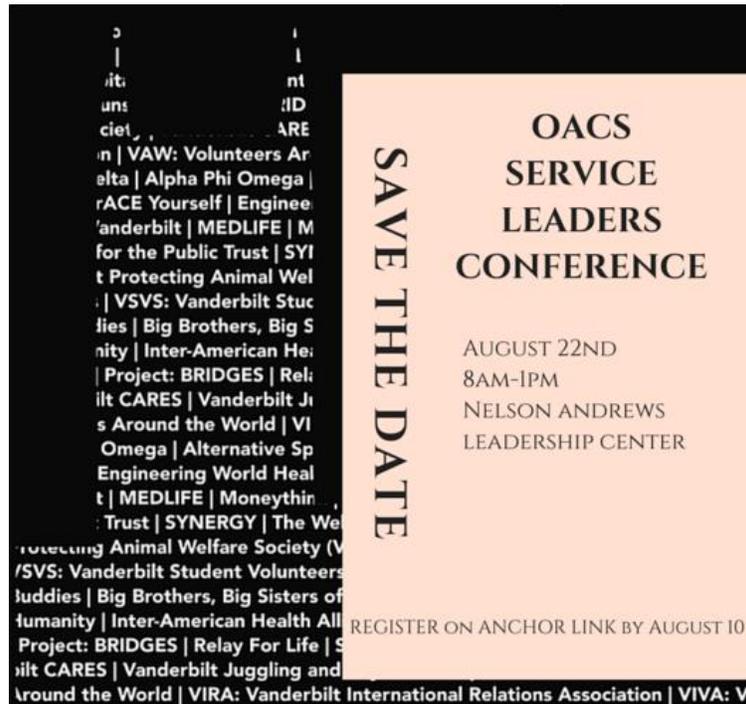


## Service Leaders Conference 2016 Assessment Report



### Executive Summary

On Monday, August 22<sup>nd</sup>, 2016 80+ student service leaders gathered at the Nelson Andrews Leadership Center for OACS' annual Service Leaders Conference (SLC) where, together with OACS staff, they reflected and prepared with a renewed focus on meaningful community engagement. The SLC is an annual program planned by OACS which provides service leaders with the tools and resources that they need to lead their organizations effectively in the upcoming school year. Conference sessions included eDOG training, OACS resources for service (vehicle, P-card, and space reservations), service organization policy review (fundraising, AcFee, marketing, recruitment), an overview of service-learning pedagogy, travel and risk management review, and protection of minors training.

Overall assessment results from the 2016 SLC are extremely positive. Satisfaction with the conference scored 97%, with only one person marking "neither satisfied nor dissatisfied" with their experience.

### Recommendations for 2017

#### Student Responses

- Change the location of the conference, either moving it onto Vanderbilt's campus or else nearby Vanderbilt (9 responses out of 33)

- Increase the opportunity for teambuilding and collaboration across service organizations by providing additional time for networking and socializing (9 responses out of 33). This recommendation also emerged following the 2015 SLC
- Provide the informational packet in advance of the conference for review (3 responses out of 33)

### Staff Responses

- “For future years it would be nice to include an activity, which I know was in the plan. Something that lets the students move a bit and interact with each other, an activity that they might be able to use to build their teams or facilitate reflection within their organizations” – MS
- “I think we could budget more time into transportation, and probably assume that students will be late to the bus departure. We were rushed cleaning up the area outside the Student Life Center and loading everyone onto the vehicles, which then pushed back and/or cancelled the day’s sessions” – DB
- “I would suggest maybe negotiating with the Presidents Round Table so that we can have a 10am start instead of 9am. I think we lost several students to the timing. And I agree with Meagan’s suggestion of ensuring there is time for an activity” – EL
- “It seemed that the early meet up time could have contributed to a large number of late arrivals which pushed back our departure time and forced us to cut the group activity. I agree that having a 10am start time (and 9:20 departure time) would be a more amenable timeframe for the students” – LM

### Methodology

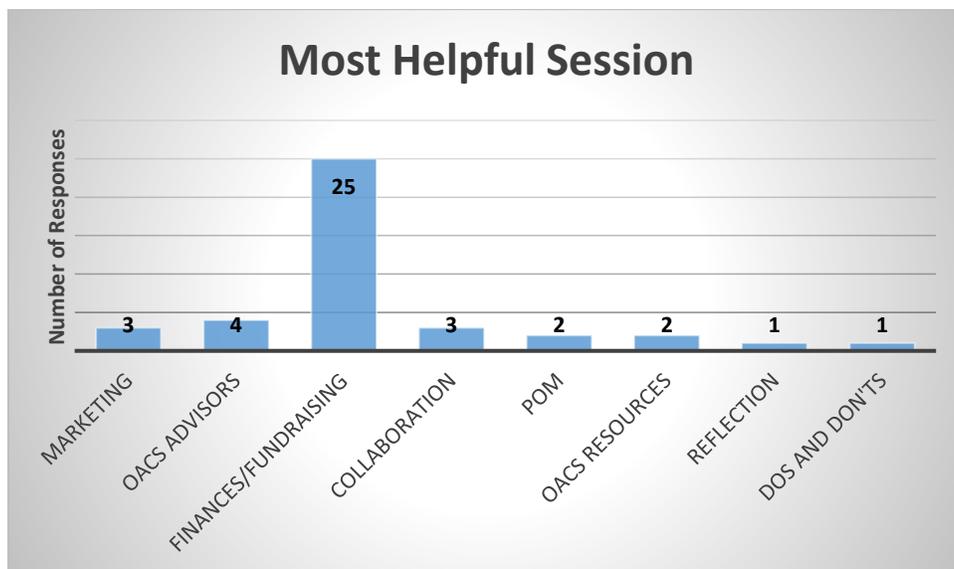
Every student attendee was given a paper survey consisting of four questions, and asked to complete and hand in the survey by the end of the conference. Of the approximately 80 student attendees, 33 complied, for a 41% response rate. This percentage may be increased next year by stricter adherence to having students turn in their responses before leaving the conference (ex. they have to hand it in before boarding the bus back to Vanderbilt). Responses regarding conference satisfaction will be incorporated into OACS’ Dean of Students Dashboard Key Performance Indicator. The two questions regarding most and least helpful sessions allowed for multiple responses from the same student. Thus, there were 41 total responses for the most helpful session, and 31 total responses for the least helpful session. Similarly, the free response question *what can OACS staff do to improve the conference next year* was open to multiple responses.

**Analysis**

- *Please rate your overall level of satisfaction with the conference*
  - Very Satisfied 33%
  - Satisfied 64%
  - Neither Satisfied nor Dissatisfied 3%

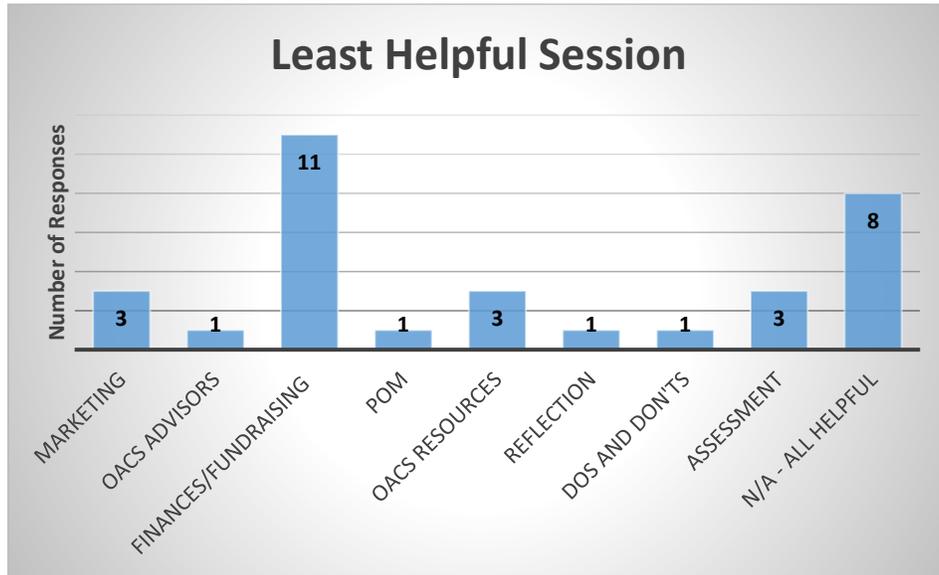


- *Which session of the conference was the most helpful? [free response]*
  - Finances/Fundraising 61%
  - Time with OACS Advisors 10%
  - Marketing 7%
  - Collaboration with other Orgs 7%



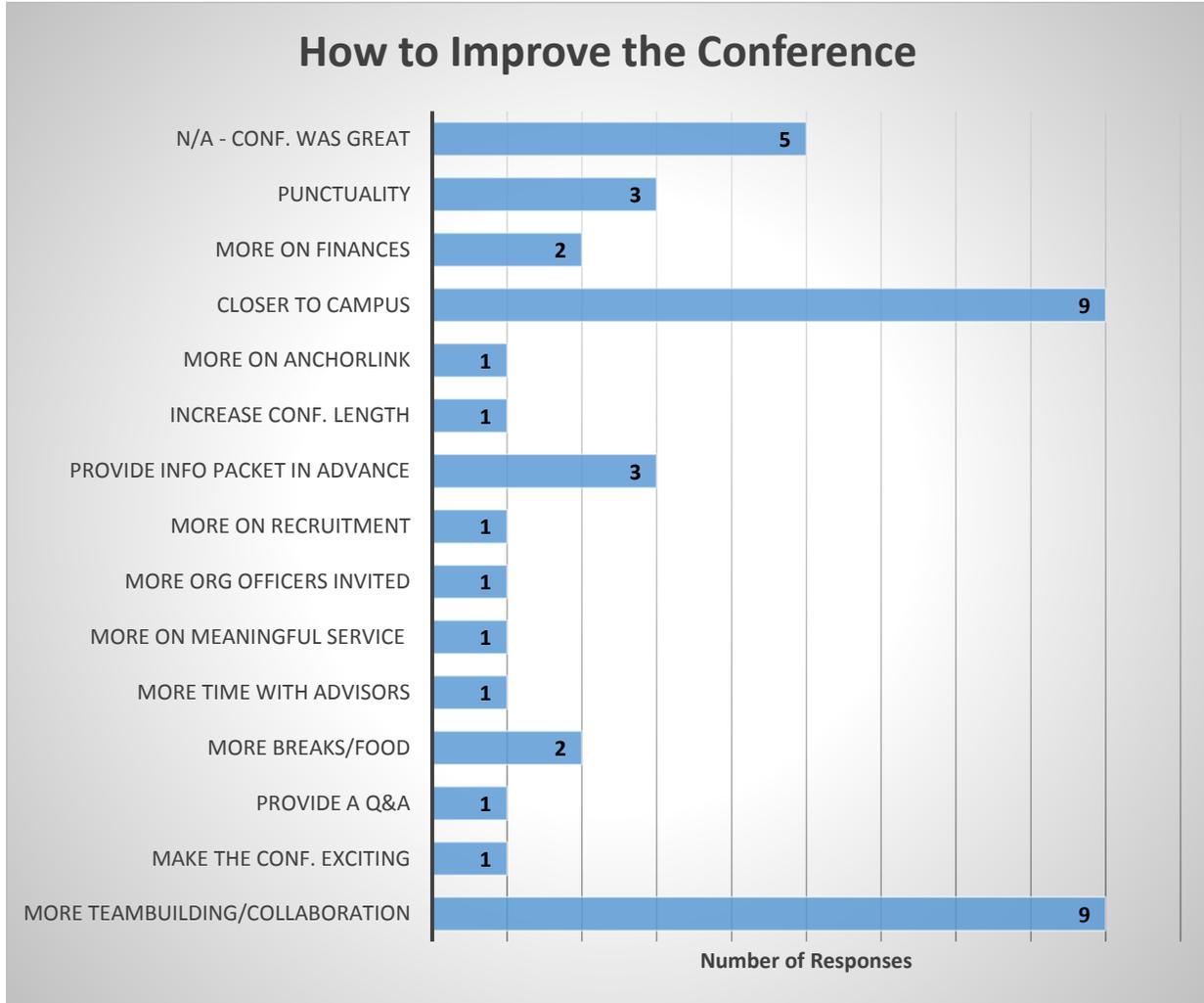
*Multiple Responses Allowed*

- Which session of the conference was the least helpful? [free response]
  - Finances/Fundraising 34%
  - N/A – Every session was valuable 25%
  - Assessment 9%
  - Marketing 9%



Multiple Responses Allowed

- *What can OACS staff do to improve the conference next year? [free response]*
  - Include more time for teambuilding/collaboration 22%
  - Move the conference closer to, or on, campus 22%
  - N/A – the conference couldn’t be improved 12%



*Multiple Responses Allowed*