

Services & Activities Fee Annual Program Review

Program Name: Student Union Operations
Program Manager: Cherie Wilson
Fiscal Year: FY2023

1. In what ways does your program support CWU students? Please be specific, yet concise.

This program supports the general operational needs and services within the Student Union including meeting room setups, equipment, building security and safety, and the Information Center. Operations supports building policy and procedures within the facility and campus community. We oversee building tenant contracts and manage the SURC Partner's Committee.

2. What are your specific program goals or learning/operational objectives? How are you assessing the effectiveness of your program in achieving those targets?

Student Union strives to provide a community centered gathering place with exceptional programs, services, and facilities to encourage formal and informal student learning and leadership growth. We are assessing the effectiveness of our programs through building usage, space and resource reports of the facility.

3. What is the overall purpose of your program and what service(s) does your program provide?
 - a. Are there overlaps or intersections with other university programs who have a similar purpose or service?

Student Union provides an environment that promotes innovation, integrity, service, and community. Our facility is the hub for student life at CWU, with many opportunities for students to engage in activities and events. We strive to be at the forefront of service to students, the campus and community. Services include building operations, security, Event Support Services (sound and lighting equipment), and Information Center, and No other university program offers similar purpose or service.

4. How does your program align with the purpose of S&A funding? *"Supporting cocurricular and extracurricular activities and programs participated in by students in the furtherance of their education."*

We support cocurricular and extracurricular activities and programs within the SURC; offer student employment opportunities to further enhance the student's education and support their financial needs; generate additional revenue within the Student Union to help supplement the costs of student fees. This budget is partially funded by S&A and partially funded by SUB Fee with the remainder from self-support revenue.

5. How does your program support CWU's mission and goals? (<https://www.cwu.edu/mission/>)

We support CWU's mission and goals by providing opportunities for creative expression through the events we support; provide learning and development opportunities for our student employees that extend outside of the classroom; through strategic planning, we promote effective stewardship of our student fees; offer leadership opportunities through our student employment and roles within the Student Union Advisory Board committee.

6. Please provide detailed information regarding who utilizes your program? (*Students, faculty, staff, community? Specific demographic information? Class standing, gender, ethnicity, transfer, campus location, etc.*)

Last fiscal year we bring in about 1.34 million people come into the Student Union based on our door counters. This includes students, faculty, staff, and the community.

Below is the total number of events we supported by group who used meeting room space in the SURC. You can see that FY22 is down significantly from FY 19 due to Covid restrictions and increased use of TEAMS and Zoom type platforms. This fiscal year (FY 23) based on the numbers below, we should see an increase in usage from FY 22 to FY23 by departments and off-campus groups, but we are still seeing lower usages by S&A groups in FY 23 in both the SURC and Academic space. S&A groups include student clubs, S&A funded departments, and Student Government.

| | SURC Space | | |
|-------------|-------------------|---------|-------------------------|
| | FY 2019 | FY 2022 | FY 2023 (1/2 year only) |
| S&A | 2783 | 1468 | 649 |
| Departments | 1592 | 778 | 419 |
| Off-Campus | 134 | 35 | 55 |

Academic Space

I also looked at the use of S&A groups using academic space and found that it was still down, below shows the use of academic space used by S&A only.

| | FY 2019 | FY 2022 | FY 2023 (1/2 year only) |
|-----|---------|---------|-------------------------|
| S&A | 1777 | 1244 | 494 |

7. How many unique CWU students utilize your program or services?
- a. How do you gather these metrics?
 - b. If you do not, what is preventing you from getting that data and how are you determining usage by CWU students?

Unfortunately, we don't have a way to gather unique students that utilize our programs and services. We gather data through door counters at building entrances and through space usage but not by individual student usage. Many of the students attending programs within the facility are counted by those program areas hosting the event. We do have 40 unique student employees that work for us throughout the year.

8. Are there any current vacant positions in your program?

None

9. Given the budget reductions taking place and continuing for the remainder of the funding cycle, please tell us what specific impacts those reductions have had on your program compared to what was originally planned and including in your initial base funding request.

Budget reductions impact our student wage line requiring us to reduce our student hours. The challenge is we are also being impacted by increased minimum wage costs which force us to be more strategic in operational hours of the SURC and how many hours we are working our students. This directly impacts all programs and services within the building.

This also impacts our G&S which has already been impacted by increased building insurance costs this year. This means we are limited to what we can purchase/repair, such as sound/lighting, tables, chairs, staging, etc.

10. Are there any circumstances or challenges that are currently impacting your ability to use your base funding allocation this year?

Nothing is impacting our ability to use our base funding.

11. What growth or increases would you like to see in your program in the future?

We would like to continue to grow the Information Center by collaborating with other areas on campus to provide services out of the Information Center. This would provide more convenient services for students as well as save on overhead costs. Over the summer we were able to assist the Conference Program in conference check-in out of the Information Center and we are currently in discussions to move Connection Card and Guest Parking services into the Information Center for a more convenient location to our students and guests.