



# Women's Resource Center Mother's Room Lactation Space Satisfaction Assessment Report

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**Choose One:** Satisfaction Assessment

**Date of Assessment Implementation:** May 2017

**Date of Report:** June 2017

## **Purpose of Assessment**

The purpose of this assessment is to measure satisfaction of the campuses sole, designated, lactation space for students, staff, and visiting nursing mothers.

**Division Learning Outcome** Social & Civic Engagement

## **Targeted Learning Outcome**

There was no targeted learning outcome, other than for student users to know that a clean and comfortable lactation space exists on campus, and to communicate this to others.

## **Assessment Methodology**

We asked students who use the Mother's Room lactation space, as well as lactating mothers who have visited the space, but do not utilize it, to fill out a survey.

## **Results**

The results indicate that users of the space learned about it through visiting the WRC, it's website, or an outside source; most use the space 3-4 times per week; greater accessibility is needed; mothers experience a high degree of comfort and cleanliness; most felt that the location was adequate; the need for a sink was also expressed, but not widely.

## **Conclusion**

The results indicate that lactating mothers who do, or would, utilize the space, are quite satisfied with the experience and location of the space. Currently, the lactation space is open Monday-Friday, 8am-5pm, and a staff member must be present to unlock the door (which has been problematic with other WRC operational and programming needs); as a result, greater accessibility was widely expressed. There are a number of ways they learned about the space: WRC website, visiting the WRC, and outside sources; and so it would appear that multiple promotional opportunities are necessary. The use of a sink to wash supplies, although ideal, is not possible due to lack of plumbing in the space.

## **Implications for Practice**

The better part of the last year was spent researching the possibility of inserting a card-swipe mechanism, to access the "Mother's Room". This involved the assistance and installation of IT and Facilities, which proved to be a long and ongoing process, but in the end a cost-prohibitive one. The appropriate door to accommodate such a mechanism, has been installed. The WRC will continue to pursue the costs (\$7,500) involved in acquiring card-identifying access, as well as the costs involved in maintaining the technology. Diversity & Compliance and Human Resources have also expressed an

interest in this, and other possible lactation spaces on campus, and have been made aware of the need for greater accessibility. In addition, the data collected from this type of user-identified access, would be beneficial in measuring student success.

Consideration of additional promotional opportunities include: campus tours, orientation, transfer center, HR, and targeting CalWORKs departments at feeder schools.