



## One-Stop Service Center for Student Organizations

Through the more than 1,000 student organizations and clubs on campus, students are engaged in activities ranging from orchestrating a table in Sproul Plaza to planning a conference for hundreds of participants. By creating a physical office as a single point of service and referral for student organizations, the University would help students more-effectively manage such events and activities, demonstrate its support to leadership development, and minimize its risk.

### Summary

Student participation in co-curricular activities and organizations provides them broad exposure and helps them develop their leadership skills. In so doing, students are often charged with organizing or managing activities that have varied requirements or mandates, requiring them to communicate with multiple offices around the campus—and taking a significant amount of time. In addition, as a result of unknown requirements or lack of proper planning, the University is often unwittingly subjected to risk.

The proposed solution is to create a single, physical location that would provide information and resources relating to event and activity planning. It would be staffed by service-oriented, cross-trained individuals, supported and supplemented by online tools that assist student organizations in managing their functions. By instituting the One-Stop Center, mentors will be empowered to focus on higher-level needs instead of mundane administrative tasks. Implementing best practices relating to student affairs will reinforce the University's commitment to student services. And an integrated concept will ensure that the University's risks relating to adherence to campus policies, fire codes and insure requirements are minimized.

### Delivering the Vision

Constructing and staffing a physical one-stop service center for student activities event support and leadership development will help achieve the vision of Operational Excellence by centralizing information and processes, improving student services, increasing efficiencies, and supporting a culture of continuous improvement. Its estimated initial investment of \$589,000 is projected to result in annual savings of \$273,000.

### Timeline

If approved by the Executive Committee, this project would commence in July 2011, with staff trained by September 2011 and a website launched by March 2012. The physical center would be opened by May 2012, with recommended changes implemented and re-evaluated by December 2012.

### Leadership

Sponsor: Jonathan Poullard, Associate Vice Chancellor and Dean of Students

Sponsor: Christina Gonzales, Associate Dean of Students

Initiative Manager: Anne De Luca, University Registrar

### For More Information

Complete copies of the Student Services Business Case as well as the Request for Resources and the proposed budget for Constructing and Staffing a Physical One-Stop Service Center for Student Activities Event Support and Leadership Development can be viewed online at the OE web site at <http://oe.berkeley.edu>

Questions and comments about this proposal for the initiative team: [oestudentservices@berkeley.edu](mailto:oestudentservices@berkeley.edu)

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