Two UA Little Rock students began fitness instructor training; one completed national Group Exercise Instructor exam Fall 2019 and joined staff Spring 2020; continues teaching after graduation

- New program: UA Little Rock Just Dance Fall 2019 Activity Challenge involved 16 new participants and 3 past participants using a dance video game in the gaming lounge

6) Other

- New roof completed
 - New Fitness Center Manager hired
 - Digital scoreboard donated to Aquatic Center valued at \$80K
 - Intramurals had over 637 participants and 114 teams registered
-

Assessment 1

- **Type:** Operational
 - **Goal:** Improve Conference Services customer service
 - **Activity:** Customer service in facilities usage
 - **Artifacts:** Survey
 - **Time Period:** January 15 – June 30, 2020
 - **Results:**
Due to COVID-19, survey not administered because all events were canceled. Received some email feedback regarding parking and meeting room technology upgrades.
 - **Continuous Improvement:** Survey planned for Fall and Spring 2020-2021
 - **Stakeholder Communication:** Conference Service Coordinator to share results with DSC Director for improvement planning
-

Assessment 2

- **Type:** Learning outcome – practical competence
- **Goal:** Provide excellent fitness training to the campus community
- **Activity:** Personal training with Naomi Fletcher

- **Artifacts:** Survey
 - **Results:** Survey/assessment not completed due to COVID-19
-

Assessment 3

- **Type:** Operational
 - **Goal:** Integrate third-party software for work orders to improve service and efficiency
 - **Activity:** Department's efficiency in responding to work order requests
 - **Artifacts:** Two survey questions on satisfaction and space for comments (Google doc)
 - **Time Period:** Feb 2020 – May 2020
 - **Results:** Survey not completed due to COVID-19
-

Assessment 4

- **Type:** Learning outcome – practical competence
- **Goal:** Determine benefit of Fitwell Program when offered virtually online
- **Activity:** Online Fitwell Program
- **Artifacts:** Survey
- **Time Period:** March 2020 – June 2020
- **Results:**
Feedback included need to improve trainer sound, set personal alerts for classes, simplify email link process, and request for nutrition info.
Equipment repaired to improve livestream sound; instructors can use microphones.
- **Continuous Improvement:**
 - Ordered ring light for better instructor lighting
 - Ordered iPad to conduct Zoom alongside livestream for more interaction
 - Created Google Calendar for class alerts

- Created email list to send weekly links
- Added nutrition, health, and activity info to weekly emails during summer
- Goal to implement by Nov 2, 2020
- **Stakeholder Communication:**
 - Participants provide feedback via email, phone, or in person; responses typically within 24 hours during the week.
 - Schedule posted on Facebook; sign-up procedure posted on Fitness Schedule web page.
 - Flyers posted on campus with QR code to reduce disease transmission risk, also shared with Intramural Coordinator.
 - Class monitored live for troubleshooting and engagement through chat.