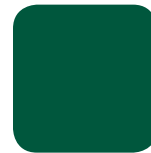
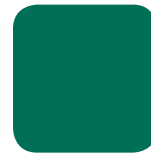




THE
UNIVERSITY
UNION
SACRAMENTO STATE



ANNUAL
REPORT



THE
UNIVERSITY
UNION
SACRAMENTO STATE

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OVERVIEW & GOALS

Overview

The University Union serves as the centerpiece of campus life for students, faculty, staff, alumni and guests on campus. Its general goals are to provide quality services to its users and to present and support outstanding educational, cultural, and recreational programs. Through programs and services, the Union strives to enhance the quality of college life, which augments the college experience.

Goals

The specific goals of the University Union for 2008–2009 are:

- 1) Strive to provide superior service to our diverse campus community, through continual assessment and improvement of our services and technological resources.
- 2) Train, develop and encourage a highly committed and conscientious University Union staff to provide exceptional, professional customer oriented service, and who are sensitive and responsive to the needs of our multi-cultural campus community.
- 3) Enhance students' interpersonal, leadership, and critical thinking skills, develop nurturing and supportive networks, and help prepare them for active citizenship beyond the collegiate experience.
- 4) Maximize the use of the University Union programs, services, and facilities through superior customer service and creative marketing to advance the mission of the Union, Student Affairs, and the University.
- 5) Exercise financial controls and management according to acceptable business practices and University policy for the purpose of maximizing generated revenue production, while prudently monitoring all expenditures of the University Union.
- 6) Adhere to University, Trustee, and State policies.

Underlying these six goals is a continuing commitment to customer service.





THE YEAR'S ACCOMPLISHMENTS

Overview

During 2008-2009, the University Union Operations of CSUS Inc., hereinafter called UUOCI, experienced a number of successes in relation to its goals, yet there remain several areas in which improvement is both possible and important if the Union is to continue to successfully serve the University community.

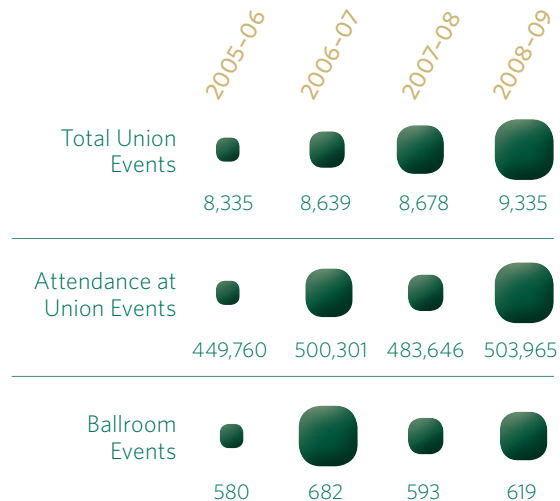
Information on reservations, generated revenue and other important, but not easily enumerable, services and activities are presented in this section. It should be noted, given the central importance of programs and activities to the Union, space utilization and technical support are dominant concerns.



Goals

The number of bookings and number of event attendees resumed the increasing trend of past years. The total number of bookings that actually took place in the Union exceeded 9,000 for the first time and the total number of attendees significantly exceeded 500,000. The total of 9,335 bookings represents a 7.6% increase from last year. The total number of Ballroom bookings was 619. Bookings for all sponsor types, on and off campus, increased. Student organization bookings increased by 6.5%. University Department bookings increased by 8.8%. The number of bookings for both non-campus organizations and private parties increased, collectively, by 9.8%. Auxiliary organization bookings rose by 6.1%.





Reservations made in the last four academic (fiscal) years

Facility Use Breakdown

University Departments

45.7% 4,266

Student Organizations

36.9% 3,448

Auxiliary Organizations

14.4% 1,341

Off-Campus Organizations

2.60% 244

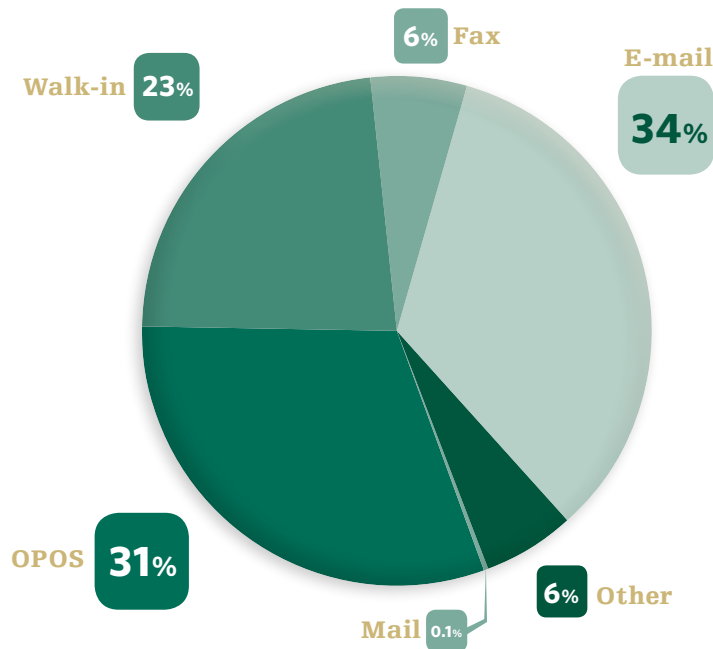
Private Party

0.39% 36

TOTAL RESERVATIONS 9,335

Within the five categories of event sponsors, the overall division of usage remained consistent. University departments represent the largest percentage of total bookings with 45.70%. Student organizations account for the next largest portion at 36.94%. Auxiliaries are next with 14.36%, off-campus account for 2.60% and private parties for 0.39%.

Reservation Source Numbers



The Event Services office staff also books space outside the Union, on behalf of student organizations. 2,158 of these rooms were processed and booked for students this year. This represents a huge increase of 87.3% over last year's bookings and indicates a significant increase in student organizations' overall usage of meeting/event space on campus.

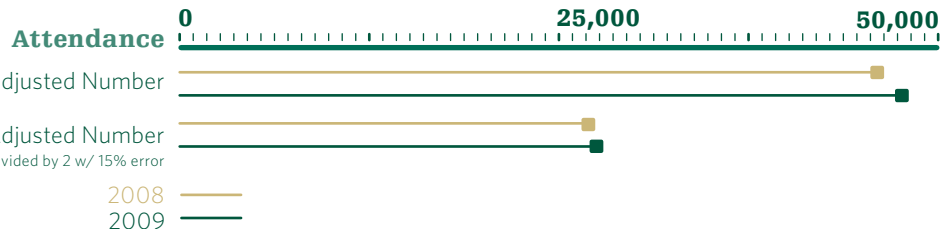
In total, the Event Services Office staff processed a total of 17,799 bookings this year. This includes bookings that were declined, wait listed or subsequently cancelled and reflects a 19.7% increase over last year's totals.

The majority of our booking requests were received by electronic means rather than traditional paper methods. 65% of requests were received via e-mail or through OPUS. This is the same percentage as last year.

| UNRESTRICTED REVENUE FROM PROGRAM ACTIVITIES | Operations | | Property & Equipment | | Art Acquisition, Repair & Replacement | | TOTAL |
|---|--------------------|--|----------------------|--|---------------------------------------|--|--------------------|
| | DESIGNATED | | UNDESIGNATED | | | | |
| Student Activity fee | \$3,500.00 | | | | | | \$3,500.00 |
| Revenue from operations | \$1,282,296 | | | | | | \$1,282,296 |
| TOTAL | \$4,182,296 | | \$0 | | \$0 | | \$4,182,296 |

| UNRESTRICTED EXPENSES | | | | | | |
|-----------------------------|--------------------|------------------|--|------------|--|--------------------|
| Advertising | \$13,357 | | | | | \$13,357 |
| Conferences | \$9,833 | | | | | \$9,833 |
| Depreciation | | \$362,944 | | | | \$362,944 |
| Dues, fees, & subscriptions | \$36,585 | | | | | \$36,585 |
| Insurance | \$34,655 | | | | | \$34,655 |
| Office expenses | \$6,383 | | | | | \$6,383 |
| Outside services* | \$2,869,638 | | | | | \$2,869,638 |
| Postage and delivery | \$1,215 | | | | | \$1,215 |
| Printing | \$16,126 | | | | | \$16,126 |
| Repairs and maintenance | \$248,446 | | | | | \$248,446 |
| Small equipment | \$109,551 | | | | | \$109,551 |
| Special events expenses | \$136,703 | | | | | \$136,703 |
| Supplies | \$178,697 | | | | | \$178,697 |
| Telephone | \$42,361 | | | | | \$42,361 |
| Travel | \$57,635 | | | | | \$57,635 |
| Utilities | \$308,978 | | | | | \$308,978 |
| TOTAL | \$4,070,233 | \$362,944 | | \$0 | | \$4,433,107 |

Phlagleblast 2008



Manually Counted

500 2000

9:00am - 9:30am
East Walkway



Calculated % Error to Door Counters: 3%

11:00am - 11:30am

West Walkway



Calculated % Error to Door Counters: 46%

*This error is higher because of 1 sensor for 4 possible entries.

Door Statistics

Spring 2008

14,054

Fall 2008

14,914

Spring 2009

17,253

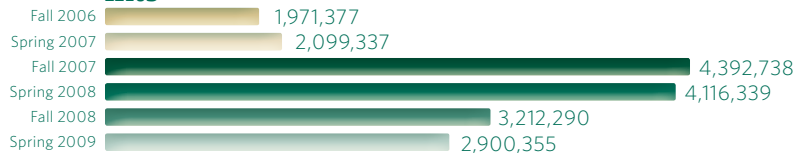
*Door statistics cover Mon-Thur average for the 15-week semester (excluding Spring Break and finals week).



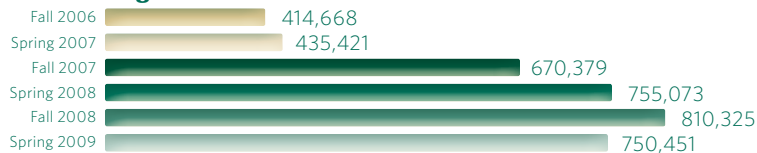
Campus Calendar

calendar.csus.edu

Hits



Page Views



Visitors



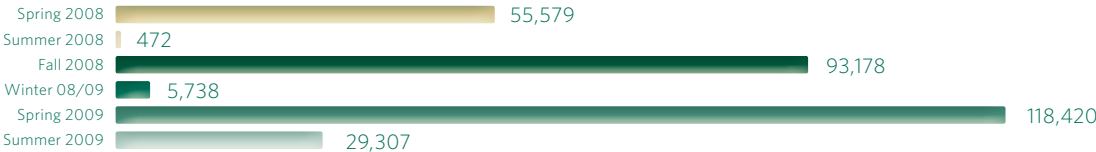
Printer Statistics

1st Floor B&W Jobs



Total Jobs 65,882

1st Floor B&W Total Pages



Total Pages 302,694
Average Pages per Job 4.6



2nd Floor B&W Jobs



Total Jobs 51,196

2nd Floor B&W Total Pages



Total Pages 226,795
Average Pages per Job

1st Floor Color Jobs



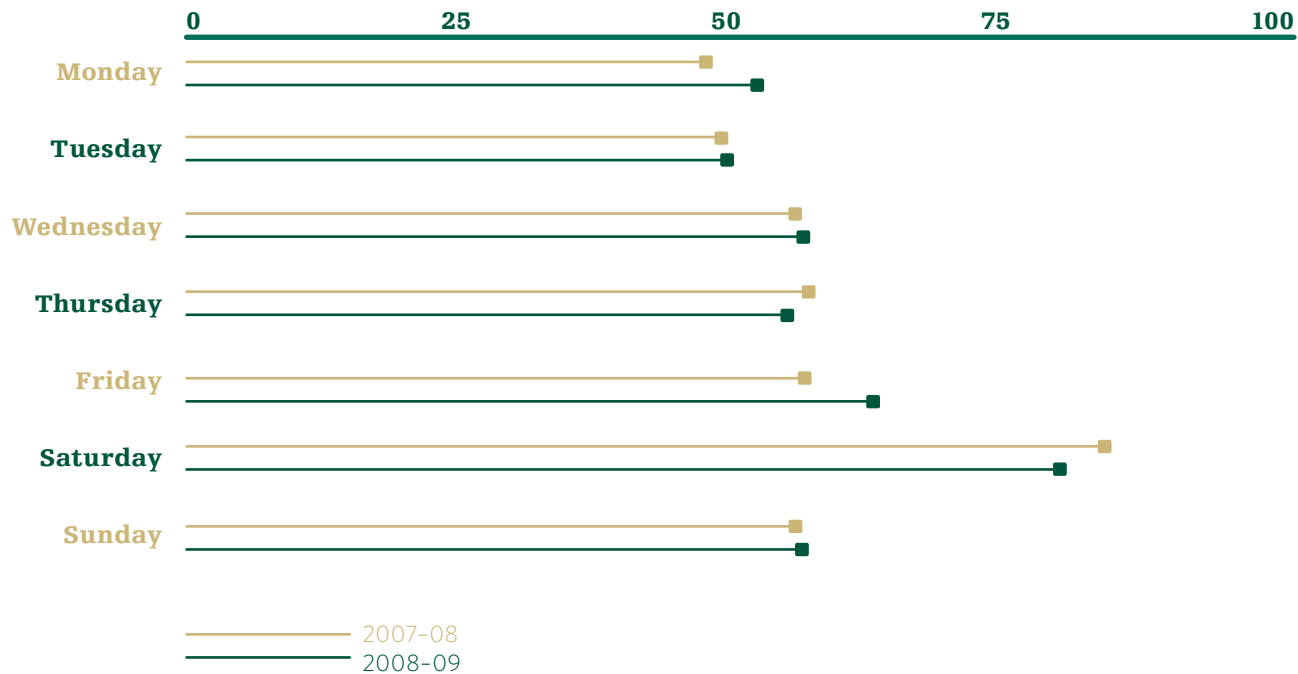
Total Jobs 908

1st Floor Color Total Jobs



Total Pages 2,624
Average Pages per Job 2.9

University Union Facility Utilization (percentage by day)



Major Events

October 2008 Sacramento Mayoral Debate “Testing the Candidates”: Debate between incumbent Mayoral candidate, Heather Fargo, and challenger, Kevin Johnson. Event was broadcast live by KCRA channel 3.

February 2009 Sacramento Mayoral State of the City Address: First address for new Sacramento Mayor, Kevin Johnson to the Sacramento Metro Chamber of Commerce.

October 2008 Blood Source held a 2-day blood drive in the University Ballroom—over 1,000 people participated and 816 pints of blood were donated.

May 2009 A successful roll out the U.S.A. Picnic for 950 people in the Ballroom with 3 days notice. The event had been scheduled to be outside but needed to move inside at the last minute due to an unseasonable forecast of rain.





HIGHLIGHTS

WELL Ground Breaking and Topping Out Ceremony

Momentous steps in the opening of the WELL, which is one of the corner stones of President Gonzalez's Destination 2010 plan. For ground breaking, on October 1st, there were approximately 200 people in attendance for a half day event that featured speeches, a barbeque, and activities. Topping out took place on May 12th, right on schedule. Both events are a culmination of 5 years of work. Second only to opening day planned for September 2, 2010.



Phlagleblast 9

The ninth annual Phlagleblast, the University Union's Open House, was moved from its usual Thursday slot to a Wednesday for the first time, in order to avoid the September 11 anniversary. The day change worked fine, with nearly 27,000 visitors to the Union on that day and nearly 1200 completing their game card. The Union was decorated with a "robot" theme by staff, with additional decorations of balloons and lighting by an outside vendor. Although STA Travel, a grand prize donor to the event, had recently closed, we gained The Store as a major prize sponsor and we began offering major prizes that represented our building programs areas (e.g. iPods from Music Listening, home console systems from Games Room). Phlagleblast 2008 was also the first time we began hearing students without scheduled classes for the day talk about coming to campus just to participate in the event. It is possible that the heavier class loads of many students on Tuesdays and Thursdays had precluded higher participation in previous years.



Redwood Room Lighting

All of the lighting fixtures, as well as the wiring and panel controls in the Redwood room, were replaced in early summer. It (instantly) improved the appearance, feel, and usability of this room. The project added the capability of separating, programming, and dimming lights in the room to accommodate a wide variety of uses. The project also served to bring the room up to current energy standards, allow for a much brighter output of light, and provide the ability to create pre-set levels for events which need multiple scene changes.

WELL Preview Room

After the loss of longtime Union tenant, The Box Center, Union staff spent the later part of December remodeling it's previous space. Work included: removal of existing walls and fixtures, addition of new walls, doors, and windows, upgraded electrical outlets throughout the space, network and cable television capabilities, new paint and window treatments. The end product, which was up and running by the Spring semester, was The WELL Preview Room. The Preview Room offered the campus community a chance to look at plans, furnishings, and equipment for the soon to be completed recreation center, The WELL, here at Sac State. The space also allowed room for two WELL administrative offices.

Jamba Juice

Another longtime tenant, STA Travel, also closed its doors in the Union in 2008. The vacancy became an opportunity to bring the number one requested food vendor, Jamba Juice, to the campus. Discussions began in the Fall and led to a successful design process in mid Spring. Construction began in July and was completed in time for a grand opening a week prior to the Fall semester 2009.





Games Room “Home Console” Implementation

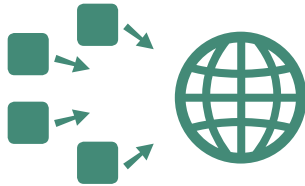
After fiscal and customer service success in a self-operated trial run with three home console systems in the previous year—contrasted with a consistent, multi-year revenue slide and lack of customer service in a “percentage split” arrangement with an outside company—we declined to renew the contract with our coin games vendor and we fully converted the entire electronic games area to a home video console format. After a brief period of anticipated disappointment by a few customers, the change was fully embraced by the majority of video game aficionados.

The retrofit was extensive and completed entirely by in-house IT Services, Maintenance, and Public Information & Leisure Services staff. This included: purchase and installation of 46” HD LCD screens on the walls and running needed cables out of sight lines; purchase and set up of the consoles and a “switching system” behind the counter to allow games to be loaded and operated by the attendants for labor efficiency and to minimize theft; selection, purchase, and update of games through continual research by students and surveys of customers; and painting the rooms black for atmosphere, purchase of IKEA furniture and other cost-efficient accoutrements.

Students have shown great enthusiasm for the change and especially enjoy the ability to play remotely against others through the internet and our aggressive and varied schedule of tournaments. The revenue slide is ending and we have greater control of our customer service by eliminating third-party involvement.



Corporate Staffing

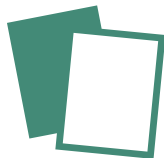


Collaborative Services

A corporate reorganization took place that created the Collaborative Services unit that consists of Design and Visual Communication, Information Technology, UNIQUE and Public Information and Leisure Services.

Union Custodial

The Union searched for, and filled the newly created Lead Custodian positions. The successful candidates were both current staff members of the University Union. Richard Araiza became the Lead on the morning shift (5:30am–2pm), and Ed Bullock became the Lead on the swing shift (3:30pm–Midnight). The positions have increased responsibilities, primarily in the area of student employee supervision. Rounding out the full time custodial staff, Art Delgado was hired mid-Summer to fill the Union’s vacant mid-day position.



Secretary

Mary Lyons began her position as University Union Secretary in early August of last year and has proved to be a valuable addition to the Union team.



Other Facility Enhancements



Lighting: New ceilings and light fixtures have been installed in both the Music Listening room and the hallway adjacent to the Recreational Sports office on the first floor. In June, the ceiling in what used to be the old Union Gallery was also replaced. New lighting was added to all the above areas.

New dispensers for both toilet paper and paper towels were installed in all restrooms late Spring. The paper towel dispensers are a hands-free design, and the toilet paper dispenser doesn't require a key for changing the product. This will save significant time when it comes to restocking and will minimize the wear on the dispenser. Both designs are made of an anti-microbial plastic.



A permanent golf cart parking/charging area has been erected in the Union's West loading dock, next to the Round Table patio. The "carport" was designed by the contractor who built the existing patio cover and matches the overall look and feel of the current structure, looking as if it was always there. The structure provides a sheltered, secure location for carts to be stored as well as recharged.



New recycle stickers are now being used in offices along with new mini-bin receptacles, which put emphasis on less trash while allowing for co-mingled recycling at individual desks. The next step is to place similar recycling bins in all Union meeting rooms, as well as to adapt existing bins in the public areas to better promote the program. The stickers were shared with other units around campus by request.



Door Access System: The Union replaced its outdated electronic door access system with a new state of the art system, the same one used by the rest of the University. The new "Velocity" system allows for greater ease, control, and options in programming all door requiring controlled access. The system allows for programming to occur from a central workstation, as well as remote access if needed by Union administrators.





Chico State and UOP Research Trips by Student Volunteers and Staff

Chico State and UOP Research Trips by Student Volunteers and Staff: Nearly 20 Collaborative Services student staff and volunteers visited the Unions at Chico State and University of the Pacific on successive Wednesdays in January, to learn about programs, electronic signage, and IT Services at those locations and swap ideas. UOP's new Union had just opened the previous Fall and received LEED Silver certification, which was especially informative and got our group "LEED enthused". The group enjoyed both trips and came away with a lot ideas and discussion points, but also gained a greater appreciation of what our Sac State facilities have to offer, both in scope of our offerings and the great usage of what we have.



UNIQUE Programs Collaboration Efforts

In its 30th year of existence, UNIQUE Programs, the University Union's student programs board composed primarily of volunteers—continued to be a major force in enhancing the vibrancy of the extra- and co-curricular life of the campus. Funded and supported primarily from the Union's general budget, UNIQUE also wrapped up its 21st consecutive year of annual grant funding by Associated Students, dedicated multicultural programs and high-profile lectures.

“UNIQUE programs...a major force in enhancing the vibrancy of the extra- and co-curricular life of the campus.”

Over the course of its existence, UNIQUE has proved dependable in providing a formidable program schedule, averaging over two events per week and serving as a collaborative partner with departments, clubs, and organizations throughout the campus. 2008-2009 was no exception as, under Zenia Diokno's coordination and advisement, it continued expanded its collaboration efforts through such partnerships as the One Book Program, Cooper-Woodson, Ethnic Studies, Art, and Education and Women's Resource Center. Accomplishments in this area have resulted in great progress in the efforts by the University Union, Student Affairs, and Sacramento State to bridge the relationship “divide” between academic departments other divisions, in pursuit of contribution to several of the ideals outlined in the 2009 WASC Educational Effectiveness Review that was recently completed.

Design and Visual Communication Staffing, Services Expansion, Logo Development

With the nearly simultaneous move by Bill Olmsted from the Marketing Department to Union Director and departure of another designer, Design and Visual Communication began the year with Tiffany Dreyer in an Interim role as our Design Lead, Kenji Enos as a temporary designer, and (additionally) were down one full-time staff member with design skills, along with working in a different reporting and supervision structure and a particularly aggressive schedule of projects to complete. Not only did these staff, along with continuing student designer Tosh Campanella, keep up through the immediate transition, they brought their own style and efficiently to the unit, exceeded expectations in work quality and output, recruited and trained a group of 3 new interns, and coordinated an exciting lineup of Gallery shows. Tiffany was reclassified on a permanent basis in October, Kenji in December, and Joel Felix and Kyle Marks joined the staff in January.



Electronic Signage

In addition to successful and widespread implementation and refinement of electronic signage within the Union throughout the year and ongoing, rigorous support of UNIQUE events and other Union services, the unit redesigned the Annual Report; redesigned the Union and UNIQUE websites; launched a temporary The Well website; began filming a variety of events and promotional pieces; began work on new branding and ambience for the Games Room, Music Listening (now the Terminal Lounge), and Gallery; implemented design services for The Well, including the Preview Room, the Groundbreaking and Topping Out Ceremonies, and the inaugural 5K run; began integrating design support for Rec Sports as it transitioned to The Well from Student Activities and ASI, including the production of their yearly program calendar.

"We received several awards from the ACUI Annual Conference, including Best of Show awarded to Kenji Enos for his show reel, the first time that award has been bestowed for a motion graphics piece."

The Design team also developed and launched a logo for The Well in the Spring as part of a very collaborative, semester-long process, working with students and staff from the Union, the Well, Student Health Services, Peak Adventures, and, ultimately, an advisory task force. We received several awards from the ACUI Annual Conference, including Best of Show awarded to Kenji Enos for his show reel, the first time that award has been bestowed for a motion graphics piece.



Information Technology Services Expansion

Upon creation of the unit in Summer 2008, there was a collaborative, speedy, thorough, and successful launch of digital signage throughout the Union. This included setting up hardware throughout the building, implementing 4 Winds Software, and working closely with Maintenance and Design and Visual Communication. During a year of major organizational change and expansion of our corporation to include The Well, IT has pulled together a consistent, comprehensive, unified, and highly responsive approach to services for our entire corporation.

The unit expanded mid-year to now include 3 student assistants and also implemented a work order system to handle the many requests for IT assistance. In addition to the signage project, IT's collaborative efforts within the Union include work with our Design, Public Information and Leisure Services, Maintenance, Operations, and Programs units on such projects as: working with our Games Room to fully implement a home console lounge; planning and upgrading Music Listening to include DiVX technology; upgrading audio, video, lighting, and lock systems throughout the building; Campus Calendar upgrade to 2.0; moving our servers to AIRC and contracting additional server space with campus IRT; upgrading printer

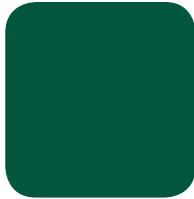
systems and migrating those to IRT responsibility; upgrade of our Information Desk's InfoWeb system. Additionally, IT has worked closely with all partners on The Well construction, from management to contractors, to campus departments, in consulting, planning, writing RFPs, designing, and implementing its information system software and hardware, AV systems, security and access systems, etc. IT was also integral to implementation of the construction webcam and The Well's Preview Room video feed and assessment tools and will be using that area to test technologies that are planned for that facility when it comes on line. There is a lot of potential for miscommunication and errors with such a high-profile and complicated project, but IT has displayed efficiency, expertise, and a "can-do attitude" that has made the process run smoothly and efficiently.

"...IT has displayed efficiency, expertise, and a "can-do attitude" that has made the process run smoothly and efficiently."





PLANS, CHALLENGES & EXPECTATIONS



The Economy

Enrollment

As the State budget crisis continues, enrollment projections are dropping for the 2009-10 and 10-11 academic years. Since the Union and the WELL exist primarily on student fee dollars and reduction of head count will be felt, adjustments and a new long range financial plan must be developed to ensure financial stability for the corporation.

Event Services

The state of the economy may begin to significantly affect revenue for Event Services. Off-campus organizations are seeing a drop in numbers of attendees for annual events and are booking less space for smaller events and for shorter durations.

Food Services and Retail Operations

The economy may take its toll on additional campus vendors, in and out of the Union, in the very near future. The Union will need to be prepared for such occurrences and be able respond quickly and creatively to potential vacancies.



Facility Utilization



Student Club use of the Union

The Student Activities Office is seeing a record number of new student organizations forming at the start of the 08–09 year. If this trend continues, student organization use of space could increase significantly. Since student organizations have priority in booking, less space may be available for other clients.

Meeting Room Technology

Technology in the meeting spaces is beginning to show its age. It will be challenging to keep up with technology in the current economic climate.

The WELL

The WELL is scheduled to open in Fall 2010. Over this next year Event Services, in collaboration with WELL staff, will be helping to develop procedures for use of the Conference Suite spaces in the new facility. We will also need to determine how best to service two facilities with existing event staff.

Union Space Utilization

With several vacancies being created by offices and services moving to the WELL, the Union is facing the challenge of identifying the most beneficial and appropriate use of space in the building.



Event Service Student Staffing

Event Services could potentially lose 40-60% of current student assistants at one time as many are set to graduate in December 2009. Since we are so heavily dependent upon our student staff, this could pose a significant challenge.

WELL Staffing

The WELL is growing quickly and staffing needs will steadily increase till opening day!

Offices Till WELL Opens

As more full time staff members for The WELL come on board during 2009-10, The Union space will need to be manipulated to (temporarily) accommodate this increase in staff.

Personnel





Other

Technology

Creating a new work order system and preventative maintenance program for all of the equipment in the University Union. This switch over will require a tremendous amount of data entry to add existing facility equipment into the system but will significantly streamline the process of scheduling and performing preventative maintenance throughout the year. It is anticipated that this procedure be used for both the Union and The WELL.

Union Food Services

The food service areas, as well as the customer dining areas, are in great need of updates and overall modernization. We will need to look closely at what funding options are available for such a project and where it stands (priority-wise) with other facility needs.

Security Cameras

The need for additional security cameras and controlled access doors for the Union are being assessed in the wake of increased instances of theft in the facility.

Home Console Room

There have been challenges with the use of home equipment in a commercial setting (eg, needing to reinforce drum pedals for “Rock Band”, purchasing game controllers in styles/colors that distinguish ours from those that come with most home systems (to assist in theft prevention of “swapouts”), but they have been minimal. In order to “stay legal”, we are actually renting time on the consoles; currently have 3 blanket software use agreements through iGames (for Microsoft, EA Games, and Ubisoft), along with games-specific agreements with other companies on a case-by-case basis; and through public signage, we provide other games for demonstration purposes, with the offer to facilitate their purchase to the best of our ability.

Enrollment projections

The recent, current, and anticipated fiscal impact of the economic downturn and lowered enrollment projections—coupled with fast moving societal and technological changes—has challenged our financial efficiency and makes it imperative to stay relevant to student interests and sources of information. We need to capture their participation and interest with the right program and service offerings and by letting them know about those offerings through information vehicles that they will use and respond to.

Co-sponsorships

Many of our co-sponsors, particularly on-campus partners, have less and less in the way of budget to contribute to our collaborations, but we value our mutual goals, their expertise and networking, and the opportunity that we have during these tough times to significantly contribute to the nurturing, and consistency and growth of campus life. As with the rest of the corporation, Collaborative Services is up to the task.

Corporate Growth

Finally, the growth of the corporation makes communication a major challenge. Communication within and between all areas is ever more crucial in order to work together, as one team. With the expansion of our programs, services, and staffs, we will need to be creative, committed, and collaborative to make that happen. We will also need to have a higher-than-ever level of planning, organization, and preparation to function successfully, which is why work order systems, technology that allows managers to update their web presence without needing a high-level of expertise, and similar efficiency measures will be so important to research and implement.





STUDENT LEARNING ASSESSMENT

EVENT SERVICES

Event set-up student assistants receive formal training on work procedures, equipment and customer service skills. They also receive continuing training for several weeks as they work alongside more experienced staff. Employees' learning is assessed after the formal training and then, again, after the on-the-job training is completed. We have always seen an increase in scores on the assessment tool after the second time, however, it was difficult to show that this increase was not solely the result of familiarity with the assessment tool.

This year we had great difficulty in scheduling the formal training for our new employees. As a result, they received the practical on-the-job training first. They received the formal instruction last and were only assessed after both portions of training had been completed. The average scores on the assessment tool were significantly higher for this group than normally seen on the first assessment. These employees averaged 83% on their first assessment, while the average for last year's staff was 67%. Scores for the second assessment usually range from 78 - 100%. This result would seem to indicate that the increase we typically see reflects actual student learning rather than simply a familiarity with the assessment tool.

UNIQUE 2008-2009 Volunteer Assessment

Attached is a list of statements that we provided to volunteers at the end of the Fall 08 semester plus the percent that answered “Disagree” “Indifferent” and “Agree” per statement.

We also had a “write in” portion on the assessment survey. Here are notable quotes for each of those questions:

Did you learn what you had expected/ hoped to learn while in this program?

Most said yes and a few had noted that they learned more than expected—but didn’t clarify.

Did you learn anything about yourself while in UNIQUE?

“I am more creative in this club”

“I learned this is what I would like to pursue as my future career”

“I learned how to put my skills to practice”

Did you learn about others while in UNIQUE?

“I got to meet people and made great friends. I like communicating with people”

“I learned how to work with different kinds of people”

What is one thing you accomplished while in UNIQUE?

“I became involved in school”

“I am more open, willing”

“Meeting new people”

“I learned how to talk to new people easier. I’ve always been a bit shy”

“Made new friends- a lot of new friends”

Zenia also did an informal assessment, verbally, at one meeting in preparation for the UNIQUE video. Her question to them was

“What is your favorite reason for being in UNIQUE?”

Almost everyone at the table (20 volunteers) had noted that they enjoyed being a part of something/ finding their niche on campus and making new friends. There is no hard data to support this conversation, but on the attachment, you can see three statements that received 100% agreement:

“I experienced something that no other group on campus can offer”

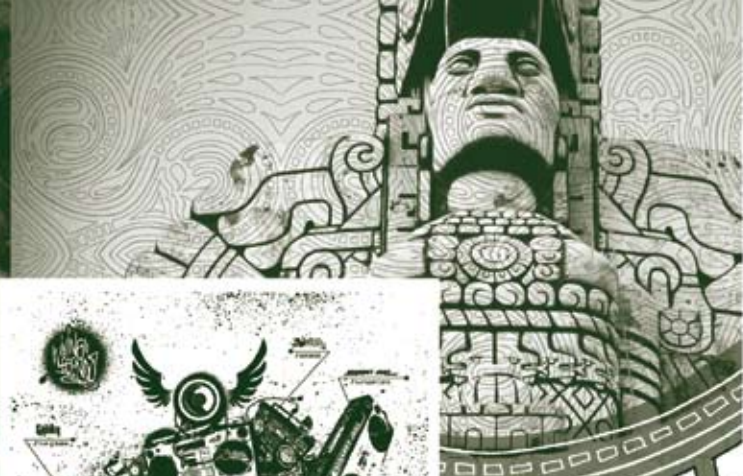
“I enjoyed being a part of UNIQUE”

“I worked with a variety of people”

Also 72% felt they became more social

During this same conversation, many also noted that they enjoyed being able to network with other groups that we work with- i.e. KSSU, Pride Center- and even build relationships with businesses off campus (where we drop off flyers) and feel that this would benefit them in the future.







ders

SIGN
SOULIFTED
PUNNY LANE
SPIN 45
FOCI
POINTDEXTER
THE

UNIQUE

Camellia
International Folk Dance Festival

Old Annual dance performance program, featuring
and traditional cultural dance groups representing
diverse cultures from throughout the world.

Sunday
March

University Union Ballroom

Performances by:
Big Show Dance group
Cultural Alliance + the
San Jose Students group
Dancers with the Gods
and much more and more

CONCERT!
FUN ROCK AT THE UNIVERSITY UNION
PLAZA, 7PM

PERFORMANCES BY
QUAT - PETER ROCK
BOTTICELLI
N. FARREN



ENG
AME

STAND-UP
COMEDY

COMPETITION
MAKE E. WINFIELD

SEPT 25 / 7:30PM

ernyavsky



04.23:00

UNIVERSITY UNION
Lecture Room
SAC STATE STUD

UNIQUE

GOLD FINGER

With James BOND ★ THE ★ VEGELS

Monday, May 4

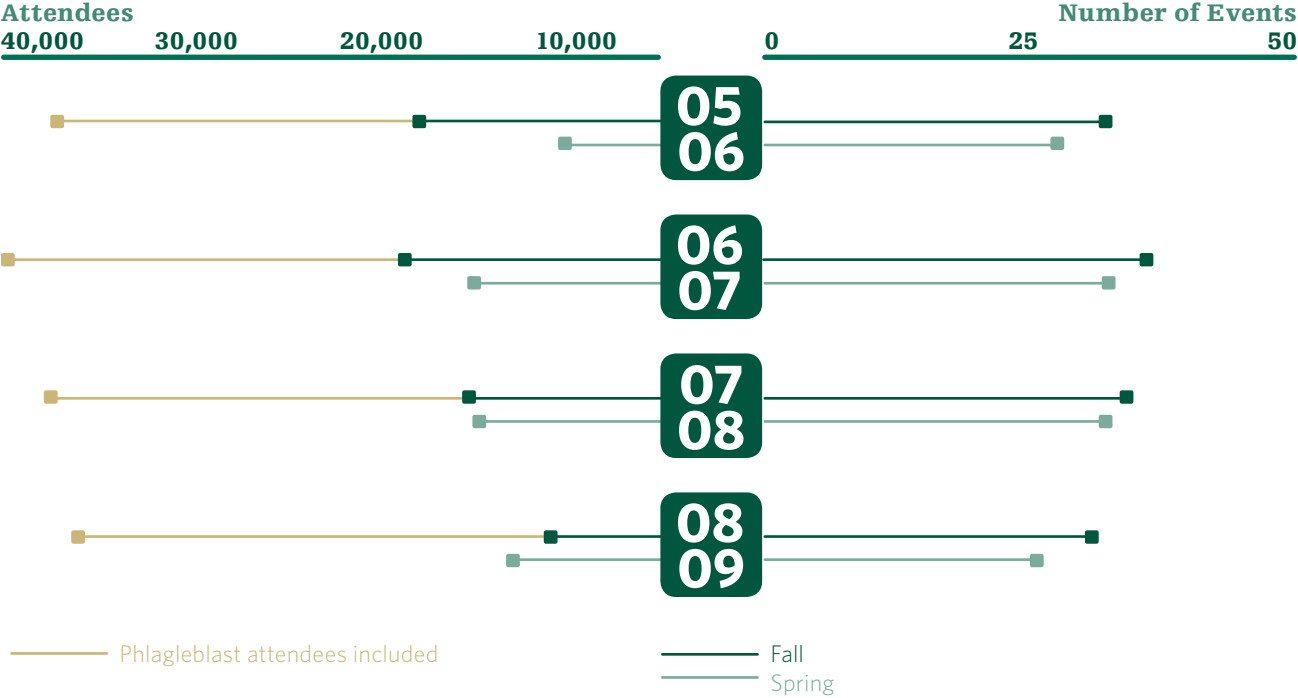
The Contenders

THU. OCTO
7:30-
UNIV. UNION 120



UNIQUE Attendance Statistics

Fall 2005–Spring 2009



40



Volunteer Numbers (per semester)

Fall
08

50–60 Volunteers

Spring
09

40–50 Volunteers





CONCLUSION

*“There is a real sense of optimism
and anticipation for the future.”*

The University Union Operation of CSUS Inc, including the University Union, The WELL and Collaborative Services, continues to serve the University in the provision of programs and services. Through the collaborative effort of the entire campus community, the UUOCI and its staff (both full time and part-time), the student constituencies, and the thousands of customers who utilize the Union, a partnership has been developed and maintained throughout the year. All those involved demonstrate a feeling of commitment to the UUOCI and Sacramento State University and it is these feelings of ownership and loyalty which underlies the high quality of service provided to all who use the Union, and soon the WELL, for programs, meetings, conferences, and other activities. There is a real sense of optimism and anticipation for the future.





www.union.csus.edu

