Executive Summary (1600 character limit, approx. 250 words or less)

"We oversee the functioning of The Welcome Desk which is located on the 1st floor of UW1. We hire a staff of six to ten (6-10) student staff to service all student requests at the desk during campus business hours. The desk serves two main purposes. First, it is a resource for students, staff, faculty, and guests who are looking to access the rest of campus. The desk answers questions about the university and also directs people to the appropriate places on campus that will be able to help them with their needs. The desk also responds to all calls coming into the main phones for Orientation and the Student Success Center. Centrally located, the Welcome Desk is the information hub on campus that helps student’s best access the campus and enhance their educational experience. It is students helping students with resources so that we can keep a student-centered approach to the desk. At the welcome desk we connect students with resources and with opportunities that contribute to our campus culture. The second purpose for the desk is reception and support for the Student Success Center and Career Services. The desk is responsible for managing all of the student appointments that take place with all of the departments housed within the Student Success Center (Career Services, Community Based Learning and Research, Study Abroad, Global Initiatives, and Pre-Major Advising).

Our proposal is requesting assistance to fund the straight hourly salaries of the student staff for the hours that they work to cover the Welcome Desk for the academic year."

Need for Program (1600 character limit, approx. 250 words or less)

The Welcome Desk serves as the reception desk for the Student Success Center and the campus in general. Desk staff check-in all the Student Success Center appointments. They also assist with general questions about advising, directing students to advising resources, and helping students scheduled appointments with an advisor or other Student Success Center staff member. It is one of the rare locations on campus which openly invites student engagement of any kind from answering questions for simple directions to exploring campus resources, to responding to emergency calls. We are the center of student questions and creating connections in UW1. In addition, the desk monitors all phone calls on the two department mainlines for Student Success Center and Orientation, and responds, and in addition, triages questions from students on our texting line. The desk is open to assist students during the hours of operations for the Student Success Center, 9:00am-5:00pm Monday through Friday. Without the welcome desk, there would be no one to check in students for these resources, or be able to answer the dozens of questions we get a day regarding campus.
Is this a new request? No

What on your request is new or has changed?
The only single change would be the minimum wage increase for all student employees which impacts our student staff hourly rates.

Strategic Plan (1000 character limit, approx. 150 words or less)
"The goals for the desk will likely remain consistent over the next 5 years. We hope to continue receiving GOF funding to help support the desk. We can provide further documentation for the salary breakdown if necessary. Currently GOF pays 50% of operations and SAF pays the other 50%. We do anticipate that funding will continue to be tight. We have explored creative funding options. Some of these options include:

- Increasing the number of work study students employed at the desk
- Decrease the service hours at the desk
- Explore options to increase university funding outside of SAF"

Assessment (1600 character limit, approx. 250 words or less)
"During normal operation, the desk will averages about 50 in-person inquiries a day from students who are looking for different resources or assistance. They also get 10-15 number of phone calls and anywhere from 10-20 emails though out the day depending on the day and season.

The Student Success Center serve UWB students by connecting them to answers, programs, resources, and support across campus to enhance students' learning. From January 1, 2022-January 1, 2023, the Student Success Center had 2,476 in person appointments. Meaning our student staff interacted with and checking in over 2,000 students for appointments. Due to a change in process we do not have an accurate drop in number but we know that we have about an average of 2-5 students a day checking in with us for drop in sessions with the many resources in the Student Success Center.

We were able to track the number of student appointments with the Student Success Center through EAB Navigate. All students are required to schedule appointments with a First Year Pre Major advisor, Career Services Advisor, and Study Abroad/Global Initiatives through Navigate. Many students who approach our desk are unsure how to do this so we teach them. We are
looking into tracking satisfaction with the service students receive from the desk and track the amount of in person questions we receive. "

Salary Positions

We are requesting funding for the student staff that work at the welcome desk in UW1.

Total Amount (please note the total dollar value)
$60,679

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