JAMES R. CONNOR
UNIVERSITY
CENTER

ANNUAL REPORT

2021-2022

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KEY FOR ACRONYMS AND INITIALISMS

ACUI – Association of College Unions International
ALS – Amyotrophic Lateral Sclerosis
COVID-19 – Coronavirus Disease
DECA – Distributive Education Clubs of America
GIF – Graphics Interchange Format
IFC – Interfraternity Council
LED – Light-emitting Diode
NACAS – National Association of College Auxiliary Services
ORG – Organization
RFP – Request for Proposal
SUF – Segregated University Fees
WCC – Warhawk Connection Center
UC – University Center
UMC – University Marketing & Communications

Mission

To provide a welcoming and supportive environment that contributes to the educational process and enhances the campus experience.

Vision

- To be a leader in building campus community.
- To create memorable experiences for students and guests.
- To be a leader among college student unions.

Core Values

- Accountability: We hold ourselves responsible for excellence in all programs and services, embracing change and encouraging innovation. We anticipate and exceed the expectations of our customers and team members.
- Diversity: We value the difference between and among people, and open exchange of individual ideas and opinions.
- Integrity: We value personal commitment to honesty and truth. We reflect this in our words and actions.
- Relationships: We value working together as team members, committed to helping one another reach our shared vision and goals. We recognize the need to maintain balance in the various roles we assume in our lives.
- Respect: We treat everyone like customers, including our team members. We smile, acknowledge, listen and communicate openly and honestly.

MESSAGE FROM THE EXECUTIVE DIRECTOR

Angela Meldonian

When people think of the University Center (UC), some may think of it as “just a building” but the University Center is so much more than “just a building”. It is a space that creates a sense of belonging for so many people. As part of the University Center redesign, we welcomed Student Activities & Involvement to the UC family. Together we re-evaluated our staffing models, operations, programs, services, and physical space. While this year brought many new challenges, these challenges allowed us to look at our operations and programs with a fresh perspective. In return, our operations and programs became and will continue to become more inclusive of our student community.

As you read through the UC Annual Report, it will provide you with a glimpse of the many accomplishments and highlights of this past year. We knew that students were eager to engage with campus life. Our goal was to create diverse opportunities for our students to find ways to get involved, be entertained, and utilize our services.

Our theme this year was collaboration. We partnered with many departments across campus and within the community to help strengthen our resources and outreach to students, staff, faculty, and the community.

The UC provides a diverse array of services and programs that are essential to student success and as you will see the UC is much more than “just a building”.

I hope you find new ways to engage with all that the UC has to offer. See you #intheUC!

Computer Services

Outlook 365

Assisted staff with Outlook 365 troubleshooting.

Moved Computers

Moved various office computers within the UC to accommodate office relocations for UC redesign.

Equipment Utilization

Swapped cash register parts to maintain backup cash registers for Dining Services.

UC Finance

Cash Bags

UC Finance processed 1,000 cash bags.

Cash Handling Training

Increased training with UC departments by training them on proper cash handling protocols.

Cross-Training

Enhanced student employee experiences with cross-training opportunities.

HawkCard Office

Meal Plans

3,992 meal plans were utilized during the 22-23 fiscal year.

New ID Card Software and Printers

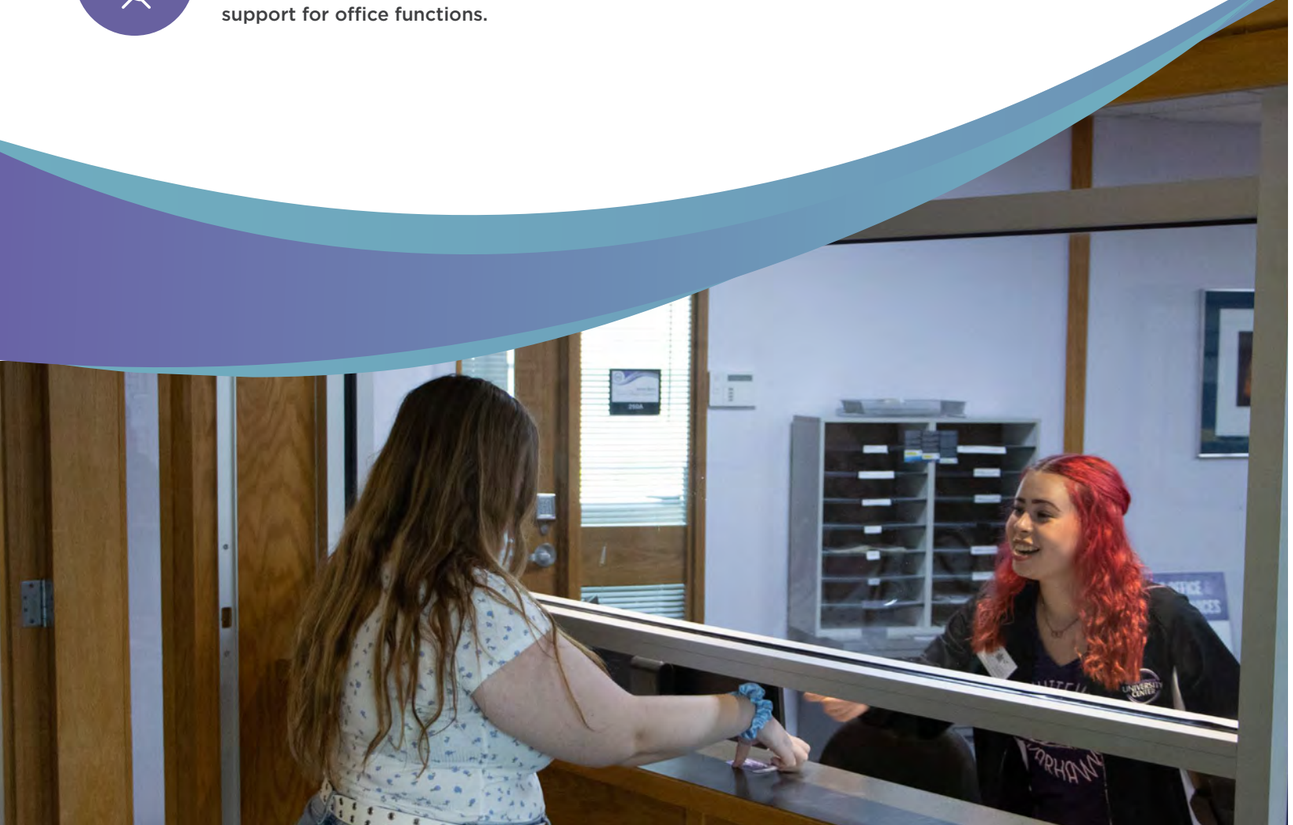
Staff completed bid process to purchase new ID card printing software and printers for Whitewater and U Rock campuses.

Student Purple Point Users

1,113 students utilized Purple Points during the school year.

UC Finance Support

2 HawkCard student employees cross-trained with UC Finance to provide support for office functions.



Ticket Services

Tickets Printed

59,000 tickets were printed by Ticket Services for campus events.

Football Game Support

Successfully staffed 10 Warhawk football games.

Commencement Tickets

Collaborated with the Registrar's Office to print 6,000 December Commencement tickets, and 14,000 May Commencement tickets.

RFP Process

Initiated the RFP process for new campus event ticketing software.

Warhawk Pantry

New Clients

131 new clients utilized the pantry, which is 92 more than the 2020-2021 school year.

Pounds of Donations

4,029 lbs of donations were given to the pantry.

Pantry Use

5,200 lbs of items given away to clients.

Custodial & Maintenance

Work Orders

672 work orders placed in the 2021-2022 fiscal year.

Food Service Equipment

560 pieces of food service equipment were maintained.

Summers Auditorium Painting

The custodial and maintenance crew painted Summers Auditorium over the course of 4 days.

Information Services & Vending

Customer Service

3,400 students, staff, faculty, and guests were helped in-person or over the phone.

UC Texting Line

269 text messages were answered from students and guests.

Resume Paper Sold

925 sheets of resume paper were sold.

Vending Machines

98 vending machines across the Whitewater and Rock campuses were maintained.

Reservations

Event Reservations

Over 5,000 events were supported during the 2021-2022 fiscal year.

Hamilton Room Upgrades

Upgraded and added a new sound and lighting system in the Hamilton Room.

Hall Table Reservations

160+ hall tables were booked to promote events, services, and student orgs.

Roberta's Art Gallery

Gallery Visitors

Roberta's Art Gallery hosted over 2,700 visitors during artist receptions, general gallery hours, and special events.

Virtual Exhibit Views

There were 1,728 views on Roberta's Art Gallery's virtual exhibit web pages throughout the year.

Yoga in the Gallery

In collaboration with UC Live, a yoga event in the spring was hosted in the gallery in conjunction with the *Letting Go* exhibit by artist Ann Thomas.

Warhawk Alley

Event Participants

500+ students participated in tournaments and events during the academic year.

Reservations

100+ student organizations and community groups hosted reservations in Warhawk Alley.

New Lighting and Monitors

Warhawk Alley installed new LED pin deck lights and scoring monitors to update and refresh the space for students, campus, and community.

Revenue

Over $14,000 in weekend sales was generated and $39,000 in annual sales.

UC Graphics & Marketing

Total Designs

2,632+ design formats were created and over 215 original designs.

Website Views

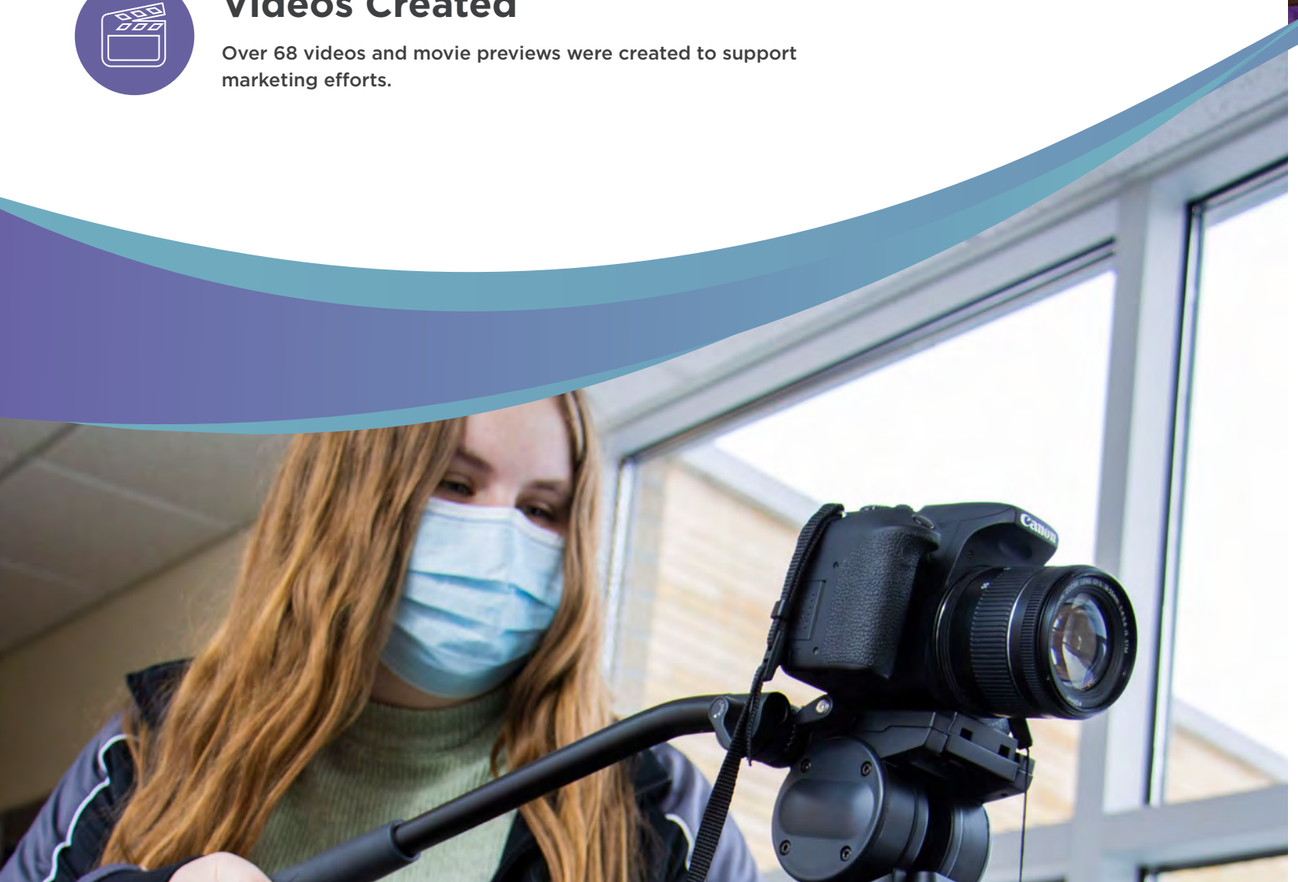
231,116 website views across all pages (7% increase).

Animated GIFs

46 animated GIFs were created to enhance our marketing with Instagram and Facebook Stories.

Videos Created

Over 68 videos and movie previews were created to support marketing efforts.



UC Live

Social and Digital Presence

Increased to 997 followers on Instagram in addition to growing a TikTok account.

Event Attendance

85 events hosted with over 4,700 attendees.

Rising Star Competition

Hosted the first annual Rising Star Competition in the spring where students showcased their talents in a judged competition in the Down Under.

Student Activities & Involvement

INVOLVEMENT

Greek Council Safety Event

IFC Greek Council, with the help of the IFC advisor, created and hosted the councils first safety event. The event included topics surrounding COVID Safety, Alcohol & Sexual Assault Awareness, Greek 101 information, and Gun Safety. Each IFC Greek organization had a minimum of 70% participation from each chapter.

SUF Funded Organizations' Budgets

Assisted 66 SUF funded organizations in spending their budgets, with approximately 533 separate purchases.

Involvement Fairs

Hosted 4 days of Involvement Fairs between fall and spring with 220 groups tabling and 2,600 students attending.

Student Organization Leader Events

Hosted 6 student org leader events with 65 attendees.

DEVELOPMENT

Warhawk Connection Center Events

The WCC successfully planned & presented 19 total events, with an average of 20 attendees per event in the 2021-22 academic year.

Connection Student Council Acknowledgment Event

The WCC hosted the 1st Connection Student Council Org Member Acknowledgment Event for all WCC housed identity-based organizations. Each e-board nominated 3 general body members for 3 overarching awards: Most Involved Member, Energy Provider, & Key Contributor.

Warhawk Connection Center Utilization

The Warhawk Connection Center utilization has been at its highest with departments and student organizations utilizing the space over 45+ times this academic year.

SUF Training & Support

Provided training and support for all 111 SUF funded organizations/departments through SUF Spender Training, SUF 411 (application training), & SUF 911 (application and budget-building support).

Student Activities & Involvement

CAMPUS TRADITIONS

Homecoming Planning

14 Homecoming Steering Committee members planned the undergraduate week-of activities with 27 student organizations competing (8 small orgs, 6 large orgs, 13 Greek chapters).

Homecoming Participation

The Homecoming Steering Committee hosted 9 events that totaled 3,468+ in attendance.

Campus Awards Applications

Processed 230+ individual Campus Award nominee applications.

Campus Awards Attendance

The annual hybrid Campus Awards Ceremony celebrated 120 nominated students/student orgs/faculty/staff that had over 170 in attendance.

Dining Services

Catered Events

There were 567 catered events throughout the year. The busiest month was May with 90 catered events.

Dining by the Numbers

- 28,613 3pc chicken tenders sold
- 47,643 patrons ate breakfast in Ike Schaffer Commons
- 66,121 burgers freshly made
- 38,826 individual pizzas cooked in the stone oven

New Concept

Added Ike's Grill to the Ike Schaffer Commons lunch options. Successful addition in making over 2,141 made-to-order sandwiches.

"Lunch and Learn" Program

The campus dietitian introduced a "Lunch and Learn" program and partnered with Fairhaven to present on nutrient-dense food. Met with over 43 students for consultations, and participated in various campus-wide wellness initiatives.

STUDENT EMPLOYEE

Testimonials

Testimonials gathered from multiple UC units from anonymous initiatives in spring 2022.

> I am so grateful for the experience that I've gained at the UC because it has made me experienced in a PR role. I believe that if it weren't for the experience I've gained at the UC, I wouldn't have been able to land my current summer internship role, and the same concept will probably reign true for when I am in my future employment post-graduation.

> I really like that I always come in to nice people and am always having fun with the people I work with. It is a really healthy environment to work in and I enjoy working in the UC.

> The education I am getting outside the classroom is helping my communication with others.

> Here at UW-W, especially this year, I have learned to make connections and network both in the classroom and at work. It is so important to create connections with others, as it helps for future scenarios such as job opportunities, trips, and even more connections!

> Since becoming an employee at the UC, I have learned customer service, how to work a cash register, use a fax machine and scan documents, and how to work in a professional environment. Before becoming an employee here, I did not have these skills. I feel that I have become even more prepared to work in the real world since beginning to work at the UC.

CONNECTED

JAMES R. CONNOR UNIVERSITY CENTER

The purpose of ConnectED is to provide valuable interactions and to further develop UC student employees in the areas of professional development, career readiness and department connections through resources like LinkedIn Learning, diversity programs, social skill building and more.

Employee Participants

Between fall 2021 and spring 2022, there were 143 students who participated in/attended ConnectED events.

Events Offered

Over the course of the 2021-2022 academic year, there were 33 events offered for student employees.

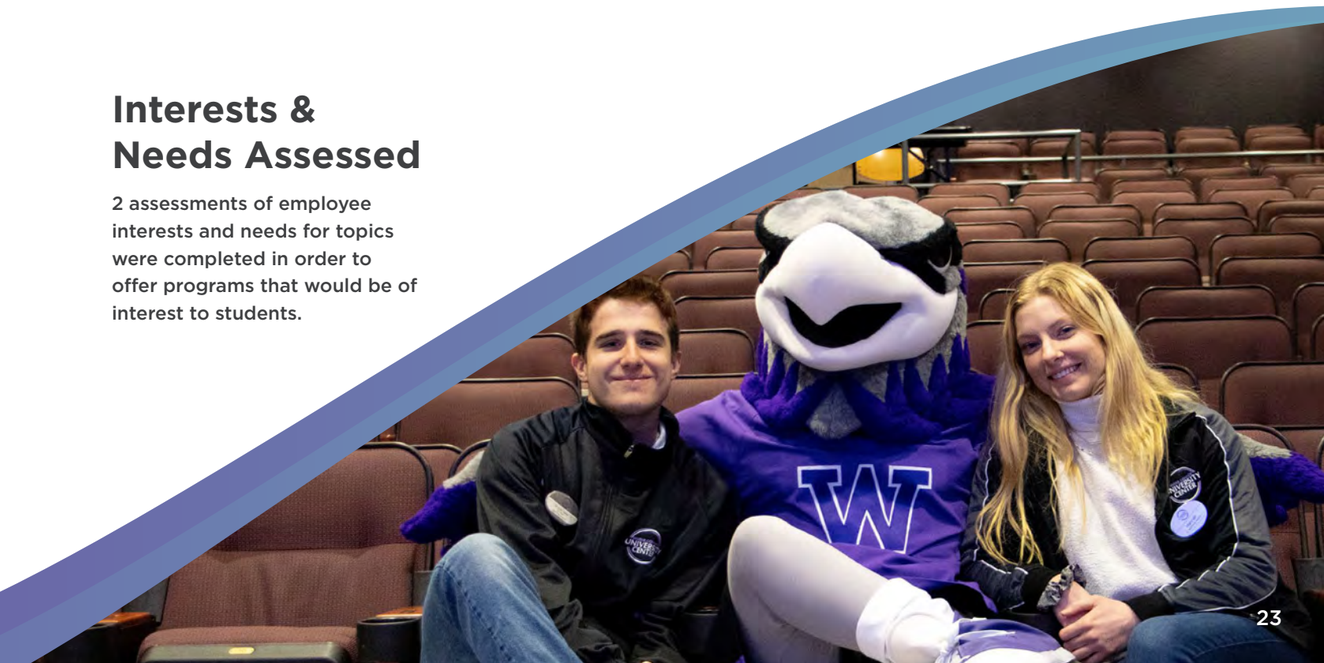
Employees Recognized

Students received recognition for attending 3+ events each semester and writing a reflection for each event attended. Graduating student employees who attended 3+ events, also received a cord for graduation. In fall, 7 students were recognized, and in spring, 28 students were recognized.

> I don't think I have ever attended a Fireside Chat before this one. I think the subject was especially applicable to college students, so I was drawn to the discussion and the "solutions" this presentation offered.

Interests & Needs Assessed

2 assessments of employee interests and needs for topics were completed in order to offer programs that would be of interest to students.



Special Recognition

ACUI Regional Graphics Competition Awards

UC Graphics & Marketing was awarded 4 awards in October 2021 at the ACUI Regional Graphics Competition:

- Calendar: October Spooky Lineup, Colton Tisdall
- Logo/Brand Identity: UC Live Branding, Alexa Nelson
- Promotional Campaign: Glow Night, Alexa Nelson
- Video: Information Services Top 5 video, Sydney Myers

Angela Meldonian Sworn in as NACAS Central President

Angela Meldonian, executive director of the James R. Connor University Center was sworn in as the president of the Central Region for NACAS in June 2022.

Elected UW-Whitewater Positions

Several UC staff members have been elected to be on various committees and task forces across campus:

- University Staff Council
  - Members at Large
    - Jennifer Clauer, UC Facilities Services Supervisor
    - CynDee Sentieri, HawkCard Office Specialist
- Recruitment and Retention Task Forces
  - Hispanic/Latinx students, Angela Meldonian, UC Executive Director
  - African American students, Aaron Broadwater, UC Program Specialist-Development
  - Mental Health Support/Wellness, Jan Bilgen, UC Associate Director

Committee Involvement

The UC partners with many entities across campus and within the Whitewater community. This year, UC Staff were highly engaged in various groups:

Committee Members	User Groups Participants	Search and Screen Members	Advisory Board Representatives	Task Force Representatives	Request for Bid/Proposals Members	Community Outreach Liaison
22	17	9	8	4	3	2

Collaboration Highlights

PROGRAMMING

- Warhawk Alley collaborated with DECA to host a fundraiser at Warhawk Alley with proceeds of the fundraiser going to ALS.
- Roberta's Art Gallery collaborated with the UW-W Children's Center for a special year-end exhibit in May, Muse Literary Magazine for a live faculty and student reading, and with the Rock County YMCA and UC Live for a new "Yoga in the Gallery" event called *Letting Go*.
- UC Live delivered 12 unique programs in collaboration with 8 different campus and external partners that provided activities for 893 students.

SERVICES

- Reservations worked with various campus stakeholders to establish locations for all-gender bathrooms, a lactation space and a wrap-around child care location.
- Information Services worked with local community businesses and the Whitewater Chamber of Commerce. The UC attended the annual Chamber event in the spring.
- Ticket Services collaborated with members of Fort Atkinson Park & Rec to sell tickets to their dance recital.
- The HawkCard Office collaborated with UMC to redesign the HawkCard to include pronouns and Voter ID information.
- HawkCard staff collaborated with Transact Campus Inc., and iCIT to migrate the HawkCard system from the campus data center to the Transact "Cloud". The migration allowed the HawkCard system to be upgraded to the latest version of the Transact application.

Student Affairs Priorities

PRIORITY 1:

Student Success & Experiential Learning

- Student employee program and policies were revised to reflect desired outcomes for all UC student employees.
- Multiple units provided learning laboratories for student staff via cross-training and engagement with arts, event planning, and more.
- The UW-W Dining Services Advisory Committee worked with student groups to gain feedback on proposed changes to Guest Meals that will be implemented in Fall 2022. This will allow students more flexiblity to use Guest Meals and showcase our residence hall dining operations to their guests.

PRIORITY 2:

Telling Our Story

- The UC continued to support the division brand by providing creative design work, consulting for publications, web design, and marketing efforts by staff.
- Internally, the UC broadened its brand by updating department logo as resources allowed and expanding its digital footprint.
- A wayfinding plan and existing artwork evaluation was started in early 2022 and will be implemented in stage.
- Quarterly marketing check-in meetings were established to develop marketing plans for both Dining Services and the HawkCard Office. This will help improve communications regarding important meal plan information and upcoming programming and specials in Dining Services.

PRIORITY 3:

Engagement, Connection & Retention

- UC staff reviewed student positions and has positively impacted the retention and sense of connection.
- In collaboration with stakeholders, the HawkCard was updated to better reflect the identity of its user by adding pronouns, while also serving as a resource that supported access to voting.
- Recognition of employees was updated and focused on the achievements of all units. Data indicated a stronger sense of pride and connection to the UC and campus resulted.
- Campus chefs worked collaboratively with the International Student Association for the 50th International Dinner to create a robust menu that offered recipes from around the world.

PRIORITY 4:

Safety, Health, & Well-Being

- The UC followed the campus directive in regards to COVID-19 safety protocols and fostered student & staff compliance.
- Additional communications and training was provided to staff to increase their skills in interactions and supporting the masking policy.
- The UC supported and provided the space for campus COVID-19 testing. Through use of the HawkCard, staff provided reporting and tracking of COVID-19 testing.
- UW-W Dining Services continued to deliver meals to students in quarantine and isolation.

PRIORITY 5:

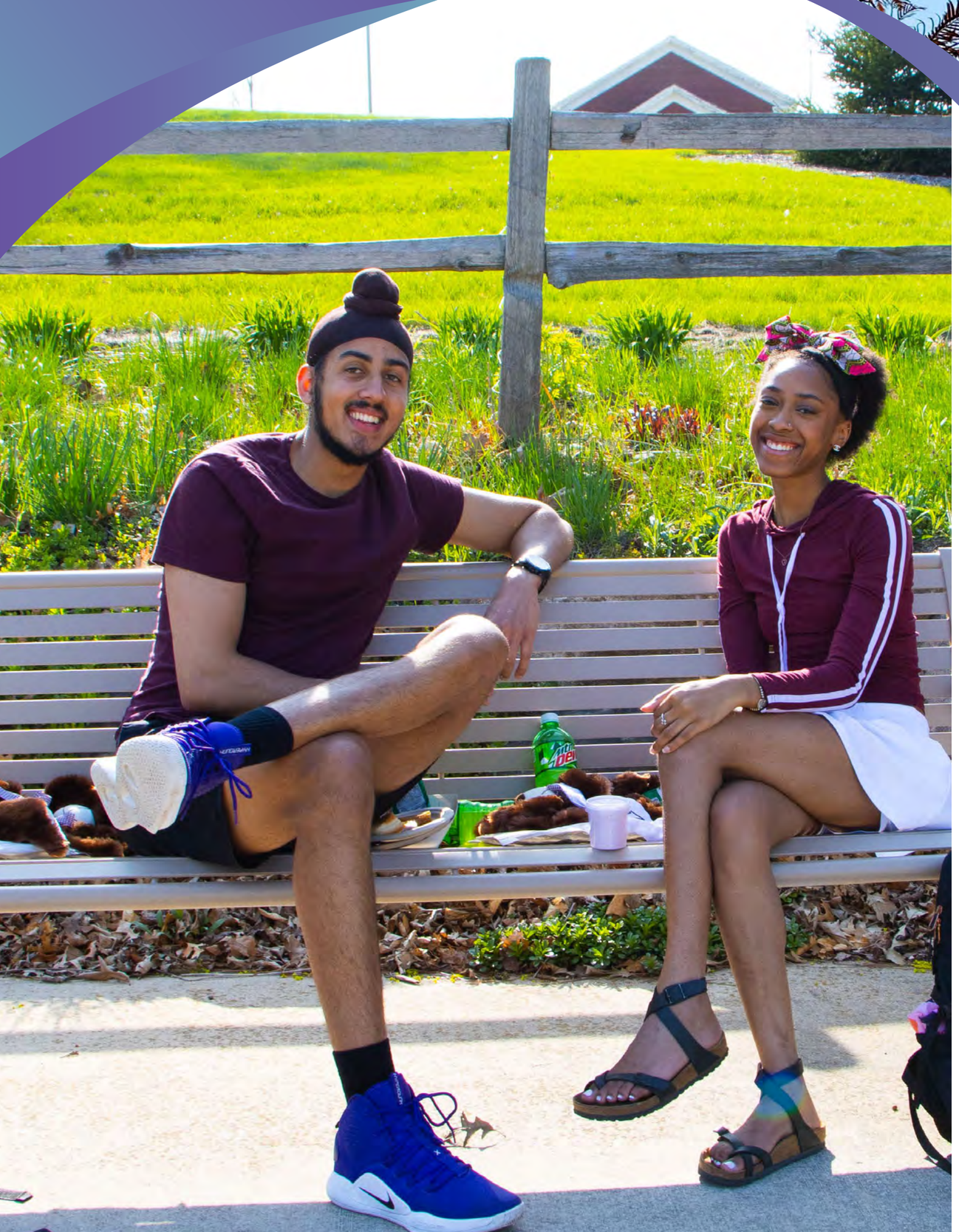
Equity, Justice & Inclusion

- An Increase in cultural development programs were offered. Over 500 students were reached.
- The Student Employee Development program was modified to include more opportunities to grow in their understanding of self and others.
- As a whole, the UC initiated pronoun inclusion on all staff name tags, introductions, as well as integration of EDI topics in student staff trainings, recognition, development, and offerings through ConnectED programs.
- UW-W Dining Services recognizes the importance food plays in student success and continued to support the MyMeals CARES program by donating 500 meals each semester to students who indicated they are dealing with food insecurities.

PRIORITY 6:

Fiscal Responsibility

- Due to the WSG Student Life Advancement Act, Warhawk Alley and SAI were able to secure additional revenue to support the alley, as well as hire additional student and full-time staff to provide direct services to students.
- New technology was integrated throughout the department. The HawkCard transitioned to a cloud-based hosting system that is projected to save the unit money.
- Delayed project and equipment replacements that will enhance the student dining experience were able to move forward with minimal increased costs to board rates.



2022 & BEYOND

The University Center & UW-W Dining Services:

- Continue to provide opportunities to foster a greater sense of community and connection.
- Continue to provide opportunities to connect and collaborate with the campus community to grow in understanding and value of diverse identities, cultures and perspectives.
- Continue to be good stewards of student allocated funds and resources to maintain a balanced budget while exploring new ways to serve students and generate additional revenue.
- Continue to carry forward high quality services and programs through the student employees, staff engagement, and technology.

JAMES R. CONNOR UNIVERSITY CENTER

- Artanya Wesley — Vice Chancellor of Student Affairs
  - Frank Bartlett — Interim Assistant Vice Chancellor of Student Affairs
    - UC Executive Council
    - Dining Advisory Board
    - Angela Meldonian — UC Executive Director
      - CynDee Sentieri — Financial Specialist
      - **Student Activities and Involvement**
        - Jan Bilgen — UC Associate Director
          - Kim Clarksen — Assistant Director-Student Activities and Involvement
            - Olivia Allen — Program Specialist-Involvement
              - Calah Williams — Graduate Assistants-Involvement
              - Sue Havlovick — Involvement Financial Specialist
            - Aaron Broadwater — Program Specialist-Development
            - Tyler Henderson — Program Specialist-Greek and Service
              - John Roherty — Graduate Assistant: Service
          - Jenny Fisco — UC Graphics & Marketing Manager
          - Deyounte Ramsey — Creative Marketing Specialist
          - JoEllen Shelton — UC Financial Specialist
      - **Facilities**
        - Jay Craggs — UC Assistant Director-Facilities
          - Michael Inloes — UC Event Services Manager
            - Elizabeth Inloes — UC Events Manager
              - Justin Weslock — Graduate Assistant-Reservations
            - Tonia Kapitan — UC Services Manager
              - Leann Sullivan — Warhawk Alley Coordinator
              - Salmai Valadez — Graduate Assistant-Gallery
          - Jenny Clauer — UC Facilities Services Supervisor
            - Alan Carey — Lead Custodian
              - Wayne Lewiston — Custodian
              - Luz Mireles — Custodian
              - Lori Butry — Custodian
              - Cristina Alcala — Custodian
              - Beatriz Navejas — Custodian
              - Patricia Ortega — Custodian
              - Mark Rapacz — Custodian
              - Jessica Fredrick — Custodian
              - Apolinar Aranda — Custodian
              - Lexi Butry — Custodian
            - Russell Brown — UC Facilities Technician II
            - Frank Cordio — UC Facilities Mechanic II
            - Andomaro Alvarez — UC HVAC Mechanic
      - **Business Operations**
        - Dave Halbach — UC Assistant Director-Business Operations
          - CynDee Sentieri — HawkCard Office Specialist
            - Fabiola Aranda — HawkCard Administrative Assistant
            - Crystal Benes — Ticket Services Specialist
            - Computer Services
      - **UW-W Dining Services**
        - Jim Winn — Resident District Manager
          - Cara Bohmann — Office Manager
            - Maureen Gerdes — Office Assistant
            - Jessica Richards — Marketing Manager
          - Aeryn Barry — Director of Retail Operations
            - Leah Picardel — Catering Director
              - Anna Fowler — Catering Coordinator
              - Bill Klopp — Assistant Food Service Director & Retail/Catering Executive Chef
              - Tina McIntyre — Ike Schaffer Commons Supervisor
              - Bill Paladino — Willie's Supervisor
              - Don Erickson — Satellite Supervisor
              - Dana Bealhan — h'EAT & Fire Supervisor
              - Einstein Bros. Bagels
          - David Brantner — Campus Executive Chef
            - Troy Deering — Drumlin General Manager
              - Norman Appel — Esker General Manager
              - Rachael Omdoll — Registered Dietitian

University of Wisconsin
Whitewater

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