Program Director Feedback

Brief description of project:
This survey was to learn more from student leaders at the Bennion Center, after their term. 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 how well they understood program director competencies and from whom they learned these skills. 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 volunteer student leaders (54) who had a “program director” position sometime during the 2012-2013 academic year. We also offered the survey to student leaders (5) who had a “coordinator” position during the 2012-2013.

Response Rate: 40.68% (24 of 59)
Administration Type: Campus Labs mailing

Summary of Key Findings:
- Student program directors and coordinators learn leadership and program skills from many sources (BC orientation, issue area meetings, 1-on-1 coordinator or staff partner, other staff/leader or another student).
- Student leaders have a varied understanding of volunteer management and administrative competencies. For example, 69.6% said they know how to plan and run Community Partner Agreement meetings either fairly well or very well, and 52.2% said they know effective strategies for retaining volunteers either fairly well or very well.
- 87.0% of respondents agreed that through their role as a program director, they are a better mentor.
- 95.7% of respondents agreed that being a program director in the Bennion Center helped them become a better leader.

Actions Taken:
- Results were shared with staff partners and coordinators.
- With the varied level of understanding on volunteer management and administrative competencies, we need to improve and strengthen our training methods to ensure that student leaders, whether new or continuing, learn the skills of their leadership roles.
• No best practices or trends emerged from this survey about how training occurs most often/effectively. We will continue to provide training in a variety of ways and assess their relative effectiveness.
• The Coordinators and Student Directed Programs staff partners created a training tool, “The PD Guide to Getting Started,” which outlines the key administrative competencies for Program Directors. We will use this guide to review and train both new and returning Program Directors during the summer of 2013.

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 program / 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.