



Union WELL Inc. Board of Directors
Wednesday, March 16, 2022, 7:30am
Zoom Meeting

Minutes

1. The meeting was called to order at 7:34am by Shubh Kaur, Chairperson

- a. Present: Shubh Kaur, Amanda Visger, Rose McAuliffe, Ed Mills, Jasmine Lopez, Jamie Hoffman, Franky De La Torre, Lovepreet Kaur, Yasmin Moran, Joy Stewart-James, Bill Macriss,
- b. Also Present: Bill Olmsted, Kate Smith, Tori Butler, Jill Farrell

2. Public Comment: None

3. Approval of Minutes: (MSP: Mills, L. Kaur)

- a. Approval of Board of Directors Meeting Minutes — February 16, 2022

4. New Business:

a. 2022–23 Annual Corporate Project List: **(MSP: Moran, Mills)**

- i. Olmsted explains that the corporate project list outlines areas of focus for each department, and is reviewed for approval by the University Union and WELL Advisory Groups and then the Board of Directors each year. He shares expectations for the coming year that were outlined for staff such as looking to improve, or make more efficient, existing facilities or services rather than starting something new; leaving bandwidth to pivot as needed; reevaluating to identify things that may not need to be done anymore; and focusing on quality over quantity. Then he shares the corporate project list for 2022-23 and discusses highlights.
- ii. Corporate Administration project highlights: oversee large capital project planning, project management and financial handling of the TBU01 and TBU04 accounts; complete reconciliations for both the University Union and WELL expansion budgets; onboard and train a new University Union Director; reorganize marketing by consolidating University Union and WELL resources and staff into a single unit for the corporation. IT Services and Facilities Administration: develop and implement a website consolidation plan; review the ten-year plan for capital repair and replacement for large facility equipment and infrastructure repairs; provide professional development and training opportunities to staff. IT: research and begin implementation of replacing development/testing environment hypervisor; migrate existing Windows Server physical servers and virtual machines to the latest Microsoft server operating system; update current network systems monitoring tools. Facility Services: implement a new corporate-wide procedure for channeling key requests; implement custodial-related customer feedback systems for restrooms and public areas of both facilities. Maintenance and Facility Operations: onboard new full-time maintenance staff members; coordinate with campus Facilities Management on some items and potentially using JOC contractors for completing bigger projects; consult with campus architects to study feasibility for remodeling the WELL maintenance shop; replace WELL lighting control systems that were not replaced during expansion.
- iii. University Union Administration: onboard a new University Union Director; review policies and update as necessary. Operations: reboot a safety committee; work with an outside vendor for a Live Plant program throughout the facility; resurface the fireplace in the Fireplace Lounge, repurpose the area and add more lounge seating. Relaxation Station: modernize the space to make the best environment possible. Games Room: continue to search for a new POS system; develop a rental policy for off-campus groups while visiting campus; live stream tournaments to spur greater engagement and new members; and offer more demonstrations using professionals to provide clinics and showcases. Information Desk: adjust the lost and found procedures to stay compatible with Public Safety, who changed their intake and management process for lost and found on campus; continue to develop the University Union virtual tour and include a new audio component; develop a virtual connection to the Information Desk via live

chat. Student Development, which is a newer area for University Union staff: formalize a Student Development program with workshops throughout year, to address much of what students would like to know and provide crucial skills. Event Services: replace the stage awning at Serna Plaza to reflect the improvements that campus is making to provide permanent seating.

1. Mills asks if all members are aware of the seating project for Serna Plaza. Olmsted states that he shared images at the last meeting but can pull up images during his report for those that have not seen it.
- iv. Olmsted continues to discuss Event Services: recover airwalls for California Suite and Lobby Suite to modernize and bring up to current standards; update the training program for Event Services Administrative Assistants. Design: collaborate with the ASI Children's Center to gather, select, frame and install children's artwork and install in Mother's Lounges across campus; coordinate the purchase of sculptures for areas created during expansion; research and possibly replace the old marquee letterboard located at the back of campus, towards Highway 50 across street from Hornet Commons. Olmsted adds that the structure is decades old and the light doesn't work anymore so adjustments were made and large posters are placed instead. Union WELL Inc. has managed it for campus for three decades and will coordinate with campus to replace it.
1. Mills states this project is more important now, with Hornet Commons right there and students crossing the street. He adds that he wasn't aware it was managed by Union WELL Inc. Olmsted explains that, as part of the Sign Shop effort, students would go out and replace letters in boards. He adds that the environment on campus has changed when it comes to posting, and campus prefers to not place A-frames around buildings to promote programs and services. It has been challenging to work with the campus group who oversees signage on campus. Mills thinks it's a good opportunity to do something digitally but, at the end of the day, the effort needs student's help with the philosophical argument as the student voice is what will make the difference.
 2. S. Kaur asks who makes decisions on signage. Olmsted explains that Minor Design Change Committee (MDCC) makes the decisions, and anything done to the exterior of facilities goes through that group. He adds that he made a proposal to the committee that was denied, and he is in the process of an appeal.
 3. Mills states that Facilities may say it's a decree from President Nelsen but he confirmed it's not a decree; he just wants signs updated timely. President Nelsen wants to know what students want, what they need, and what is helpful to them. He feels that the student voice is lost in this argument and encourages students to write directly to the President.
 4. Macriss, who sits on the MDCC committee, was surprised that Olmsted was denied by the committee for signage around the building. He adds that there was support from the committee, so he does not know where the "no" came from and encourages revisiting. Olmsted states it has a lot to do with social media, which is oftentimes the main way to reach people, but is not the only way. Any type of promotion takes effort of multiple avenues.
 5. Hoffman asks if other campuses have alternative ways of communicating to students through other strategies, equipment, or successful avenues. Olmsted has seen good ideas but, with MDCC in place on campus, any exterior facing advertising needs to be reviewed. More can probably be done digitally, which brings its own challenges and requires resources. Paper and a-frames, if done well, can be effective. Hoffman notes that state parks have boards covered by a plastic screen, and suggests using the structure as a community board, which would be user friendly, can be updated frequently, is low tech and low maintenance.
 6. L. Kaur comments that ASI promotes through tabling at events and collaborates with other programs to promote, and signage would be great to have. Students are not always on their phone or social media, so it helps to see information throughout campus as well. She suggests surveying students to see what they want, to provide data to support the effort. Olmsted says it's a great idea, and social media could be used for promoting it. He appreciates the feedback and acknowledges that signage can be seen as visual pollution, but it's really an attempt to engage students.

7. Mills feels it would be helpful to take the student and faculty voice as he doesn't hear anything from them about visual pollution, he hears it from Facilities.
 8. S. Kaur asks if Olmsted will share the presentation that he did for MDCC.
- v. Olmsted continues with Programs and Marking: implement a student's idea to create a sticker of the month program where collectible, limited-edition stickers for the various entities in facilities are designed and available for students once per month to bring attention to programs and services. Unique Programs: hold a retreat for volunteers; establish campus partnerships with departments under the Division of Inclusive Excellence to host cultural events; partner with housing to host concerts on weekends, show movies at night, and create sporting activities at housing facilities to help students reconnect and start to grow programs and traditions.
 - vi. Smith discusses WELL project list highlights. Administration: work with campus partners to complete the criteria document for the North Field project to and develop a more accurate budget; work with campus partners to complete Gym Box digital signage and scoreboard replacement. Recreation Therapy (RT): work with RPTA on determining life span of large-scale adaptive equipment and develop a repair and replacement plan; develop an Inclusion Committee to create a culture of discussion, feedback and evaluation of Equity, Diversity, and Inclusion (EDI) initiatives on campus; develop a horticulture program for the new garden behind the building. Staff Development and Assessment (SDA): administer an alumni survey to past student employees; reinstate the WELL Hiring Expo; formalize the Leadership Training Series (LTS) into a certificate program. IM Sports: celebrate the 70th anniversary of IM Sports with a year-long marketing campaign; collaborate with residence halls to host events geared towards students at Hornet Commons; conduct a focus group for insight on IMLeagues registration program, sport offerings, and overall IM experience. Fitness: purchase an InBody machine to replace the current body composition system; analyze cost and feasibility of the free virtual personal training program, Hustle from Home; evaluate market for personal training wages and adjust remain competitive; create and implement a new category of inclusive fitness classes targeted for entry level beginners. Member Experience: launch an electronic waiver solution; evaluate membership rates to reflect current market as well as the expanded facility, programs and services; establish a rewards program to incentivize member participation in programs and services. Marketing: explore mediums and locations for advertising on campus; collaborate with Inclusion Committee to ensure the WELL's commitment to EDI initiatives is reflected in messaging. Operations: implement Connect2 Software for incident reports, injury reports, tasks list, shift reports, etc.; explore locker rental program. Aquatics: evaluate possibility of hiring a seasonal staff member for summer Aquatic operations.
 1. Hoffman has been discussing the pool with Kinesiology and the Aquatic Center, and would love to include WELL staff in the conversation. Smith states that Jessica Swart and Cameron Wiggins oversee the pool.
 - vii. Smith continues to discuss Informal Recreation (IR) projects: develop a repair and replace program for IR equipment; collaborate with marketing on creating videos to educate members about IR offerings. Climbing: incorporate WELLbuild components with Hornet Hill for additional teambuilding; increase participation by 25% through increased marketing and outreach; work with RT to increase awareness and offer specific adaptive climbing events.
- b. Union WELL Inc. Credit Card Policy Update: **(MSP: Lopez, L. Kaur)**
- i. Olmsted shares a redlined credit card policy noting that, in the past, corporate credit cards were not allowed to be used to purchase cell devices or cell service to avoid individuals purchasing items for themselves. Now that things have changed within the organization, Union WELL Inc. has a small inventory of corporate owned cell devices for specific areas. The update changes the language in case a coordinator or Assistant Director has to use a credit card when an item gets replaced for their program. That includes times where special events need cell data network connections as part of the event, which doesn't happen often but does happen. The updated policy allows the ability to purchase items needed for programs, but not for the benefit of a staff member, personally.
- c. Union WELL Inc. Cell Phone Policy Update: **(Tabled for revision)**
- i. Olmsted explains the original Cell Phone policy, which discussed Nextel connect phones and identified a certain number of full-time staff who were eligible for up to \$200 reimbursement for purchasing a new cell phone. The cost

of cell phones has changed dramatically, and just about all staff use their personal phones for some percentage of their daily work. The proposed policy increases reimbursement for device purchase from \$200 to \$500, and states that all full-time staff members would be eligible for reimbursement every two years, as they are under the current policy.

1. McAuliffe asks how many employees qualify for the policy. Olmsted says that about 45 employees qualify. McAuliffe asks what happens if an employee is reimbursed \$500 and then they separate 1-2 months later. Olmsted says that the policy specifies that employees need to be employed a minimum of six months to be eligible, but does not have criteria for repayment upon separation in a certain amount of time. McAuliffe believes it would protect the organization to include that as part of the policy.
2. Mills agrees that it's a good change, and suggests considering adding a bullet for it to the policy. Olmsted would like to discuss internally and will discuss again at the next meeting.

d. Nominations for the 2022–23 Board of Directors Chairperson: **(MSP: L. Kaur, Moran)**

- i. Olmsted announces that nominations, including self-nominations, for the Board Chairperson are being accepted for consideration, which will be officially formalized with a vote at the April meeting. Lopez nominates herself and L. Kaur seconds the nomination.

e. 2021–22 Year End Projections (YEP):

- i. Olmsted shares the 2021-22 year-end projections (YEP) to budget comparison, and Farrell discusses variances. Revenue budget decreases include facility use fees for rentals in both the University Union and WELL, interest rate revenue, as well as membership and IR/Fitness revenue, which were related to COVID and programming that could not be done. Revenue increases include lease revenue, and miscellaneous revenue thanks to a co-sponsorship for the WELL Expansion grand opening, which offset program supply expenditures. Overall, revenue is under by \$145,000, which is close to what was anticipated.
- ii. Farrell then discusses expenditure variances beginning with Event accounts related to Unique Programs, which were impacted by COVID and the inability to host events, and are reflecting savings. Insurance is an expenditure that was not anticipated since charges and credits from campus related to events such as New Student Orientation typically mitigate the \$145,000 cost. The organization has never actually had to pay; however, orientation was not in-person and the organization didn't have mitigation credits.
 1. McAuliffe asks what the insurance deductible is. Farrell believes the deductible is \$50,000 but doesn't know full details of the policy, coverage or cost, just the organization's share of the bill for the buildings. McAuliffe suggests considering increasing the deductible to bring policy cost down. Farrell says she could look into it but thinks it would need to be in collaboration with campus and would affect all parties. Olmsted notes that the organization usually has charges from campus to the mitigate cost. So, not only did insurance rates go up but the ability to mitigate cost went down.
- iii. Farrell continues to state that the bulk of the \$1.6 million variance is from wages, which has been an ongoing problem. She adds that in the December meeting it was reported that capital and plant were going to run over but ended up being under by \$40,000 because of carry overs and savings. Some projects were cancelled and some finished under budget, resulting in a \$250,000 swing which will be re-presented as part of the new budget.
 1. Mills asks to clarify that the organization will have \$1.6 million surplus at end of year. Farrell states that, originally, a deficit of \$4 million was budgeted for but will end up being a \$2.3 million deficit. She adds that additional surplus was added to the long-range plan with a budget of \$1.6. Because the deficit isn't as large as anticipated, the 21-22 budget will be updated to this number with local reserves of \$1.6 million.

5. Reports and Comments

a. Board Members

- i. L. Kaur announces the Out of Darkness Walk event in April to raise awareness for suicide prevention. Registration is totally free and open to the community, and L. Kaur shares a link to registration in chat.

ii. McAuliffe shares that Stewart-James gave her a tour of the WELL expansion. She is very impressed and appreciates seeing the work that was done.

b. Executive Director

i. Olmsted states that for the sake of time they will forego reports from Union WELL, Inc. Directors, and any pertinent information will be emailed to Board members, if necessary.

6. The meeting was adjourned at 9:19am

Respectfully Submitted:

Shubhkawanpreet Kaur
Shubhkawanpreet Kaur (May 4, 2022 16:31 PDT)

Authorized Signature

May 4, 2022

Date