GOALS & OUTCOMES:

a. Participants who utilize the KU Student Housing summer conference program will report high satisfaction with the check-in/check-out process, accommodations, and staff interactions.
b. Participants who utilize the KU Student Housing summer conference program will report feeling valued as a consumer.

DATA HIGHLIGHTS:

CHECK-IN/CHECK-OUT PROCESS:
- Participants rated the check-in and check-out process as highly important for choice of conference venue.
- KU met or exceeded expectations in all categories except “process was efficient”.

ACCOMMODATIONS:
- Size of spaces and # of spaces not as important to choice of conference venue as lobby space and cleanliness.
- KU met or exceeded expectations in all categories except “lobby space met our needs”.

MATERIALS SUPPLIED:
- Good internet access was a very important consideration in choice of conference venue.
- KU exceeded expectations for giving out a clear conference guide; however, KU could improve on creating an easier to read card system, internet access, and better linens.

DESK STAFF:
- Desk staff interactions were rated high for most categories. Some areas of improvement include:
  - Getting to know campers by name
  - Introducing campers to other campers
  - Interacting with campers regularly
  - Modeling what it means to be a Jayhawk in a positive way
  - Making KU info available to interested parties.

ACTION STEPS AS RESULT OF ASSESSMENT EFFORTS:

1. The assessment demonstrated several areas that could use attention, specifically:
   - Running an efficient check in/check out process
   - Sending invoices in a timely manner
   - Addressing lobby space needs
   - Ensuring an easy to read card system
   - Providing high quality internet services
2. Front desk workers need additional training on interacting with campers to help create an inviting atmosphere.
3. Some coordinators unaware of KU recruitment; build in more ways to address this with camps.

Survey Administration:
- One time data collection
- On-line survey, campuslabs
- N = 19 (74% female)
- ~ 81 campers per camp
- Participants have been using KU housing for their summer camps on average 7 years.