Barbara J. Ricotta
Associate Vice President for Student Affairs
University Life and Services
QuESt
Quality for Every Student

• Annual Director Retreat, June 2012
• Service excellence goal
QuESt

Committee Members:
Kevin Ahuna, SAA Administrative Director
Jeff Brady, Executive Director of Campus Dining and Shops
Kim Yousey-Elsener, Coordinator of Assessment and Evaluation
Arlene Kaukus, Director of Career Services
Bill Regan, Director of Special Events
Susan Snyder, Director of Student Health Services
Maria Wallace, Director of Parking & Transportation Services; Chair of QuESt Committee
What?

- Improve services
- Improve processes
- Improve programs
- Within one’s unit or across units
- Collaboration between units
How?

- QuESt website
  www.student-affairs.buffalo.edu/quest
- Best ideas from within, at all levels
- Online submissions
- Paper forms
Getting the Word Out

- Posters
- Biweekly Director meetings
  - Support
- Email reminders
• **Submission Form**

- Name - optional
- Suggestion for improvement
- What will success look like
- Additional information (optional) – estimated cost; ways units can work together to solve
QuEst Timeline

- June 2012 retreat
- March 2013, presented to colleagues
- May 1, 2013 - 1st cycle
- December 1, 2013
- January 15, 2015
- 38 submissions; 3 cycles
Committee Review:

- Impact on the lives of students
- Sustainability of program
- Mission/value within hierarchy
- Budgetary requirements
Cycle 1 - 15 submissions

Selection: Alternative Spring Break Funding

“Unique experience which exposes students to social issues, service and leadership”

“Inspires students to do more to make the world a better place”

“Establish a fund for students who would participate but have financial limitations”

- $2500 per year for a 5 year period
- In 2013-14, the fund supported 13 students
- In 2014-15, the fund supported 16 students
Hurricane Sandy Storm Relief
Cycle 2 - 10 submissions

Selection: Provide an on-campus food pantry for students with financial hardship

“Students would have access to canned goods, and other food staples in a safe, convenient, on-campus location”

- Committee researched food pantry options
- Collaboration with University Presbyterian Church
- Open Tuesdays & Thursdays from 12 - 4:00 pm
- UB Card - open to all UB students
- CDS and Off-Campus Student Services internal donations
- Help spread the word!
Food Pantry, Fall 2014
Cycle 3 - 13 submissions

- Deadline was January 15, 2015
- 2 suggestions forwarded to Barb Ricotta
- Implementation Spring /Summer
- Rolling submissions/marketing for next cycle - July
QuESt

- Engages people at all levels
- Builds awareness
- Communication between units
- Recognition of employees
- Cultivates continuous improvement