



SACRAMENTO
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California State University, Sacramento
University Union

6000 J Street • Sacramento, CA 95819-6017

T (916) 278-6744 • F (916) 278-4850 • www.theuniversityunion.com

Union Advisory Group Meeting
Wednesday, March 7, Capital Room
7:30-9 am

Agenda

1. Call to Order
2. Public Comment
3. Approval of 2/7/18 Minutes
4. Election of 2018-19 Advisory Group Chair
5. Review of Proposed 2018-19 University Union Strategic Plan
6. Activity Reports
7. Expansion Updates
8. Adjourn

University Union Strategic Plan 18-19

Corporate Goals

- Provide superior service to our diverse campus community and strive to exceed customer expectations.
- Foster opportunities for student engagement to enhance their sense of belonging and connection with the University
- Respond to the changing needs of students, the campus community, and the University.
- Train, develop, and encourage a highly committed and conscientious Union WELL Inc. staff.

Performance Measures

- Increased participation by staff and volunteers in employee and student development opportunities.
- Implementation of additional programs, events, and services.
- Completed modernization and updates of facility and its offerings.
- User surveys that measure customer satisfaction and solicit input on possible improvements.

Project List

Administration

1. Expand student and professional development opportunities through in-house and local retreats and trainings, campus visits, and participation in professional associations. (ongoing-Sorensen)
2. Engage campus community by building anticipation for the opening of North Union Expansion, phase one, through milestone events, visual representations, active communication, and presentations to various campus groups. (ongoing-Sorensen, staff)
3. Plan for completion of fire sprinkler, and other necessary modernization projects, while minimizing disruption to programs and services. (ongoing-Sorensen, staff)
4. Address anticipated and unanticipated challenges created by current expansion project with innovative and cost-effective solutions (ongoing-Sorensen, staff).
5. Work with relocated, new, and returning offices to coordinate moves into their new spaces and assure their business needs are met (Knifsend, Sorensen, Olmsted, Singletary, Summer, Fall 2018, Spring 2019)
6. Modify current lease agreements to reflect new square footages and establish leases for new tenants (Sorensen, Spring, Summer, Fall 2018)
7. Work with various units to strategize and implement expanded staffing levels needed as the result of the expansion (Sorensen, Spring, Summer and Fall 2018, Spring 2019)

Event Services

1. Recover worn air wallpanels in meeting rooms. (Summer 18/Fall 18/Winter18-Dietzler,Clemmer)
*in priority order: 1 - Ballroom 72 panels; 2 - Forest 16 panels; 3 - Foothill 18 panels; 4 - Orchard 36 panels; 5 - Valley 14 panels.
2. Replace worn Hinde Auditorium chairs (Summer 18/Fall18- Dietzler/Clemmer)

3. Replace carpeting in Capital Room for safety reasons. (Dietzler, Summer 18)
4. Investigate Hinde concrete floor treatments and repair options (Dietzler, Summer 18/Fall 18)
5. Develop and implement a plan for sound Proofing of the storage/work areas on 2nd & 3rd floor (Palmer, Summer 18/Fall 18)
6. Purchase and install a new large (70") Information monitor for use in the newly opened Event Services Office (Palmer, IT, Spring 2019)
7. Upgrade Employee Break Room Furnishings (Clemmer, Sanchez, Summer 2018)
(Match furniture to UU common areas tables & chairs)
8. Run network cabling to meeting room projectors and purchase software that would then allow for remote operation and monitoring of projectors from staff desktop workstations/tablets.
9. Purchase new ergonomic desks for professional operations staff, replacing Ikea desks (Clemmer, Summer 2018)
10. Replace flooring in Green Room (carpet) and Dressing Room (new VCT) (Dietzler, Fall, 2018)
11. Replace furniture in Green Room with more modern furnishings (Dietzler, Palmer, Clemmer, Summer 2018)
12. Install Digital Signage for meeting rooms on 2nd & 3rd floors & Lobby Suite, 15 signs total. (Dietzler, IT)
13. Replace the Hinde Auditorium video projector (Dietzler, Clemmer, 2018)
14. Ready the reservations system and physical setup for additional meeting rooms by late Fall 2018. (Palmer, Clemmer, Dietzler, Summer, Fall 2018)

Operations

1. Plan and execute expansion grand opening event (Sanchez, Union Staff, Spring 2019)
2. Build upon the 'Spring into the Union' student welcome for the Spring 2019 (Sanchez, LaPorte, Whitfield, Spring 2019)
3. Research and purchase new Mother's Lounge furniture to include a wall mounted folding table and new seating. (Sanchez, Whitfield, Fall 2018, Winter 2019)
4. Extend Union building hours during Finals week for the Fall 2018 (Sunday – Wednesday, to close at 1am). Depending on usage, extend to Spring 2019 and include the Wednesday & Thursday prior to finals week as well. (Sanchez, Fall 2018, Spring 2019)
5. Provide disposable green utensils for students within the Brown Bag area. (Sanchez Fall 2018)
6. Streamline the registration of Phlagleblast game cards by having participants input their own information that staff uses to verify student enrollment and duplicate entries. (Sanchez, Summer Fall 2018)
7. Purchase three EvacuTrac chairs for evacuation assistance on stairs for physically challenged, one on current 2nd floor and two for 2nd & 3rd floors in the expansion area (Sorensen, Sanchez, Summer/Fall 2018)
8. Purchase and install three AEDs in expanded area of the building, for efficiency in retrieving them (Sorensen, Sanchez, Fall 2018)
9. Continue to build upon Confluence page for Building Supervisors to simplify communication and trainings. (Sanchez, Summer, Fall 2018, Spring 2019)
10. Offer BS and staff training with new building systems installed throughout the facility as a result of the expansion, such as intercom, background music, fire notification, etc. (Sanchez, Summer, Fall 2018, Spring 2019)

GAMES ROOM

Establish the new Games Room, including the following features and integration with building systems (Whitfield, Sanchez, IT, Design, 2018-2019):

1. Return Billiards tables from storage, set them up and recover them
2. Purchase two new table tennis tables for customer use
3. Purchase and implement a shuffleboard game as a new program offering for rental
4. Investigate and purchase a virtual reality system as a new program offering for rental
5. Purchase Karaoke software and equipment as a new program offering for rental
6. Purchase and implement new laptop and LCD projection with screen or dual functioning monitor for use with tournaments (bracket PDF fill in; connection to LCD projector or dual functioning monitor)
7. Research, purchase, and implement a new point of sale equipment and software system that offers or integrates with lighting control, OneCard connection capability, invoice creation, play-time pausing capabilities, wait list capability
8. Work to ensure local controls of background music system by attendants
9. Purchase and implement newest versions of gaming Consoles (4 Nintendo Switches; 4 Xbox One; 4 PS4) and wireless controllers (4) for each system
10. Purchase and implement 8 TV monitors to connect to gaming consoles (2 of the Nintendo Switches will be purposed for portable use, no TV monitors required)
11. Schedule an additional Games Room Attendant during peak hours, such as 11 am-1 pm (and other peak times as they are identified)
12. Purchase and implement digital screens to showcase tournament winners, tournament information, video game highlights, etc...
13. Purchase and implement a modern alarm system for enhanced security when Games Room is closed
14. Create a chalkboard-paint wall for Table Tennis score keeping by customers
15. Purchase a Motorola digital two-way radio for attendant use (prior radio is in now in use at Gallery)
16. Implement digital downloads at consoles for video games, in place of hard disks, as is the current trend.

TERMINAL LOUNGE

1. Research and establish a plan for a 2019-20 repurpose of the space, informed by student interests, behavioral challenges, expanded building needs, and current infrastructure challenges, to include new program offerings, a more full-service 2nd floor information desk, new lighting, replacement of sound proofing barriers; improved air flow/temp control etc. (Whitfield, Sanchez, IT, 2018-2019)

INFORMATION DESK

1. Implement a cabinets modernization and cosmetic refresh to improve service and visually transition the existing building to the expansion (Whitfield, Sanchez, Sorensen, Dreyfus, 2018)
2. Implement software system for mail /package receiving and disbursement, with electronic signature capability. (Whitfield, IT, Summer 2018)

3. Purchase tiered radio charger unit for better space organization. (Whitfield, Summer 2018)
4. Establish a digital radios checkout log. (Whitfield, Summer 2018)
5. Implement a touch Screen desktop monitor for customer self-service use. (Whitfield, IT, Summer 2018)
6. Implement dual functioning digital monitor with Interactive map, desktop computer screen with mirror image projection, and small printer for attendant use in providing customized maps and information. (Whitfield, IT, Summer 2018)
7. Utilize Lost & Found software designed by Computer Science students for electronic tracking of items turned in, returned to customers, and transferred to Police Service Center. (Whitfield, Summer 2018)
8. Research, and possibly implement a (primarily self-service) shipping kiosk, such as "Ship It Now". (Sorensen, Sanchez, Whitfield, Summer 2018)
9. Implement virtual tours of The Union and campus. (Whitfield, Sanchez, Fall 2018)

Programs & Marketing

1. Identify and implement a digital system of receiving, responding to and displaying public suggestions. (LaPorte/ Singletary/ Drennon, Fall 2018)
2. Collaborate with ACUI and NASPA in collecting data and assessing Union service offerings and customer service satisfaction. (LaPorte, Spring 2019)
3. Collaborate with Public Information & Leisure Services in surveying customers and potential users of the Games Room to assess program offerings for the completion of the Union Games Room expansion. (LaPorte, Whitfield, Summer 2018)
4. Provide marketing support for UNIQUE's 40th anniversary. (LaPorte, Lamumba, Summer 2018)
5. Provide marketing support for the Union expansion's completion, working with the Director and Executive Director in communicating plans/ progress and celebratory events to the public. (LaPorte, Fall 18)
6. Network with Union marketing departments at other colleges to brainstorm ideas on expanding, improving and measuring our own social media marketing. (LaPorte, Summer 2018)
7. Create a comprehensive marketing piece that will highlight all of the Union's program offerings and services once the Expansion is complete. (LaPorte, Voorhees, Spring 2019)
8. Select and train a new marketing student assistant to expand marketing efforts for all areas of the Union. (LaPorte, Spring 2016)
9. Evaluate and modify the Expansion website to include The WELL's building expansion project. Develop a system for keeping the site as up to date as possible with photos and news updates. (LaPorte, Summer 2018)

Design & Visual Communications

1. Relocate artwork from Gallery storage to various locations throughout the newly remodeled and older parts Union and work with Maintenance to have hung. (Voorhees, Drennon, Fall 2018, Spring 2019)
2. Have the black ceiling tiles and grid in Gallery replaced with white, as part of the fire sprinkler retrofit. (Voorhees, McCarthy, Summer 2018)
3. Change out the Gallery window vinyls to better match the new look of the Gallery. (Voorhees, Summer 2018)

4. Purchase 17 new fabric Gallery pedestal covers for aesthetic purposes and to avoid need for frequent repainting of pedestals. (Voorhees, Summer, 2018)
5. Organize all archival folders on the server to help improve the work flow of accessing old files and photos. (Voorhees, Spring 2019)
6. Relocate the Lab to its new office space in the Union. (Voorhees, Spring 2019)
7. Support the WELL with their design needs in marketing their upcoming expansion. (Voorhees, Summer/ Fall 2018)
8. Create collateral and fulfill other design needs in support of the Union Expansion's Grand Opening. (Voorhees, LaPorte, Spring 2019)

UNIQUE Programs

1. Explore and implement late night and weekend programming opportunities with Residence Halls Association, First Year Experience, and other interested campus partners. (Lamumba, Fall 2018)
2. Coordinate a celebration event that celebrates UNIQUE's 40th year of existence at Sac State. This event will be open to the public, but offer special recognition to UNIQUE volunteer alumni. (Lamumba, LaPorte, Spring 2019)
3. Collaborate with Programs & Marketing and Design in create tag line and/or special logo to be featured on all UNIQUE event collateral for the year. (Lamumba, Voorhees, LaPorte, Summer 2018)
4. Create an online survey to find out current student interests in entertainment. (Lamumba, LaPorte, Summer 2018)
5. Organize a block booking event to bring a major talent to at least 3 universities within the same week, allowing the schools to save funds on artist fees and giving the artist an opportunity to perform on at least three different college campuses. (Lamumba, Summer 2018)
6. Organize a UNIQUE volunteer field trip to another CSU or UC campus to explore how their programming is done and to see if we can work collaboratively on campus bookings. (Lamumba, Summer 2018)
7. Coordinate the booking of a major guest speaker to address issues relevant for the current social climate. (Lamumba, Spring 2019)
8. Relocate UNIQUE Programs to its new office space in the Union. (Lamumba, Spring 2019)