



ASI & USU 2016-2017 Annual Report

ASI Student Government

Unit Programs & Services

The purpose Student Government is to advocate for students keeping them at the forefront of the decision making process, provide services, and ensure students have an opportunity to build leadership skills outside of the classroom.

- **ASI Board of Directors-** This is a group of elected students and appointed faculty and staff that govern the organization, advocate for students on different campus wide committees, and address student concerns.
- **Governmental Relations-** Responsible for educating students and the board of directors on issues affecting the CSU System, the California State Student Association (CSSA), and getting students civically engaged in their communities. The Warrior Lobby Team, which is a group of students who advocate to elected representatives on behalf of the Board of Directors, also falls under this area.
- **Student Government Leadership Council-** SGLC is made up of a group of students who attend a 10-week leadership introduction and development program. The program allows the interested student to get involved with Student Government and learn the ins-and-outs of the organization.
- **Student Government Programming-** This area is responsible for overseeing Social Media in relation to Student Government and providing opportunities for the Board to meet with Students through various events.

Unit Achievements

- **Warrior Food Pantry** – In collaboration with different campus entities Student Government was able to establish the Warrior Food Pantry and conduct a food drive to collect donations. The Pantry is hosted in the University Student Union. In Spring of 2017, the Warrior Food Pantry received a generous donation from the California Faculty Association that has enabled it to have a permanent source of funding. Warrior Food Pantry Service was used a total of 315 times. Number of students using the food pantry 105
- **Turlock Transit Partnership** – Worked to complete the contract with Turlock Transit allowing students to ride for free with their Warrior ID. The agreement was approved by City Council in early January. A promotion campaign was started to teach students how to ride public buses. The transit service was used 2,627 during the Spring semester.

Event/ Services Indicators

Presidential Debate Screening (Sept. 26 th)	146 participants
Presidential Debate Screening (Oct 19 th)	56 participants
#2016 Candidates Open Forum	30 Participants
Voter Registration Tabling	148 participants registered
Rush the Polls	24 participants registered
Win the White House	19 participants registered
Watch Party at Hauck's Grill	100 participants
Picture It	95 participants
Paint & Talk	122 participants
Gobble & Grub	142 participants
Pizza with the President's	30 participants
Giveaway Madness	111 Participants
Taco 'Bout it with the Board	142 participants
ASI Eggstravaganza	42 participants
Donut Fail	117 participants
CSSA Tabling	40 participants
One on One with the Mayor	68 participants
The Great Debaters Screening	12 participants
Warrior Food Pantry	105 participants
Turlock Transit- Warriors Ride	2,627 participants
Total Participants	4,176 participants

Budget Breakdown

Picture It	Expenses	\$429.53
Paint & Talk	Expenses	\$728.82
Gobble & Grub	Expenses	\$1,340.49
Presidential Debate Screening	Expenses	\$154.20
#2016Candidates Open Forum	Expenses	\$558.62
Voter Registration Drive	Expenses	\$206.22
Win The White House	Expenses	\$100.00
Watch Party at Hauck's Grill	Expenses	\$384.91
Giveaway Madness	Expenses	\$1,177.10
Taco 'Bout it with the Board	Expenses	\$881.95
ASI Eggstravaganza	Expenses	\$22.32
Donut Fail	Expenses	\$324.85
CSSA Tabling	Expenses	\$0
One on One with the Mayor	Expenses	\$420.86
The Great Debaters Screening	Expenses	\$502.99
Overall Expenses		\$7,232.86

USU Board of Directors

Unit Programs & Services

The University Student Union of California State University Stanislaus is the center of student life on campus. As a not-for-profit organization run by the students for the students, we meet the needs of our diverse University by bringing the campus community together within our facilities. We provide a multitude of services, programs, and events to facilitate the growth and development of our campus community.

- Monday Pick Me Up
- Halloween Haunted House
- Oversight of the University Student Union

Unit Achievements

- **University Student Center Project** - Throughout the fall semester the University Student Union Board of Directors has been focusing their time and energy on the design process of the new student center. Many students have had the opportunities to travel and look at other student unions and bring ideas back to the design committee. The 75% Schematic Design was brought and presented to the sub committee at the Chancellor's office and was approved. We have continued to work with AC Martin and Turner Construction on the 100% Schematic Design and present at the Board of Trustees meeting and was approved to continue moving forward with the project in January 2017. During this past year the USU Board of Directors was able to finalize the building floor plan and the majority of the internal look of the building and develop a timeline for the project. This timeline also helped include more feedback from students and other entities on campus in order to keep the University community up to date on the project.
- **Programming-** This year we hosted the USU Haunted house again and expanded it from just the Carol Burke Student Lounge to the lounge and the computer room. There was a lot of student involvement at this event. Additionally, the USU Event Coordinator worked very hard to plan and host many successful Monday Pick Me Up's that ranged anywhere from crafts, games, food and giveaways. The USU Events Coordinator also hosted two events at the Stockton Center in conjunction with ASI that were very successful. The last USU Birthday Bash was held with a fiesta theme. At this event there were tacos served, by MECHA who we partnered with, live music, crafts, inflatable games, and outside vendors.
- **Partnerships with ASI-** Over this past semester the ASI and USU Board of Directors have worked together to plan the launching of the Turlock Transit System. This is a free transit system that will be offered to the students at Stan State. Both ASI and USU have also been dedicated and hard working upon opening up the Warrior Food Pantry. This was one of the ASI initiatives

this semester and the University Student Union was able to provided them with a space and some funding to help them ensure this would be possible.

Event/ Services Indicators

Monday Pick Me Up	900 participants
Halloween Haunted House	314 Participants
Stock Up with ASI & USU (Stockton Event)	113 Participants
Birthday Bash	514 Participants
Stockton Pride (ASI/USU Event)	110 Participants
Total Participants	1,951 participants

Budget Breakdown:

	Expenses	Revenue
Monday Pick Me Up	\$2,005.90	\$0
Stock Up with ASI & USU (Stockton Event)	\$427.50	\$0
Birthday Bash	\$2,253.89	\$0
Stockton Pride (ASI & USU Event)	\$1,490.20	\$0
Halloween	\$2,650.09	\$0
Overall Expenses	\$8,827.58	Overall Revenue \$0

ASI & USU Programming

Unit Programs & Services

Code Red Entertainment is a dynamic student-programming group from the Associated Student Inc., (ASI) and the University Student Union (USU) at the California State University, Stanislaus. Code Red Entertainment provides quality programming by engaging in large-scale, social, cultural, and educational events.

- We strive to provide students with the upmost collegiate experience through event participation and active involvement in student life.
- Code Red Entertainment host events on and off-campus through one of the programming units: ASI Special Events, ASI Campus Pride, USU Social Awareness, USU Daily Events, and USU Weekend Warrior.

Unit Achievements

- Programming focused on quality programming in order to increase student turnout for programming events. This ended up increasing the amount of students wearing red on Wednesdays.
- Code Red Entertainment members have been empowered to create, plan, and implement their own events based on their own programming unit. This resulted in a very high retention rate for the semester and overall high moral within each group.
- Successful collaboration with different departments around campus, Turlock Police Department and Community of Turlock to enhance our programming

events. Collaboration include Housing, Health Center, SLD, Title IX, UPD, Facilities, Athletics and Alumni.

Event/ Services Indicators

ASI Campus Pride

Pride Patrol (11 events)	983 students
Decal Program (10 events)	956 students
Warrior Zone (2 events)	169 students
Pack the Stands	130 students
DYE Hard Warriors	100 students

ASI Special Events

StanFest Carnival	859 students, community
StanFest Concert	2,323 students & community members
Homecoming Week (5 events)	1,605 students
Warrior Day	2,714 students & guest

USU Daily Events

Warriors in the Quad (22 events)	2,440 students
StanFlix (5 movies)	462 students

USU Social Awareness

Warriors Up At Night (3 events)	415 students
Break the Ice	132 students
Safe and Spook-tacular Halloween	23 students
Finals Stress Relief (2 events)	411 students
Homie Project (4 events)	245 students
Pride Stride (3 events)	205 students
SMART Day	175 students

USU Weekend Warrior

Ghirardelli Chocolate Festival & Pier 39	20 students
Giants v. Dodgers Baseball Game	45 students
6 Flags Discovery Kingdom: Fright Fest	45 students
Monterey Bay Aquarium	45 students
Golden State Warriors Game	45 students

Total Events	81 events
Event Participation/ Attendees	14,547 participants

Budget Breakdown:

ASI Campus Pride	Expenses	\$6,141.59
	Revenue	\$0.00
ASI Special Events	Expenses	\$168,397.78
	Revenue	\$40,784.00
USU Daily Events	Expenses	\$11,342.32
	Revenue	\$0.00
USU Social Awareness	Expenses	\$3,648.28
	Revenue	\$0.00
USU Weekend Warrior	Expenses	\$20,951.75
	Revenue	\$8,044.00
	Overall Expense	\$210,481.72
	Overall Revenue	\$48,828.00

Community Service Program

Unit Programs & Services

Warriors Giving Back is a program created to provide opportunities for students, faculty, and staff to give back to our local community with a focus on youth & education.

- Back2School Supply Drive
- Project Giving Tree
- Earth Day Community Service Event

Unit Achievements

- Focused aid provided by Giving Tree on three local schools providing 103 children with at least one gift each
- Exceeded number of complete backpacks donated through Back2School supply drive in 2015 by five, plus additional supplies
- Increased Earth Day event participation by 50% from 2016 participation

Event/ Services Indicators

Backpack & School Supply Drive	29 participants
Project Giving Tree	82 participants
Earth Day Community Service Event	48 participants
Total Participants	159 Participants

*Participants consist of students, staff, & faculty

Budget Breakdown:

Warriors Giving Back	Expense	\$1,167.97
	Revenue	\$22.83

ASI Leadership

Unit Programs & Services

ASI Leadership is dedicated to providing activities and services that enable the growth and refinement of leadership skills and traits within students both within the organization and campus-wide. As a relatively new department, ASI Leadership looks forward to building cooperative relationships with other departments on-campus and within the community to provide a comprehensive leadership program to our students.

- Leadership Education and Professional Skills (LEaPS) Workshop Series
- Annual Leader2Leader Networking Event

Unit Achievements

- Increased number of workshops offered on each topic to expand accessibility for students
- Continued cooperation with other departments across campus to provide 'Career Prep Calendar', providing students with a one-stop resource of all professional & leadership development opportunities campus-wide
- Launched 'Student Success Calendar' featuring campus-wide events focused on knowledge and life-skills development for students. Events collected in cooperation with other departments on campus including but not limited to: Student Leadership & Development, Financial Aid Office, and Psychological Counseling

Event/ Services Indicators

LEaPS Workshops:

Creating & Delivering Presentations	20 students
Professional Communication	10 students
Personal Branding	12 students
Dealing with Failure	20 students
Time Management	4 students
Social Media for Networking	7 students
Networking—The Basics	5 students
Leader2Leader Speed Networking Event	18 Students
Total Participants	96 Participants

ASI & USU Student Employment & Volunteers

Unit Programs & Services

ASI and USU strive to meet the student's employment and volunteer needs and improve their overall skills set while ensuring the balance between classes and studying. We offer opportunities for students to explore their interests, gain new skills and ensure they have an extended learning environment by engaging them with critical thinking, reflective thinking, effective reasoning, and creativity. They learn intrapersonal development skills such as self-appraisal, self-understanding, and self-respect; identity development; and commitment to ethics and integrity. They learn to develop meaningful relationships, interdependence, collaboration, and effective leadership skills in the various positions we have. We offer opportunities to learn and practice practical competence skills such as, communicating effectively, technical competence, resolving conflicts, problem solving, and decision making skills.

Employment Indicators

Associated Students, Inc.

Administration/Customer Service	4
Leadership	7
Programming	3
Marketing	3
Total ASI Student Employees	17

University Student Union

Operations	13
Game Room	2
Service Desk	4
Programming	3
Marketing	2
Leadership	5
Total ASI Student Employees	29

OVERALL Student Employees	46
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Volunteer Indicators

Associated Students, Inc. & University Student Union

Code Red Entertainment	22
Warrior Lobby Team	6
Student Government Leadership Council	9
Alternative Break	17
Total ASI Student Volunteers	54

USU Facilities & Reservations

Unit Programs & Services

The University Student Union Interim Reservations Coordinator oversee the University Student Union facility and University Quad reservations along with operations of the University Student Union building. We operate under the allocated budget that has be place by the University Student Union Board. We strive to provide high quality services to the campus community, which is a collection of campus clubs and organizations, departments, and third party vendors. These services include but are not limited to:

- Reservations and Maintenance of:
 - Event Center
 - Carol Burke Student Lounge
 - Game Room
 - Conference rooms (Warrior, Lakeside, and Stanislaus room)
 - Offices and cubicles in WAC and 2nd floor
 - Restrooms
 - Lobby / computer lab
 - Quad / Quad Booth space / USU Great Lawn
- Event Managers and Student Custodial Assistant:
 - Management of events (tech / audio support)
 - Setups / Takedowns of events (equipment)
 - Custodial maintenance prior to each reservation.
- Locking and securing of the University Student Union building after hours and special events.

Rental of Stage and sound system outside the University Student Union facility

Unit Achievements

- **Reservations:** Provided reservations to student organizations, departments, and private use groups all while assisting with event details. These include event layouts, facility policies, risk, and support of event.
- **Train:** Coordinate training meetings with student assistant in indicated area of work. Event Managers from setups to audio/tech support. Student Custodial Assistant from proper use of equipment to safety use of chemicals.
- **Reservations Statements:** Keep a organize reservations list of payment for the indicated sections; USU facility, USU equipment, and Event Managers fees.

Event/ Services Indicators

Locations / Groups	Student Clubs & Orgs.	Departments	Private	ASI / USU	Total
CONFERENCE Room	359	380	6	332	745
Reservations					
<i>Lakeside</i>	142	237	5	32	384
<i>Warrior</i>	153	93	1	212	247
<i>Stanislaus</i>	64	50	0	88	114
Event Center	84	50	16	10	150
Student Lounge	21	13	32	30	66
Game Room	16	16	0	10	32
Quad	198	150	180	84	528
USU Great Lawn	16	3	0	14	19
Total Reservations	694	612	234	480	1,540

Budget Breakdown

USU Reservations / Operations	Expense (Operations)	\$178,801.97
	Revenue (Reservations)	\$71,868.50
	Facility	\$42,648.50
	Event Staff (Event Managers)	\$19,324.00
	Equipment	\$9,895.00

USU Service Desk

Unit Programs & Services

The USU Service Desk is a central hub on campus that offers services and campus pride merchandise to positively support and serve the campus community's needs.

- Warrior Food Pantry
- Warrior Identification Cards
- Print and Go
- Copies
- Scans
- Faxes
- Bus Tickets (Stanislaus & Merced County)
- Movie Tickets
- Greeting Cards
- Envelops
- Campus Event Tickets (StanFest and Warrior Day)

Unit Achievements

- Provided students and campus community with an environment that is friendly and courteous and that is easily accessible for those who want to purchase items such as bus or movie tickets, StanFest or Warrior Day tickets, and Warrior merchandise.
- Continued to grow awareness of our services such as the Print-n-Go!.
- Was able to train USU Service Desk Attendants to sell/give out StanFest and Warrior Day tickets in a fast and efficient manner, so line waits weren't very long.

Services Indicators

Warrior ID Cards	4,305
Copies/ Prints	2,449
Bus Passes	106
Faxes	23
Movie Tickets	4
Scans	4
Greeting Cards	1
Overall Service Desk Transactions	6,892

Budget Breakdown

USU Service Desk	Expense	27,900.00
	Revenue	13,600.00

USU Game Room

Unit Programs & Services

The USU Game Room is a space on campus used to provide a relaxing and fun atmosphere for students to free themselves of the sometimes stressful academic environment.

- Play Station 4 consoles
- 3 regulation billiard tables
- Ping pong table
- Dart board
- 2 microwaves
- Vending machine
- Television with cable programming
- Wi-Fi
- Comfortable lounge seating

Unit Achievements

- Provided an environment on campus for students to gather and relax before or after class.
- There was always a long line with the one microwave we had so there was a need for a second microwave. We added our second microwave in the spring to offer students a faster way to heat up their food they bring for home or purchase at Chartwells.

- Provided an atmosphere for USU Game Room Attendants to learn and grow as employees. They were given responsibility to provide excellent customer service, cash handle, and problem solve.

Services Indicators

Billiards	642
Video Gaming	414
Ping Pong	169
Overall Game Room Transactions	1,125

Budget Breakdown

USU Game Room	Expense	12,900.00
	Revenue	2,122.00

ASI & USU Marketing

Unit Programs & Services

- ASI Warrior Merchandise Sales
- ASI- Club Colors Apparel and Promotional Items
 - Ordering for Clubs/organizations & Departments
- USU Marketing- A-frame rentals
- ASI & USU Marketing- branding the organizations and individual units
 - Social Media
 - Website
 - ASI & USU App

Unit Achievements

- **ASI Warrior Merchandise**
 - Maintained the ordering, inventory and sales of our Warrior Merchandise. Ordered 6 new general merchandise.
 - Held our annual Commencement Sales and exceed revenue.
- **ASI Sales to Clubs/Orgs, Departments**
 - Continued to work with on campus departments and clubs/ orgs for Club Color orders. (staff apparel and promo items- see breakdown in indicators below).
- **ASI & USU Social Media**
 - Loop Giveaway: We hosted another Instagram Loop Giveaway with six other departments on campus. Our follower count increased by about 300.
 - Stay Connected: We held an event in the Quad to promote our Snapchat. We gained about 30 “friends”.
 - *See Indicators in breakdown below.*
 - Website- maintained changes/ updates to events, services, information.

Service Indicators

ASI Warrior Merchandise Sales

New Inventory Designs/ Orders	7
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Total Merchandise Sales

522

ASI Club Colors Sales- Clubs/Orgs

Apparel/ Promo Item Orders	4
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ASI Club Colors Sales- Departments

Apparel/ Promo Item Orders	67
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ASI Club Colors Orders- Internal (ASI & USU)

Apparel/ Promo Item Orders	27
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Total Club Color Orders

98

USU Graphic Design & Print Services

ASI & USU- Internal requests	148
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USU A-frame rentals

Internal & external	27
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Total MKT Requests

175

Social Media Indicators

Facebook- (Warrior Activities Center page)

3,041- "likes"

80 - Total Posts

Instagram- (asi_usu)

2,668 - followers

175 - Total Posts

100 - Average "likes" per post

Videos

8 - internal videos

1-Video Request from NSO

Haunted House promo

Haunted House recap

Ron Noble Retirement

Holiday Dinner

#WarriorsRide Bus Video

StanFest Artist Mash-Up

Warrior Day Artist Mash-Up

End of the Year Dinner

Student Life Video

475 - Total average views from all videos

App

763- Total Downloads

447- Apple users

316- Android users

Snapchat

526 - "friends"

100+ - "adds"

200+ - average views on our "story"

Twitter

429 - followers

81 - Total posts (including retweets)

4,000 - Tweet "impressions"

Site:	1/24: (before semester)	2/2: (after stay connected)	2/21: (after HC/StanFest)	4/4:	5/24: (end of semester)
Facebook	3,026 likes	3,025 (-1)	3,027 (+2)	3,017 (-10)	3,041 (+24)
Instagram	2,347 followers	2,362 (+15)	2,483 (+121)	2,537 (+54)	2,668 (+131)
Twitter	395 followers	396 (+1)	404 (+8)	409 (+5)	429 (+20)
Snapchat	467 friends	470 (+3)	506 (+36)	514 (+8)	526 (+12)
YouTube	162 subscribers	163 (+1)	161 (-2)	160 (-1)	160 (NC)
Pinterest	16 followers	16 (NC)	17 (+1)	19 (+2)	19 (NC)

Budget Breakdown

ASI Merchandise Sales

Expense

\$4,724.03

Revenue

\$10,683.13

ASI- Club Color Sales

Expense

\$74,626.78

Revenue

\$89,966.52

USU Marketing Services

Expense

\$0.00

Revenue

\$694.13

ASI Strategic Plan

1. Recruitment and Retention of Board of Directors, Student Assistant, Volunteers, and Full Time Staff

- **ASI Student Government:** Continued with the Student Government Leadership Council; implemented the restructure approved by the 2015-16 Board of Directors with only Fall meetings. Executive Director will work with SGLC during Spring Semester on group project to present to the Board of Directors.
- **ASI Leadership:** Conduct year-round training for appointed and newly incoming members, directors, student assistants and host a mid-year spring leadership training.
 - Encouraged student assistants & volunteers within organization to attend at least two workshops per semester; total of 20 ASI/USU students attended at least one workshop throughout academic year
- **Code Red Entertainment:** A whole new CRE team was successfully recruited this semester. We have had great participation from members. They have felt included with important decisions regarding the events they plan year round. Implementation of Member of the Month has empowered and motivated members to continue to strive for success. This has been the year with the highest retention and success of our members.

2. Foster Student Development and Conduct Assessments of Learning Outcomes

- **ASI Student Government:** ASI Student Government Advisor and Interim Leadership Coordinator hosted workshop during ASI/USU Summer Retreat to develop an action plan for each director on accomplishing a goal during their term. Action plans reviewed and to be revisited during Winter Retreat by ASI Vice President and USU Vice Chair.

3. Assessment and Measurements of Programs Offered

- **ASI Student Government:** ASI Student Government Advisor worked with ASI Governmental Relations Coordinator and ASI Student Government Coordinator on evaluations of events throughout the semester. Reviewed previous event evaluations to consider in making improvements to reoccurring events such as One-on-One with the Mayor and Taco 'Bout it with the Board.

4. Foster Relationships with Other Departments on Campus while Creating Equal Partnerships and Brand Recognition

- **ASI Student Government:**

- Collaborated with Masters of Social Work and Hunger Network to establish the Warrior Food Pantry
- Collaborated with Career Services to help market for the 2017 Career Fair.
- Worked to foster a working relationship between the University Presidential cabinet and ASI Student Government.
- **ASI Leadership:** Build equally contributing partnerships with departments across campus to enhance student life on campus.
 - Continued working with other departments across campus to provide Career Preparation Calendar to students adding additional departments as identified
 - Launched Student Success Calendar to showcase campus-wide events focused on life-skills knowledge & development offered by departments throughout campus

5. Foster Relationships with the Stanislaus Community and Alumni of California State University, Stanislaus

- **Code Red Entertainment:** Through the various events planned throughout the year, we were able to successfully plan and execute events in which the community had a chance to participate in. Examples like Warrior Explore Downtown which is in Central Park, or on-campus community events like the StanFest Carnival or Stan Skate. We make sure that these events are not only marketed to the students, but to the Turlock community and our Stan State alumni and their families.
- **ASI Student Government:**
 - Worked with the Alumni Relations department to host annual Warriors Downtown event.
 - Hosted #2016Candidate Open Forum to bring those representatives running to represent the Stanislaus Community. This allowed for an opportunity for students, faculty, and staff to ask questions to those candidates running
- **ASI Community Service:**
 - Established a working relationship with two local Girl Scout troops who volunteered their time to aid in packing backpacks for the Back2School Supply drive and wrapped gifts for Project Giving Tree.
 - Worked with Alumni Relations to make Earth Day event an opportunity for alumni to get involved and have the chance to meet and network with current students.

6. Strengthen Our Relationship with Local, State, and Federal Council Members and/or Legislators for the Betterment of Students at CSU Stanislaus

- **ASI Student Government:**
 - Worked with local government (Turlock City Council) to approve a new contract with Turlock Transit.
 - Advocated against the tuition increase at the state capitol.

7. Plan and Execute More Effective Large---Scale Events

- **ASI Student Government:** ASI Student Government Coordinator met with the Residential Advisors for housing to inform them about future fall events ASI Student Government was hosting. Also, contacted KCSS to make a radio announcement about the events that were coming up each month, posted on social media (Twitter, Facebook, and Instagram), asked each Board of Director to pass out flyers about the events 2 weeks prior to the event, placed A-frames around campus (Housing entrance, MSR, in front of the book store, library) and contacted clubs and organizations to inform them about the events happening that month. Most of the advertisements consisted of spreading the word to students to remind them about ASI Student Government event.
- **Code Red Entertainment:** Due to usage of social media, campus signage, campus announcements and partnering up with local elementary schools, we were able to successfully execute the growing StanFest carnival.

8. Update the Technology Used within the Organization and Ensure Software is Up To Date

9. Be Involved in the Planning and Execution of the University Student Union Renovation/Expansion

- **ASI/USU Marketing:** Continue to work with both Board of Directors on direction of marketing for University Student Center. This will consist of printed materials, social media, and website with all information about the renovation project. This will help keep the campus community informed through out the whole process.

USU Strategic Plan

1. Provide students with adequate facilities to inspire excellence, innovation, passion, and fun.

- **USU Board of Directors:** The USU Board of Directors selected AC Martin and Turner Construction to do the design-build process for the new student center. The USU board of directors have worked very hard with both AC Martin and Turner Construction to design a building that will meet the needs of the students at Stan State and holds true to what students voted for in the referendum. The 75% Schematic Design was approved by the sub committee at the Chancellor's office and the 100 % Schematic Design is in the process of being completed. Throughout the design process that USU Board of Directors have ensured that the project stays within cost and does not go over budget. The design itself with help to ensure that students from all areas of the campus community will have a more beneficial experience in their time here at Stan State.
- **USU Operations:**
 - Ensure proper maintenance of the University Student Union by providing daily upholding of facility.

- Have a clean and welcoming facility for campus and community member alike which are available for use with a 25Live reservation.
- Make sure all visitors have an enjoyable experience by providing proper equipment / supplies in all indicated areas of the facility.
- **USU Game Room:**
 - Able to provide students with a space that had equipment to play video games, and pool.
 - Friends or study groups were able to meet up to study or catch up on life.

2. *Recruitment and retention of University Student Union Board of Directors members, student assistants, volunteers and full-time staff.*

- **Code Red Entertainment:** A whole new CRE team was successfully recruited this semester. We have had great participation from members. Implementation of Member of the Month has empowered and motivated members. Most will continue their stay with ASI and USU.

3. *Provide memorable and excellent customer service across all units.*

- **USU Reservations:** *Have* weekly meetings with student clubs and organizations at the SAFE meetings along with having an open door for student to stop by at any given time. This ensure that all groups are on the same page regarding reservations and policies for the University Student Union. Maintain constant communication between the Scheduler, Reservations coordinator and Event Managers for well plan out layouts to last minute accommodations.
- **Code Red Entertainment:** Our staff is trained with the basic customer service skills in the office and during events. We make sure to keep ourselves professional and courteous at all times. CRE is here to serve all students, so we make sure that all students attending any event, leave with the best experience possible. We provide students with information about all events prior to attendance. We continually ask for feedback to improve and better the over all success of the event.
- **USU Service Desk:**
 - All Service Desk Attendants provided the campus community with great customer service when interacting and selling our services and or Warrior merchandise.
 - Helped members of the campus community find a building and or meeting, and gave instruction on how to use the Warrior ID card if they have money on their account or where to get it activated if they live in housing.
- **USU Game Room:** Game Room Attendants were knowledgeable on the game systems and equipment provided to student and was able to explain any directions that were needed to play games.

4. *Effectively assess and react to student's needs from and opinions of the University Student Union.*

- **Code Red Entertainment:** We continuously ask the students about how they would assess our events. We look at things that could have improvement as well as parts that we should continue.

5. *Fostering harmonious and beneficial relationships with other on campus departments.*

- **USU Board of Directors:** This semester the USU Board of Directors built a partnership with ASI to create and launch the Turlock Transit System. The Turlock Transit System will create a fee based and easy to access transit system for Stan State students to take in order to get around Turlock more efficiently. The University Student Union has also created a partnership with ASI, Hunger Network and Masters of Social work to create the Warrior Food Pantry. The purpose of the Warrior Food Pantry is to help students who are food insecure. The USU Board of Directors built a new partnership with MECHA with their collaboration of cooking and giving out tacos at the USU Birthday Bash.
- **USU Reservations:** Work closely with student clubs, organizations, and departments to ensure successful events. We do this by providing good customer service and assisting with ideas of what will work best for each event
- **USU Service Desk:** We work a great deal with Wendy from Business and Finance and Tawn from OIT. Our relationship involves working with the Warrior ID cards. Most of our interaction with each other is during New Student Orientations where there is a large amount of student getting their ID cards. I am able to communicate with either Wendy or Tawn with any issues I may be having with the computer equipment or are out of supplies, and they help ASAP.
- **Code Red Entertainment:** We have continuously built a stronger relationship with Chartwells, Housing & Residential Life, Health Center, Student Leadership & Development, Title XI, Risk Management, University Police Department, Facilities, Athletics, and Alumni. We are all in constant communication regarding any past for future events and ways in which we can collaborate to make sure that students have the most rewarding experience during their time at Stan State.

6. *Make an effort to stay up-to-date on technology and software within the USU.*

- **USU Operations:** With the use of “When I work” software, Student Custodial can identify their weekly shifts along with the task and responsibilities for each day.
- **ASI/USU Marketing:** Continue to stay up to date on the most current technology as it is constantly changing- to help better our marketing services, social media outlets, and technology through out the building.

7. *Effectively advertise and market the University Student Union and all of its units.*

- **Code Red Entertainment:** We use our Marketing Team for many of our events. We make sure that we are able to promote our events through social media, banners, flyers, etc. We have also used upcoming events to promote for any future ones.

