

## Community Partner Feedback Survey

### Brief description of project:

This survey was to learn more from our community partners. We wanted to have some quantitative and qualitative data from which to work to better identify how and where we need to improve. In particular, we were interested in knowing more about our follow-through, accountability and communication. We thought there might even be the possibility of identifying some “best practices” and/or some patterns or trends that we might otherwise not be aware of.

### Who was asked to complete survey:

All of the community partners (CPs) with an active student-directed programs (54) during the 2012-2013 academic year.

**Response Rate:** 49.06% (28/55)

**Administration Type:** Campus Labs mailing

### Summary of Key Findings:

- 61.54% of our CPs said their transition from 2011-2012 to 2012-2013 was “superior” or “excellent.” This is one area where we have been putting lots of energy and it is good to know that, in general, this is going well.
- 53.85% of our CPS said that the transition “is the best it has ever been,” while only 7.69% (2 respondents) responded that it was “not as good as last year.”
- 100% of the respondents said they “strongly agreed” or “agreed” that they know who their BC Staff partner is and that they know how to contact them. This is also an important finding b/c we have had transition and turnover and wanted to know if our cps felt like they knew who to call for support, problem-solving and information.
- 46.3% of our respondents said BC volunteers “never” missed a scheduled meeting, while 42.86% noted “1-3” times they missed a previously scheduled meeting. This is helpful b/c we are trying to track our accountability.

### Actions Taken:

- In order to touch down more often, we have instituted an additional Community Partner Agreement (CPA) Meeting over the course of the year. We have also designated names and time frames for each of the (now) three CPA meetings. This was done with the intent to ensure more communication and accountability of goals overall attendance of volunteers and program directors.

- We have adapted the Community Partner Agreement template, a sort of “road map” of the program and how it will get to its goals. Part of this revision includes adding metrics from our partners in order to capture their collective community impact and how much of that is provided from Bennion Center volunteers.
- The Bennion Center’s Community Partner Advisory Committee (made up of two staff members in student-directed programming) has decided to focus on program evaluation in FY14. This will be the lion’s share of this committee’s work for the year. We will spend the summer and fall discerning how we want to conduct better evaluate our programs, based on what we received in this survey. We plan to complete the survey(s) by November 22, 2013. We plan to evaluate both how we are doing, as well as how our partners are meeting expressed community needs and mutual-agreed upon goals with the Bennion Center.
- We created a Power Point presentation and shared it at an Advisory Board Meeting as well as an (Advisory Board) Community Partner one.

### Which department and/or program goals does this survey align with?

The following are our goals. We think this survey/evaluation will help us in each of them:

**Leadership.** Provide meaningful educational experiences in order to develop competent, confident, dedicated leaders who take responsibility for their performance

**Service.** Cultivate an ethic of lifelong community service and engagement

**Education.** Facilitate meaningful experiences that enhance the academic and research missions of the university for an increasing number of students

**Partnerships.** Continue to build solid foundations and enhance reciprocal relationships with stakeholders inside and out of the University community

**Development.** Carry out fundraising activities and public relations efforts to support, sustain and grow Bennion Center operations

**Efficacy.** Collaborate to evaluate and improve programs that are mission focused

### Which Student Affairs goals does this project align with?

We hope the results of this survey will help us to better:

1. Develop students as a whole through the cultivation and enrichment of the body, mind and spirit.
2. Provide education that ensures all staff is properly trained to provide professional and competent service.
3. Promote diversity on campus through effective programming and active recruitment of staff and students.

4. Utilize a coordinated assessment, evaluation and research approach to promote data driven decision-making.
5. Promote the effective use of best practices in Student Affairs departments programs and services.