

# UNIVERSITY CENTERS ***ANNUAL REPORT***



*Students enjoying the Union lawn during Welcome Week – fall semester 2018*

Prepared by:  
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Students enjoying s'mores during Welcome Week (*top left*)...More umbrellas and tables are available on the Union Patio (*top right*)...Fall UW Regents Meeting in the Bluffs (*bottom left*)...A drone captures a view of The U on a beautiful fall day (*bottom right*)

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## Director's Message...



The Union continues to develop as the living room of the campus.

During the last year, traffic in the building has increased by 8%. We find more people using the facility for programs and services. Traffic in the Cellar has increased as a result of the transfer meals being available between 6pm and 8pm.

We have also added additional student programming. This has included activities such as wall art, holiday crafts, making scarves, a murder mystery game, and events surrounding the Super Bowl and the Oscars. Students are having fun in the building. We have expanded the patio furniture on the ground level, adding solar panel charging station tables, and we have found people like to hang out at the picnic tables. We now have a total of 18 sun umbrellas on the patio.

We administered a national union assessment survey to see what students think of the facility. Students indicated that their favorite parts of the Union are the tables on first floor for dining and studying, followed by the fireplaces, the theatre, and the lounge areas. We were also rated high on the cleanliness of the building entrances, hallways, and restrooms.

Some additional new programs that attracted students were the Six-Week Engagement Program for first year students, Voter Registration Drives, and Elect Her, a program to encourage women to run for student government and public office.

Whitney Center is our primary location for Resident Dining and the All Access Dining Room. We have started the planning process for the renovation of Whitney Center. When this occurs, we will have some new dining venues, as well as gender-neutral restrooms on the main floor.

Every year has its challenges. Spring Semester saw a staff member take a sustained absence due to medical issues. The staff and university have stepped up to help. In addition, we hired the following new staff to replace individuals who have moved on: Kelsi Grubisich-Civic Engagement & Leadership Coordinator, Zachary Kuschel-Event Support Coordinator, Carol Dejno-ID/Card Office Specialist, Amy Brown-COVE Administrator/USA 2, and Duke Temp-Lead Custodian. New Custodial staff includes Gary Moe, Dean Gelbeck, Travis Koopman, Bill Klein, and Dan Pfister. Sam Arentz, Custodian, has retired.

This annual report addresses our accomplishments and challenges for 2018-19. The building continues to be a significant facility for students and the university community

**Larry J. Ringgenberg, Ph.D.**  
**Director, University Centers**

## **MISSION**

### **University Centers Mission**

University Centers serves the community by providing a welcoming environment that facilitates learning opportunities, embraces inclusivity, and enriches the campus experience.

### **COVE Mission**

The Center for Organizations, Vision, and Engagement (COVE)

- a place where students gather to create, collaborate, and develop
- encourages growth in a supportive and dynamic student driven environment where all are welcomed
- provides resources to for student organizations

### **COVE Vision**

The Center for Organizations, Vision, and Engagement. All Student Organizations are welcome! It is a place to gather, collaborate, and grow.

## **CORE VALUES**

- **Leading to Serve:** We engage in activities that serve the goals and best interest of our students, colleagues, and community – those that promote self-actualization. Our success lies in the success of others.
- **Multiculturalism:** We recognize and embrace the strength that resides in our human diversity, both culturally and intellectually. As a result, we strive to benefit from the inclusion of diverse perspectives and to become “more than the sum of our parts.”
- **Assessment:** Assessment lends direction and strength to our endeavors. It informs and motivates the effectiveness of our programming and it supports our understanding of critical changes among the students and communities we serve and the colleagues with whom we collaborate.
- **Integrity:** We strive to model the highest level of ethical behavior in our interactions with students and colleagues as well as in our research and assessment activities.
- **Advocacy:** As agents of positive social change on campus and in the community, student development and diversity professionals empower those who lack a voice on campus.

## **LEARNING OUTCOMES 2018-2019**

### **COVE Learning Outcomes**

1. Students will develop critical thinking skills through participation, reflection, and engagement in out-of-class experiences: activities, events, employment, governance, and service. As result of:
  - i. Employment in Pride Center, employees will be able to describe personal and professional growth as assessed by the mid-year and end-of-the-year evaluations and during one-on-one meetings with the Graduate Assistant:
    - Affirmed skills form working in the Pride Center aided in their personal growth and in acquiring jobs and internships
    - Grew in their presentation skills, facilitation skills, ability to engage in difficult conversations, and supporting and learning new information related to LGBTQ+ identities
  - ii. Participation in our fraternal community, members will excel in academic pursuits, honoring the historical participation in early literacy societies and challenge members to exhibit the highest levels of reasoning, critical thinking, and lifelong learning

### **LEARNING OUTCOMES 2018-2019...CONTINUED**

- iii. Campus Activities board members will facilitate the entire selection of events for a calendar year to present to their peers and campus community. As a result, they will be engaged in the entire process of events selection, contract negotiation, budget management, event logistics, planning, and assessment.
- 2. Students will learn to be active citizens of their local and global communities through involvement in out-of-class experiences: activities, events, employment, governance, and service.
  - i. 125 organizations participated in service projects or volunteer opportunities
  - ii. 12,773 Hours of service hours approved on MyOrgs and ugetconnected
  - iii. Fraternal community members will engage in a variety of service and philanthropic opportunities that contribute to positive impacts on their communities

Chapter		Number of Service Hours Worked	
Alpha Phi		1,500	
Alpha Xi Delta		1,486	
Chi Phi		410	
Delta Sigma Phi		562	
Lambda Chi Alpha		388	
Sigma Sigma Sigma		688	
Sigma Tau Gamma		174	
Total		5,208	
Chapter	Philanthropy	Money Raised	
Alpha Phi	Alpha Phi Foundation (Supporting Women's Heart Health) & La Crosse Exercise & Health Program	\$6,637	
Alpha Xi Delta	Autism Speaks	\$2,124	
Chi Phi	Sara Rose Hougum Foundation	\$13,000	
Delta Sigma Phi	American Red Cross & Capable Canines of La Crosse	\$400	
Lambda Chi Alpha	Feeding-America	\$67	
Sigma Sigma Sigma	March of Dimes	\$325	
Sigma Tau Gamma	Special Olympics	\$1500	
Total		\$24,053	

### **LEARNING OUTCOMES 2018-2019...CONTINUED**

3. Students will understand, value, and embrace human differences through their participation in out-of-class experiences: activities, events, employment, governance, and service. As a result of:
  - i. Participation in FSL, members will develop skills to build/maintain meaningful relationships, communication skills, knowledge and appreciation of diversity, conflict resolution, social excellence and respect for others.
  - ii. Participating in the UWL LeaderShape Institute, students will develop relationships where the dignity and contributions of all people are acknowledged and respected.
  - iii. Campus Activities Board creates partnerships with other campus organizations, departments and initiatives such as Social Justice Week via the Social Justice Institute, Awareness Through Performance Open Mic Night in partnership with Campus Climate, Supaman in partnership with NASA, and Daniel Franzese with the Pride Center.
4. Students will develop leadership skills as a result of their participation in out-of-class experiences: activities, events, employment, governance, and service.
  - i. Students participating as a CAB executive board member developed self-confidence and public speaking skills by serving as a campus leader and official representative of CAB
  - ii. Students attending CAB events grew their extra-curricular experience through participation in social, cultural, and educational events
  - iii. Participation in FSL, members engaged in a variety of experiences that improved their leadership capabilities and individual self-efficacy

### **GOALS/ACCOMPLISHMENTS/POINTS OF PRIDE 2018-2019**

1. **"Did You Know" Series:** This was a new initiative developed by the University Centers staff to provide an ongoing educational program available to all campus and community members spending time in the Student Union. The intent of the Series is to provide information on people, events and issues with regard to the theme. Fall Semester the Series was discussed at staff meetings and a trial run in November focusing on Voting. The entry corridor on the north side of The U (*pictured left*) was designated as the permanent space for the Series which formally began in February. Themes for spring semester months included Black History, (February), Women's History (March/April), LGBTQQIAA (April/May) and Diversity Student Organizations (June/July).



## GOALS/ACCOMPLISHMENTS/POINTS OF PRIDE 2018-2019...CONTINUED

2. Elect Her: A day-long non-partisan training program from Running Starts designed to encourage women to run for student government/public office. UWL hosted this event on March 2, 2019. A total of 22 women participated, and many of the attendees are now involved with student government.
3. Student Association Lobbying: Three lobbying trips were made to the capital. One issue being pushed is the Student Loan Refinancing Bill. In addition, they are working for the inclusion of the Prairie Springs 2 in the Facilities Budget.
4. Governor Evers Awarded Higher Education Advocate of the Year Award: Yearly, the Senate presents this award. This year's selection was Governor Tony Evers. The award was presented at a public ceremony on May 7, 2019. This award highlights and thanks an individual from outside the organization who has promoted students to be an active part of the community, and has been an advocate for students and higher education. *(Governor Evers accepts the 18-19 award from Student Association, pictured with La Crosse Tribune Editor Rusty Cunningham, Chancellor Joe Gow, and Student Association President Ben O'Connell)*
5. Skyfactor Results: The assessment provided insight within the building, and the services provided to students.

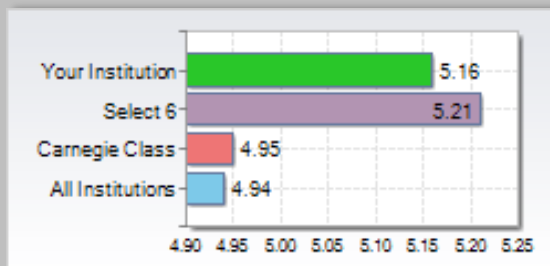


Factor	Regression Variables		Impact on Overall Program Effectiveness		Performance of Factors	
	R <sup>2</sup>	ΔR <sup>2</sup>	Value	Description	Mean	Description
<b>Top Priority</b>						
<a href="#">Factor 6. Union Food Variety, Quality and Price</a>	0.365	0.160	5.17	High Impact	4.78	Good
<a href="#">Factor 5. College Union Enhances Life and Leadership</a>	0.619	0.107	4.77	Moderate Impact	3.97	Fair
<b>Maintain or Improve</b>						
<a href="#">Factor 2. College Union has a Positive Environment</a>	0.205	0.205	5.42	High Impact	5.99	Excellent
<a href="#">Factor 4. College Union is a Source of Entertainment</a>	0.512	0.147	5.08	High Impact	5.79	Excellent
<a href="#">Factor 11. Union Staff</a>	0.716	0.097	4.67	Moderate Impact	5.97	Excellent
<b>Maintain</b>						
<a href="#">Factor 3. College Union is Student Oriented</a>	0.000	0.000	0.00	No Impact	5.67	Excellent
<a href="#">Factor 8. Bookstore Staff</a>	0.000	0.000	0.00	No Impact	6.10	Excellent
<a href="#">Factor 10. Union Cleanliness</a>	0.000	0.000	0.00	No Impact	6.40	Excellent
<b>Monitor</b>						
<a href="#">Factor 1. Publicizes the Union and Promotes Campus</a>	0.000	0.000	0.00	No Impact	5.14	Good
<a href="#">Factor 7. Aspects of Dining Service</a>	0.000	0.000	0.00	No Impact	5.31	Good
<a href="#">Factor 9. Bookstore Items Variety and Price</a>	0.000	0.000	0.00	No Impact	5.10	Good

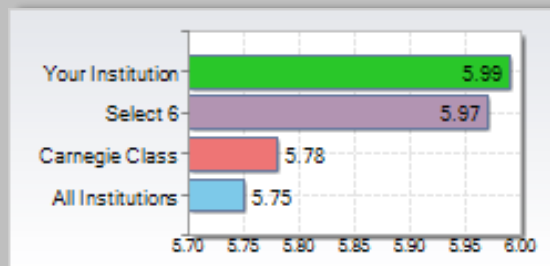
## GOALS/ACCOMPLISHMENTS/POINTS OF PRIDE 2018-2019...CONTINUED

### SKYFACTOR : OVERALL PERFORMANCE REPORTS – COMPARED TO OTHER INSTITUTIONS

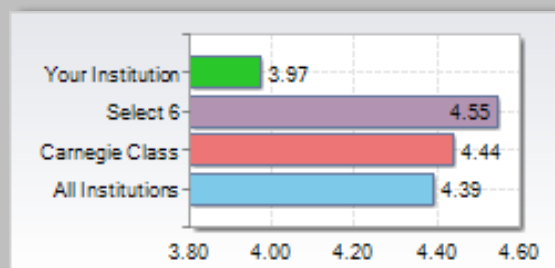
#### Overall Program Effectiveness



#### College Union has Positive Environment

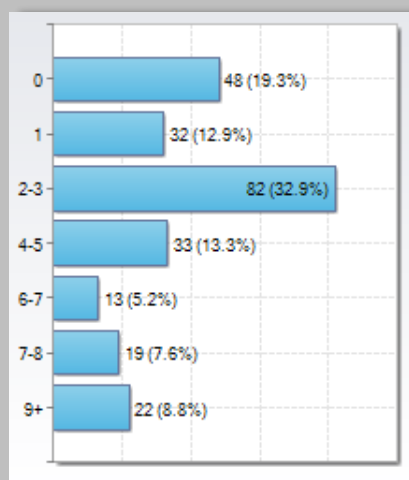


#### College Union Enhances Life & Leadership



6. Six-Week Engagement/Involvement: There was a push to involved first year students during the first six weeks of the semester, and effort continued for the year. Students appear to attend events, get involved with Student Organizations, and in general are engaged at the institution.

**How many events have you attended since the beginning of the 2018-19 academic year?**



	N	% of Total
0	48	19.30%
1	32	12.90%
3	82	32.90%
5	33	13.30%
7	13	5.20%
8	19	7.60%
9+	22	8.80%



## GOALS/ACCOMPLISHMENTS/POINTS OF PRIDE 2018-2019...CONTINUED

7. G-8 Food Allergy Program: Created a space for students with allergies to the top 8 allergens and gluten, to safely have a meal made. Established a procedure for retrieval of food allergies and dietary needs from students prior to the beginning of the semester. Additionally, increased partnership and communication with the Access Center.

8. Straw Ban: During fall semester, Student Association passed a ban on plastic straws, unless a student needed to use a straw. The smoothie area was the only area permitted to use straws. There were a number of promotions in which reusable straws were given away. (*Assistant Director Jaralee Richter, Leadership Coordinator Kelsi Grubisich disperse reusable straws*)



9. Sandwich of the Day: This was implemented on a full-time basis in the Kitchen Classics area and was a huge success staying steady throughout the year. Sales are an average of 80-100 sandwiches per day.
10. Late Night Breakfast: Fall semester 1,174 students participated, and spring semester 1,038 students participated. Seven faculty members joined the staff to serve breakfast to the students. A survey was also conducted to determine which area students preferred for the late night option and what type of menu items they would like to see in Chars. We received 776 online responses and 268 students completed the survey at Late Night Breakfast.

11. Solar Station Tables: Two outdoor high rise charging tables were added to the patio fall of 2018. The tables have 10 USB plugs and 3 electrical outlets for students to recharge phones, computers and other personal devices. The tables were funded by the Sustainability Fund-Green Fund. (*Students enjoying the patio solar tables in fall 2018*)



12. Union Traffic: Increase in building traffic-up 8%

**Period 1: 5/1/2017 to 5/1/2018**

**Period 2: 5/1/2018 to 5/1/2019**

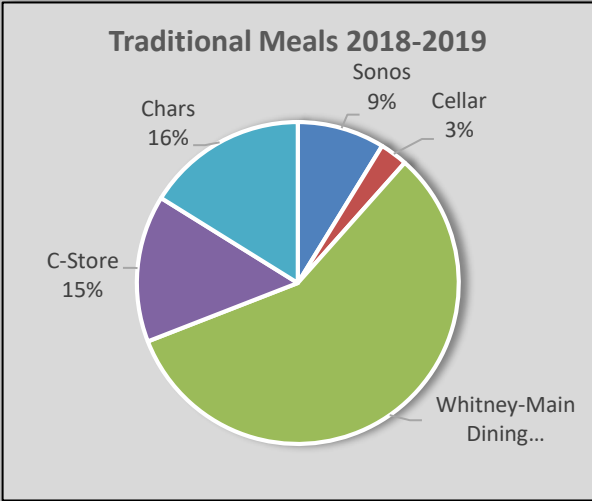
Location	Period 1	Period 2	Gain/Loss
East Entrance	320,455	333,944	4%
North Entrance	259,081	264,245	2%
West Entrance	401,689	458,354	14%
<b>Total</b>	<b>981,225</b>	<b>1,056,543</b>	<b>8%</b>

13. Caribou Coffee: This brand launched in fall 2018, replacing Peet's in Murphy's Mug, and Einstein Coffee in Einsteins Bros Bagels in the Student Union.
14. Ice Cream: Opened the Ice Cream Shoppe in the Student Union spring semester.
15. Cooking on a Budget: Collaborated with "It Makes Sense", CAB, and the Wellness Board for a "Cooking on a Budget" class. The classes expanded this year to feature two different sessions that hosted 30 students each.

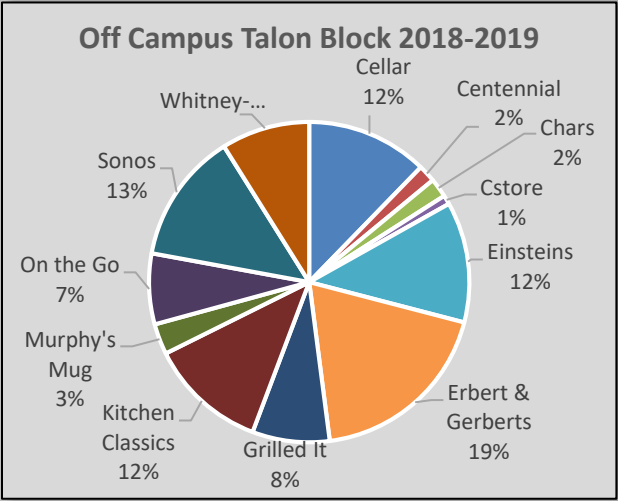
**GOALS/ACCOMPLISHMENTS/POINTS OF PRIDE 2018-2019...CONTINUED**

16. Dining Plans: Below indicates where students used their Traditional Plans, where students redeemed their Block Meal Plans, and where students spent Campus Cash.

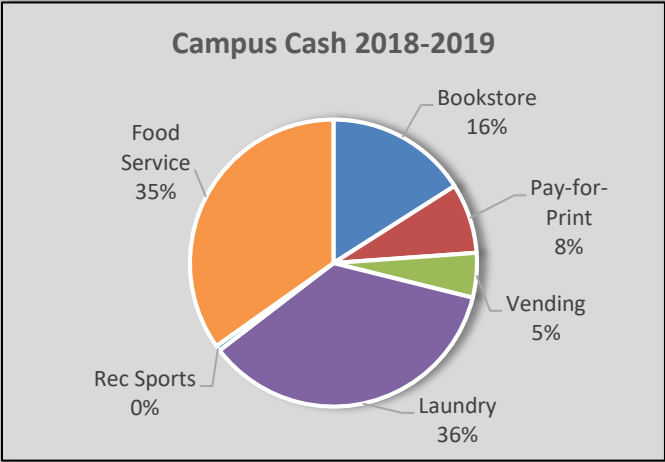
**Where Students Used Their Plans**



**Where Students Redeemed Blocks**



**Where Students Spent Campus Cash**



## GOALS/ACCOMPLISHMENTS/POINTS OF PRIDE 2018-2019...CONTINUED

17. Increased Number of Block Meals Purchased: This year a new Off Campus Talon Plan for 20 Block Meals was added as a plan option. Though this may have accounted for a decrease in the number of students purchasing the 60 Block OC Talon Plan (and an initial decrease of 120 Block Meals), the OC Talon-20 Plan did bring new users. Additionally, we found those students purchasing the OC Talon-20 Plan visited the Dining Plan/Card Office several time throughout the semester to add blocks, whereas those purchasing the OC Talon-60 usually added only once to their plan and usually in amounts smaller than the original 60 Block Meals. Below are the number of patrons with Block Meals during the 2<sup>nd</sup> week of classes in Spring 2018 and Spring 2019:

	February 2018	February 2019
OC Talon 60 Blocks	998	837
OC Talon 20 Blocks	Not Available	477
Faculty/Staff Plan	50	67

18. COVE Access: During 2018-19, COVE Offices and Storage areas were swiped 19,535 times.

Number of Swipes from 8/31/18 to 6/23/19	
7520 PRIDE (Rm 2218)	5
7522 Pantry (Rm 2220)	4680
7523 MCO (Rm 2230)	1068
7524 MCO (Rm 2232)	1189
7525 MCO (Rm 2234)	1814
5726 Racquet (Rm 2236)	818
5272 Student Association (Rm 2240)	1127
7528 Student Association (Rm 2244)	1725
7529 CAB (Rm 2246)	1310
7642 Storage (Rm 0130)	1630
7532 Greek (Rm 2250)	1669
7643 Veteran (Rm 0308)	2500
<b>Total</b>	<b>19,535</b>

19. PA System Closing Announcements: the building PA system was implemented this past fall semester. It is a nice, quick way to communicate with all customers so they are aware the building will close within fifteen minutes. We would like to add additional speakers to the Entertainment Café area so the whole building is covered.

20. Food Pantry: A total of 4,123 people used the pantry from July 1, 2018 – May 31, 2019. During the year, we had 249 new registrations to utilize the pantry. (*The Food Pantry is stocked after a Food Drive.*)



## GOALS/ACCOMPLISHMENTS/POINTS OF PRIDE 2018-2019...CONTINUED

### 21. Event & Activity Highlights:

**Supaman**-Native American culture, hip-hop and spirituality in an interactive educational program (*top*)

**Rocky Horror Picture Show**-Interactive movie experience, some came in costume

**Murder Mystery at the U**-Minute-to-Win-It type mystery clues

**ATP Open Mic Night**-featured Spoken Word Artist, Natasha T. Miller

**The Lorax Movie**-Earth Day film and sustainable initiatives, gave away stainless and silicon straws

**Craft Events:** Tile Crafts, Fall Fleece & Flannel, String Art in the E Café (*middle*), DIY Mason Jars & Sugar Scrubs, Holiday Crafts on a Budget (*bottom right*), Paint & Plant (*below left*), DIY Succulents, and Tie Dye on the Union Lawn (*bottom middle*)



*Students enjoying Hypnotist Chris Jones in the Bluffs Room during Welcome Week – fall semester 2018*





## **CHALLENGES/ISSUES**

1. **Meeting Matrix Event Diagram Software:** This system will need to be replaced before the current server is taken off-line.
2. **Podium Size:** We are recognizing the issues related to the large size of the podium used in the Bluffs. Many users are obstructed by the current podium, so we are pursuing a high-quality adjustable podium to accommodate all users.
3. **Plants:** Custodial staff continue to care for plants within the Student Union and Whitney Center; however, we are not skilled in plant maintenance. Additionally, we have experienced issues with various plants getting disease. We look to serve this undertaking in the future by utilizing a student employee with education in plant biology.
4. **Automatic Door Locking/Building Security:** We continue to work on best practices for setting the automatic external door locking system.
5. **Camera Installation:** We are anticipating the installation of cameras in the Union and Whitney Center after a significant theft incident in the custodial office area.
6. **Building Signage:** Entrance and room direction signage is still needed. Project completion is slated for summer of 2019.
7. **Wage Levels:** The University Staff, which includes Custodians, feel underpaid for the level of work being done, many staff are underpaid.
8. **G-8 Station:** While improvements were made on the location of the station this year, there is always a continued need to support this group as it changes yearly.
9. **Cbord Upgrade:** A new POS system was installed in summer of 2018, however, due to improper installation and training, the system created many challenges throughout the year.
10. **Closing Time:** After tracking the actual closing time of the Union over the past three semesters, we will be moving to an 11:30 pm closing time for 2019-20. This will improve customer service by having a consistent closing time.
11. **Student Committee Communication:** Some of the Student Committees that the unit works with need to provide reports that are more specific to Student Association. This will enhance student governance.
12. **Single Use Plastics/Composting:** UWL is a campus with students who are passionate about ecology issues. We have started discussions regarding single use plastics, and additional composting options. These discussions will continue until we can resolve these issues.
13. **COVE Changes:** The COVE has had a number of challenges since opening. It has gone from a location, which everyone wanted to study in, to an area where students feel unwelcome. Skyfactor results point

### **CHALLENGES/ISSUES...CONTINUED**

to the typical student feeling as though the COVE is off limits. We are reviewing options to accommodate more students.

### **INITIATIVES/GOALS 2019-20**

1. Focus on customer service improvements and excellent communication with customers before and during their event, to ensure a high level of satisfaction
2. Develop Student Employment Training Programs within the Student Union that are sponsored by University Centers, utilizing the equipment and resources as well as student employees.
3. Implement the Spend Plan for University Centers, including the Union and Dining areas. This also includes modifications to the COVE, Entertainment Café stage, and other projects to help finish the building.
4. Provide greater service and assistance to Student Organizations Advisors, to include educational sessions on risk management and advising procedures.
5. Increase collaborations with other programming groups on campus.
6. Develop publicity and programs that accent an emphasis on leadership education.
7. Develop the Six-Week Engagement Plan to ensure that students feel they belong at the university.
8. Increase the use of various methods of social media to promote events and programs.
9. Develop a program that provides alternatives to alcohol use, which meets the student's desire for relaxation and fun.
10. Develop a process to assist Fraternity and Sorority Life for recruitment of more students and expand membership numbers.
11. Assist Fraternity & Sorority Life to develop and implement Class of 2023 t-shirts to help create a sense of pride and spirit on campus.
12. Leadership & Involvement Center will co-sponsor identity-based programs.
13. Implement a new uniform policy for custodial staff and student employee staff.
14. Develop a stronger student committee structure, which will increase communication between committees, Student Senate, and Administration.

## INITIATIVES/GOALS 2019-20...CONTINUED

15. Continue to implement the “Did You Know” series while expanding collaboration with campus partners.
16. Celebrate the 25<sup>th</sup> anniversary of the Pride Center on campus.

## STUDENT HIGHLIGHTS/TESTIMONIALS

*“LeaderShape opened my eyes on things I never thought of and gave me a great new perspective in life. Day by day I either learned something new or changed my perspective on something in a better way.”*

– Ahmed Alaqil, Leadershape Participant

*“Starting CAB as a freshmen made me a little nervous as I was still trying to figure out how college worked, but in no time I was able to learn more about the campus, my peers, and myself! I learned about everything the campus has to offer and what I personally can bring to the community. CAB has given me more confidence in the classroom and with faculty members. I have learned how to organize my schedule and work on time management. As a therapeutic recreation student, CAB has also given me the opportunity to work with a small budget to get creative with activities and events for the entire campus. I’ve learned how to network with my peers and also professionals, and I feel as though I am more prepared for my future after my two years on the board!”*

– Katie Peeters, past CAB Event Coordinator & 2018 Co-President

*“CAB brought me a sense of purpose and a place to be connected. I felt connected with myself, my team, the artists, the campus, and the events we were doing. As an Event Coordinator, I got to use my creative part of my brain that wasn’t always in use with my day-to-day classed. It was always fun for me to dive in and be dedicated/passionate about something other than school. As a senior student advisor, I really liked the leadership role and getting the opportunity to learn how to guide others from my past experiences. It was definitely a learning experience that came with a lot of questions but I enjoyed getting to view CAB from a difference perspective*

– Karlie Brzezinski, past CAB Event Coordinator \* 2018-2019 Senior Student Advisor

*“Going into my experience at LeaderShape I expected to grow primarily in regard to athletics; however, I found that the lessons I was taught during my time there can be applied in every aspect of my life. The institute helped me realize the world I wanted to live in, and how I can be a part of making that vision happen...One tactic that LeaderShape tried to instill in people at the institute is the value of cooperation, as opposed to the constant competitive atmosphere many people within our society are used to, myself included... I realized that by building others up, you are not tearing yourself down, but you are making the whole better. Everyone has different talents and ideas to contribute to the group, and the group is better off if all of those perspectives are used and heard. One of the leaders also added that this can be applied on a personal level stating that, “comparison is the thief of joy”. This resonated with me, as I sometimes fall into the trap of comparing myself to my siblings, classmates, teammates, etc. and see how I match up. I have found that doing this hinders my ability to reach my full potential, whereas if I were committed to bettering myself each and every day I would find more success. Competition does have its time and place, but it should not be the only motivator in our lives...After looking at ways to improve oneself, LeaderShape had us identify our goals and values. I liked how these two topics were intertwined, as if one loses sight of*

## STUDENT HIGHLIGHTS/TESTIMONIALS...CONTINUED

*their values, accomplishing a goal does not mean as much...Not only, did LeaderShape teach me how to better myself and communities/teams I am already a part of, but it also showed me different ways I can become more involved on campus. One of the main takeaways I got from the institute was how to support minorities who are being treated poorly on our campus. UWL often talks about how much it values diversity; however, my experience talking to students who regularly use the Office of Multicultural Student Services (OMSS) opened my eyes to many of the struggles many people of color are facing at our school that I was previously oblivious to. One of the main concerns addressed was the lack of funding for an office, OMSS, that is a safe haven to many students on campus. I hope when I return to attend meetings, such as Black Student Unity (BSU) and others that are similar, in order to help me figure out different ways I can support populations who may not have as much representation on campus...I learned a lot from this opportunity and met a lot of people with visions that amaze me, but these are just ideas until they are put into action...It is nice having a group behind me who is as supportive as many of those who attended LeaderShape were...I can't wait to see all of the good people from this program are going to do, including myself. The opportunities are endless.*

– Courtney Conway, LeaderShape Participant

## ALUMNI HIGHLIGHTS/TESTIMONIALS

*"My time in the Student Union and the COVE was heavily influenced by Jaralee Richter. Her positivity and attitude was contagious from day one. She highlighted our department's purpose on campus, making me eager for work each day (even during the summer!)" –*

– Collin Heyerdahl, COVE Leadership & Involvement

*"My time working here has been incredibly positive. It has been flexible and fun. Everyone I work with is very considerate and courteous. Choosing my own hours has given me the opportunity to focus on my studies, work (make a little money), but also have fun being involved in other campus activities. Overall, I love working at University Centers and am eager to continue my time here."*

– Alexander Wille, Student Union Custodial Assistant

*"I hate to be cheesy, but just overall of the staff at coworkers at the Union were so welcoming when I first started-everyone that works there was very reassuring that it's a learning process and they made the environment to work in such a pleasure to be a part of. These people include UC staff upstairs, admissions, custodial, fellow IC staff, event support, and even Chartwells. If anyone wants to have a job where they feel they have a belonging to the rest of the organization, then working at University Centers is the place to be."*

– Mitchell Wenzel, Information Centers Staff

*"My time at University Centers has been a great experience. I have found a new appreciation for the buildings on our campus. Working at the University Centers is a really good way to meet new people and interact with fellow students and faculty."*

– Ryan England, Senior Student Custodial Assistant

*"My freshman year, Jara made me feel so welcomed onto a staff of all upperclassmen. I remember one time when we were going over my strengths during a one-on-one meeting and I felt like she knew me better than I knew myself just based on my strengths. She made me feel so valued in this position, which is*



### ALUMNI HIGHLIGHTS/TESTIMONIALS...CONTINUED

*one of the main reasons why I stayed in this position for so many years even though I'm not a super artsy person. Jazz was the supervisor that I had the longest and she made coming to work every day so much fun! I didn't interact with coworkers as much as I do now and that's because of Jazz. She made us all feel like we were a family and I'm so thankful for that and for her!"*

– Melanie Brooks, COVE Graphics

### HONORS/AWARDS/GRANTS/PRESENTATIONS OFF-CAMPUS

1. Chartwells: Once again, Chartwells will be one of 100 Chartwells accounts from across the United States, to be selected to participate in the One Million Acts of Good campaign. Students from a variety of UWL student organizations assisted with assembling the Matterboxes which were divided between Northside Elementary, Emerson Elementary, the Campus Food Pantry, the Student Life Office, and OMSS.
2. UWL Dining Services: Featured in Chartwells Weekly May 14, 2019 - thanks to the efforts of Josie Talbert, UW La Crosse Dining Services won the Student Success Social Sharing Contest. The contest focused on all Higher Ed Campuses around the country that have interns. The campus that shared the most during Earth Month (April), won the contest. Because of all of the events Josie planned and then promoted on social media, the Chartwells UWL account won. There was a write up in Chartwells Weekly and another on Instagram.
3. Grants: The Student Organizations Committee awarded 25 Recognized Student Organizations a Student Organization Grant.
4. The Pride Center: The Center conducted 25 presentations, panels and consultations throughout the year, among them were the following:
  - UW System Department of Justice Conference - October 2018
  - Viterbo Faculty/Administration Training - January 2019
  - Wisconsin Association of College & Employers Spring Conference Keynote - April 2019

### **STRATEGIC GOALS 2018-19**

1. By May 1, 2019, the Student Union staff will develop customer service modules for staff and student training in an effort to improve customer satisfaction, as demonstrated by a baseline for customer satisfaction.
2. By May 1, 2019, The Leadership and Involvement Center (LIC) will work collaboratively with the Director of Community Engagement, and Community Engagement Council to implement the Service Learning module, as demonstrated by participation/evaluation of 300 students in the piloted program module.
3. By May 15, 2019, University Centers will complete a comprehensive Fraternal Standards of Recognition (FSR) document and develop support for the standards by the Fraternity & Sorority community, as demonstrated by approval of the document by Interfraternity Council, Panhellenic Council, and University Administration.
4. By September 4, 2018, University Centers staff will implement diversity and inclusion training and education for staff and student employees, as measured by the reported comfort level of multicultural students using the facility.
5. By May 1, 2019, University Centers, in collaboration with OMSS, will develop an outreach/information campaign related to diversity to enhance the Union environment.

COME TO THE U...



GET INVOLVED; ENJOY  
YOUR CAMPUS LIVING  
ROOM!

