

JAMES R. CONNOR  
UNIVERSITY  
CENTER

2019-2020

James R. Connor University Center  
**ANNUAL REPORT**



University of Wisconsin  
**Whitewater**

# CONTENTS:

## YEAR IN REVIEW:

Facilities .....	4
HawkCard Office .....	5
Information Services .....	6
Reservations .....	7
Roberta's Art Gallery .....	8
Ticket Services .....	9
UC Administration .....	10
UC Entertainment .....	11
UC Finance .....	12
UC Graphics & Marketing .....	13
UC Human Resources & Employment .....	14
Warhawk Alley .....	15
Warhawk Pantry .....	16
UW-W Dining Services .....	17
Special Recognition .....	18-19
UC 60th Anniversary .....	20

## STUDENT EMPLOYMENT AS A HIP

21

## STUDENT EMPLOYEE TESTIMONIALS

22

## UC EXIT SURVEY DATA

23

## 2020 UC LEAP SURVEY DATA

24-25

## COVID IMPACT

26-27

## UC MISSION, VISION, & CORE VALUES

28

## UC GOALS, 2020-2021

29

## UC ORG CHART

30-31

### Key for Acronyms and Initialisms

- ACUI - Association of College Unions International
- ADA - American Disabilities Act
- ASL - American Sign Language
- COVID - Coronavirus Disease
- ELO - Essential Learning Outcome
- HIP - High Impact Practice
- NACAS - National Association of College Auxiliary Services
- NASH TS-3 - National Association for System Heads, Taking Student Success To Scale
- ORG - Organizational
- SDES - Student Diversity, Engagement and Success
- T.R.A.C.K. - Training, Relationships, Advising, Connections and Knowledge
- UC - University Center
- WOTA - World of the Arts





## FACILITIES



### Work Orders:



**1,032**

work orders were completed during 19-20 fiscal year.



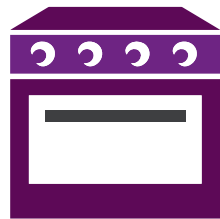
### ADA Accessibility Project:

A student intern took on the task of evaluating ADA accessibility of assigned buildings across campus.



### Food Service Equipment:

Maintained 560 pieces of food service equipment.



## HAWKCARD OFFICE



### Meal Plan Management:

**4,724**

Managed a peak of 4,724 meal plans.

### URock HawkCards:



Assisted URock staff with on-site printing of URock HawkCards for new students.

### Suicide Prevention:

Added National Suicide Hotline phone number on all HawkCards since September 2019 in advance of legislative act known as: "2019 WISCONSIN ACT 116".

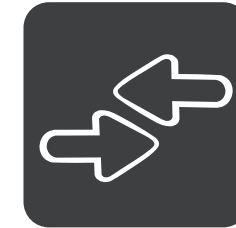


### 1,315,323 Transactions:



Approximately 1,315,323 transactions handled by the HawkCard system.

### Transact Upgrade:



Completed Transact version upgrade to allow future Net-ID sign-in for added security.

### Record Request Voter ID:

Completed open records request related to voter ID card issuance.



# INFORMATION SERVICES



## Mail Items Sold:



**3,035**  
stamps and mail items sold.

## Résumés Printed:



**1,834**  
professional résumés printed.

## Hours Served:



Information Services staff served 3,680 hours helping students, staff and community members navigate campus questions.

## Rock County Vending:

Successfully implemented all vending machines at UW-W at Rock County to accept Purple Points.



## Vending Machines Added:

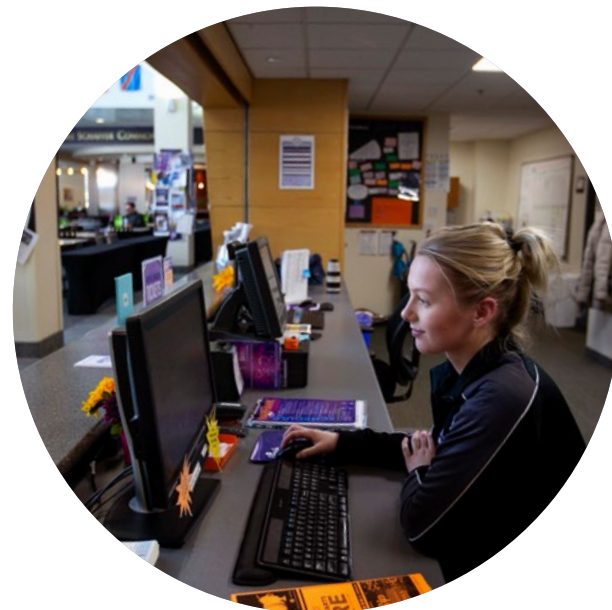


A total of 7 new vending machines were added to main campus, Rock County Campus, and the Community Engagement Center.

## Vending Website Created:



Created a vending website to improve efficiencies in reporting refunds and machine errors.



# RESERVATIONS



## Office Renovation:



Completed ADA and efficiency office renovation.

## Hours of Hosted Events:

Hosted 20,618 hours of events prior to COVID-19: 12% increase from previous year.



## Hamilton Room Lighting:



Upgraded the Hamilton Room lighting to enhance recruitment and student-focused programs.

## Esker Meeting Room Technology:

Upgraded Esker meeting room technology to become completely digital.



## Digitized Paperwork:

Digitized all paperwork for event requests to become more accessible and streamlined.



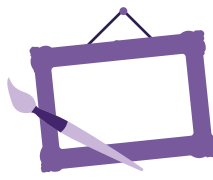
## Hosted Campus-Wide Events:



Team collaborated to plan and host many campus-wide events, including Concert Series, UW System Board of Regents, UC 60th Anniversary Celebrations, Chancellor Search and Screen, Warhawks at Night, Homecoming events, and more.



# ROBERTA'S ART GALLERY



## Exhibits:



1,579

Hosted 9 exhibits (in person) and 2 virtual exhibits with over 1,579 in attendance.



## Workshops:

Hosted 10 on-campus workshops, 5 workshops at Fairhaven Senior Services, and 3 virtual workshops with over 1,071 in attendance.



1,071

## “Leafing Our Mark On Campus:”

Collaborated with 6 students, 6 professional artists and 2 installers to create and install “Leafing Our Mark On Campus.” Dedicated October 4, 2019.



## New Gallery Logo:



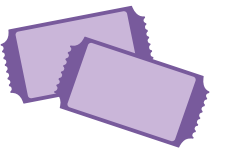
Roberta's Art Gallery began design of new gallery logo.

## Craft Corner Blog:

Created “Roberta's Art Gallery: Craft Corner” blog series on UC blog; included 9 posts.



# TICKET SERVICES



## Ticket Fee Structure:



Successfully implemented new ticket fee structure for general public sales to recover labor and software costs for Ticket Services.

## “ASL Word of the Week:”

Implemented the “ASL Word of the Week” so staff could learn basic words in a new language.



## WOTA Ticket Vouchers:



Implemented a new and more accessible WOTA ticket voucher system. 4,106 WOTA tickets issued, 251 English tickets issued, and 714 Music Major tickets issued during the fiscal year.

## Tickets Sold:

109,890

tickets sold in the 19-20 season.

## Training Manual Update:

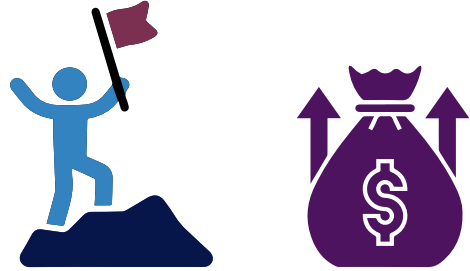
Updated training manual for new Ticket Services employees to be more organized and offer clearer information.



# UC ADMINISTRATION



## UC Student Success Campaign:



Set the foundation for the "UC Student Success Campaign." Raised \$800 in two months.

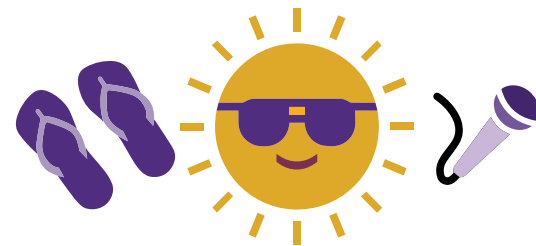
## UC Equity Gap LEAP Team:



Coordinated UC Equity Gap LEAP Team.



## Summer on the Mall:



Led by UC Entertainment, hosted 3 Summer on the Mall events that featured live music, à la carte menu options, and gallery activities. Raised over \$600 for philanthropic causes: The United Way, The Whitewater Bethel House, and The Warhawk Emergency Fund. Program originated in 1992.

# UC ENTERTAINMENT



## Movie Attendance:



Movie attendance prior to mid-March was 3,775.



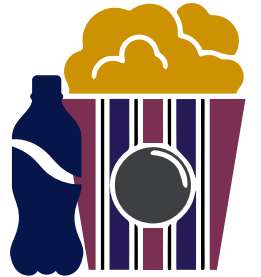
## Collaboration:



UC Entertainment collaborated with 5 student organizations and campus departments on events and movies.

## New Concessions Initiative:

Began successfully selling concessions outside Summers Auditorium before movies in early March until movies shut down due to COVID-19.



## Down Under & Virtual Event Attendance:

Down Under and virtual event attendance for the fiscal year was 3,062.







## Student Access & Success:



UC Finance continued communication with SDES to recruit and hire student staff. We hired at least 2 students from this network.



## Transform Lives & Society:

T.R.A.C.K.



Collaborated with student staff from the HawkCard Office to host the T.R.A.C.K. Excel Workshop.

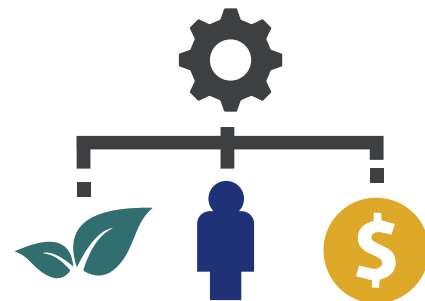
## Cash Bags:



2,500

The office prepared, distributed, and received over 2,500 cash bags during the fiscal year.

## Strengthening Resources:



Continuing open communication with our partners in the Division of Administrative Affairs; recently assigned as the UC's liaison for the University Budget Committee.



## UC Website Views:



UC website views went from 193,902 to 216,932 in this fiscal year: 12% increase — highest it has ever been.

216,932

## Instagram Followers:



1,570

Following

Instagram followers went from 1,263 to 1,570 this fiscal year: 24% increase.

## Website Redesign:

Redesigned 12 UC web pages for departments.



## Blog Views:



Blog views went from 12,208 to 13,755: 16% increase.



## Videos Completed:



35 videos for promotional/internal training purposes completed during fiscal year.

# UC HUMAN RESOURCES & EMPLOYMENT



## Employee Program:



Hired Student Employee Coordinator (graduate student). Laid foundation for employee committees. Hosted 4th annual student job fair. 5 UC students and 3 staff members attended the ACUI Region V Conference at the University of Iowa in Nov. 2019.



## T.R.A.C.K. Events:

Training Relationships Advising Connections Knowledge

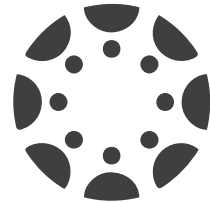


T.R.A.C.K.

Implemented 11 T.R.A.C.K. events over the course of the fiscal year with a total of 200 participants.



## Online Resources:



Revamped UC Employment Canvas page and added UC student employee handbook online.

## 5th LEAP Survey:



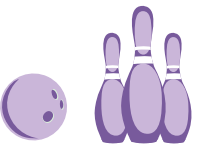
60 of 108 (55%) student employees completed the 5th annual UC LEAP survey during remote learning.

## Departing Exit Survey:

Implemented exit survey for all departing UC students. 50% of students completed the survey during remote learning.



# WARHAWK ALLEY



## 2019-2020 Bowlers:

18,000+



Warhawk Alley hosted over 18,000 bowlers prior to mid-March.



## Record Event Attendance:



934 Participants

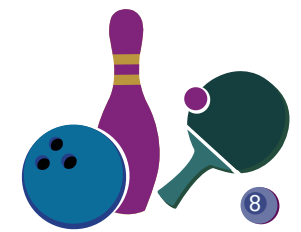
Achieved record event attendance with 934 participants. This included 508 trivia attendees and 426 tournament and event attendees.

## Regional Billiards Competition:



Warhawk Alley sponsored two students to attend a regional billiards competition where student Kendal Clemetson took home a bid for Nationals.

## All-Access Week:



3,000 Participants

Over 3,000 students participated in fall and spring All-Access Week semester kick-off events.



# WARHAWK PANTRY



## Total Usage:



The Warhawk Pantry was accessed 556 times. A total of 4,875 lbs. of food and personal hygiene products were picked up from the pantry.



## Total Pounds of Donations:



5,014 lbs. of donations were collected, with the largest contribution of 559 lbs. from the UW-Whitewater flute show.

## New Users:



A total of 107 new users accessed the Warhawk Pantry.

## Social Media Presence:

Instagram and Facebook followers increased significantly, with a total of 186 followers on Instagram, and 510 followers on Facebook for the fiscal year.



## Commitment To Our Mission:

Continued to provide students, faculty, and staff with a resource to fight food insecurity.



# UW-W DINING SERVICES



## New Down Under Concept:

17% increase in the opening week of the new Down Under concepts, with a 223% increase of pizzas sold in opening week. The double bacon BBQ pizza was the top selling signature pizza making up 42% of all signature pizzas sold.



## Programming:

95+ programming events during fiscal year, including themed meals, retail specials, wellness booths, campus collaborations, and more!



## New Wellness Blog:

Introduced a new wellness blog that achieved 655 total views. There was an average of 28 views per post. The top blog was titled "What's New in Dining, Fall 2019."



## Campus Dietitian:



13 Wellness booths hosted by Rachael Omdoll, the campus dietitian. There were new RA collaborations as well, which included campus executive chef Michael Rehfeldt hosting a cooking demo for students in the residence halls.

## Increased Partnerships:

Collaborated on 12+ events with various campus departments.



# SPECIAL RECOGNITION

Kim Adams, UC Assistant Director, and Joan Cook, Interim Associate Vice Chancellor, received UW System recognition (presented by Carleen Vande Zande, associate vice president for academic programs at UW System) for significant contributions to the scholarship of student success in High Impact Practices, including on-campus student employment. The recognition was acknowledging part of the LEAP work on behalf of the NASH TS-3 Grant Team. Recognition included a plaque and \$10,000 grant for 2020-21 for continued campus work related to the LEAP initiative. Recognition was given at LEAP Day event on Feb. 28, 2020. Noted in Warhawk Weekly-Campus Kudos section on Mar. 10, 2020.



Jessica Rossignol, UC Graphics & Marketing student marketing assistant, was awarded the 2019 ACUI Region V Outstanding Undergraduate Student of the Year Award for her contributions to marketing at the James R. Connor University Center. Noted in Warhawk Weekly-Campus Kudos section on Nov. 19, 2019.



Kim Adams, UC Assistant Director, and Jenilee Smith, Warhawk Alley Student Manager co-presented (with colleagues from UW-Green Bay) an educational session on student employment titled “Now Hiring” at the ACUI Region V Conference in November 2019. Noted in Warhawk Weekly-Campus Kudos section on Nov. 19, 2019.



Tonia Kapitan, UC Information Services and Warhawk Alley Coordinator, was recognized with the Whitewater Chamber of Commerce Director’s Award at the Annual Chamber Awards Ceremony on November 14, 2019. The award acknowledged the partnership and collaboration efforts to connect and support local businesses and the campus community. Noted in Warhawk Weekly-Campus Kudos section on Nov. 25, 2019.

3 UC staff members (CynDee Sentieri, Jenny Fisco, & Rosie Sheets) were mentioned and thanked in the Warhawks Rising campaign on UW-Whitewater’s social media. This campaign was in conjunction with the Virtual Celebration of Graduates on Saturday, May 16, 2020 and celebrated the 150th UW-Whitewater graduating class.

Angela Meldonian, Associate Director of the University Center, received the Central Region Rising Star Award on Nov. 4, 2019 while attending the NACAS Annual CIII X Conference. Noted in Warhawk Weekly-Campus Kudos section on Nov. 12, 2019.



Bob Barry, UC Executive Director, was recognized as earning re-certification as a Certified Auxiliary Services Professional (CASP) through NACAS. Noted in Warhawk Weekly-Campus Kudos section on Jan. 21, 2020.

Shauna Volkening, UC Graphics & Marketing student graphic designer, received a first place award for her design of the UC multi-page promotional booklet (2019) in the promotional booklets category at the ACUI Region V Conference in Nov. 2019. Noted in Warhawk Weekly-Campus Kudos section on Nov. 19, 2019.

Shayla Bedford, Information Services desk attendant and Alex Michaelsen, Warhawk Alley trivia coordinator were selected to serve as UC student representatives at the ACUI Annual Conference in Atlanta in March 2020. The conference was canceled due to COVID-19 health concerns.



# UC 60<sup>TH</sup> ANNIVERSARY

In recognition of the first time the Student Union opened its doors in 1959, the James R. Connor University Center held a week-long 60th Anniversary Celebration from September 30-October 5, 2019. Events included: Warhawk Connection Center Reception, Free BINGO in the Down Under, free picture frame decorating workshop, free karaoke, Men's Club Bowling Team championship ring ceremony, 60th anniversary exhibit reception in Roberta's Art Gallery, dedication of permanent art piece "Leafing our Mark on Campus," comedian performance by Eric O'Shea, and \$.60 bowling in Warhawk Alley. Dining specials and giveaway items were also a part of the week's events.



# STUDENT EMPLOYMENT AS A HIP:

## Student Employment LEAP Team:

The UC Equity Gap LEAP TEAM (represented by Kim Adams, Fabiola Aranda, Miguel Aranda, Jenny Fisco, and Stephanie Lutz) presented a poster and video on student employment as a High Impact Practice during the LEAP Day event on February 28, 2020. Additionally, Botany Intern Kiley Lofy was a part of LEAP team presentation on increasing science literacy.

Additionally, UC departments held 4 LEAP module discussions focusing on each of the ELO's.



## Leadership Certificate Program:



Initiated the Leadership Certificate Program for UC student employees in fall 2019. Criteria were set by students and staff. Each student who completed the program received a signed certificate, and each graduating student received a stole for commencement. Fall semester included 8 student participants; spring semester also included 8 participants.



# STUDENT EMPLOYEE TESTIMONIALS:

*"We have an ever-changing staff of diverse people at the UC. We learn about one another through our individual jobs overlapping with those of various departments. All the departments have a variety of talented people who successfully complete their job, which in turn positively affects other departments. I think it is special that we are celebrating the 60 years of the UC because that shows we are also celebrating our diversity."*

- Ryan Nissen, UC Work Crew & Warhawk Alley



*"I have always had a passion for learning about diversity. Working at the University Center has allowed me to learn more about those with different backgrounds than me and this has benefited me greatly. Most of my classes are with other HR majors, so it is refreshing and interesting to work with student employees that have a variety of majors. I am on multiple committees in the UC as well, and this allows me to learn and grow from coworkers of different genders, races, ethnicities, etc. This is my favorite part about working at the UC."*

- Shea O'Malley, UC Human Resources

*"Working at the HawkCard Office, I have encountered a variety of different people from different backgrounds. There have been language barriers, cultural barriers, and personal barriers that I have had to overcome to provide excellent customer service. These barriers have given me the ability to understand diverse ideas and become more knowledgeable about the physical and natural world around me. Additionally, the UC-sponsored events I have attended have taught me to think outside of my realm of understanding and consider different perspectives. I have been able to think about big questions and relate them to myself and how I can continue improving upon my customer service skills."*

- Rachel Stone, HawkCard Office



*"Respect, inclusivity, and accountability are all crucial to my job in the UC. Customers may come in with unusual questions or requests, and to perform great customer service, we have to do the best we can to help them. No matter how challenging the situation may be, we have to respect our customers and co-workers and hold each other accountable to doing a good job."*

- Keith Hines, Ticket Services

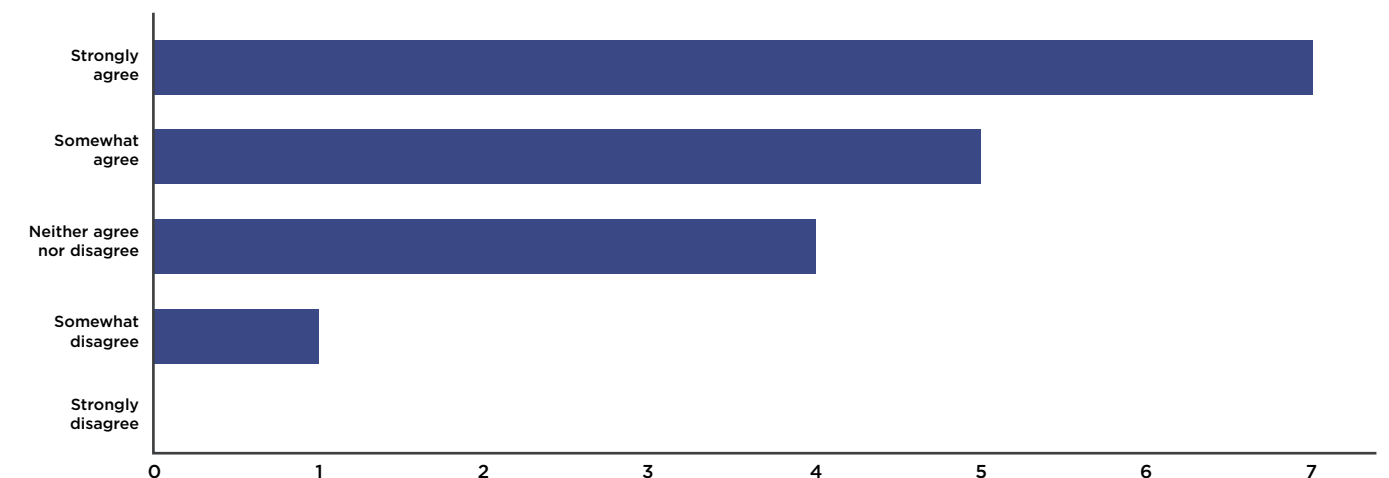
# UC EXIT SURVEY DATA:

## What did you enjoy about your UC employment?

- Always feeling like I had a place I belonged on campus with people who genuinely cared about me.
- The freedom my boss gave me to explore my own interests in my job. As long as I was getting my required work done, I could use the resources from the UC to expand my knowledge I was learning in my academic curriculum.
- I was able to apply my education to my projects at work and was given the freedom to express my creative ideas for them.
- I really enjoyed how the UC had many opportunities to grow professionally. For example, through the T.R.A.C.K. events, having student manager and internship positions, and various other leadership/professional development (ACUI/Leadership Certificate/Leadership Group). These opportunities allowed me to learn and grow my professional and leadership skills. I also enjoyed how the UC was welcoming and supportive of student employees.
- I enjoyed working with my supervisors and other full-time staff because they were full of good information, they supported me, and they really cared about my life and success.

## Working at the UC contributed to my academic success.

70% of students strongly agreed or somewhat agreed that the UC contributed to their academic success.

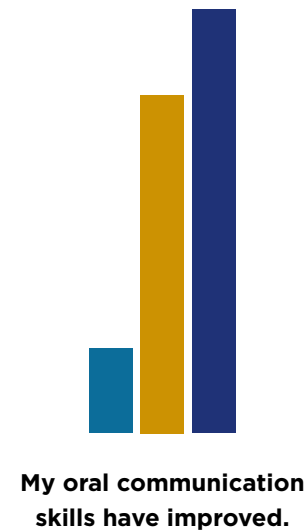
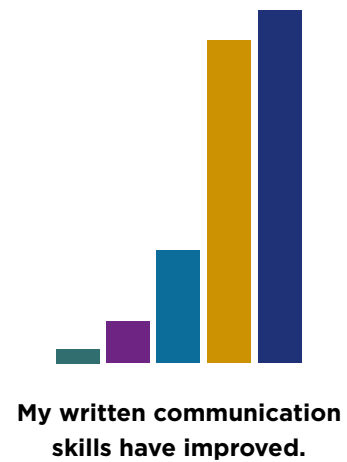




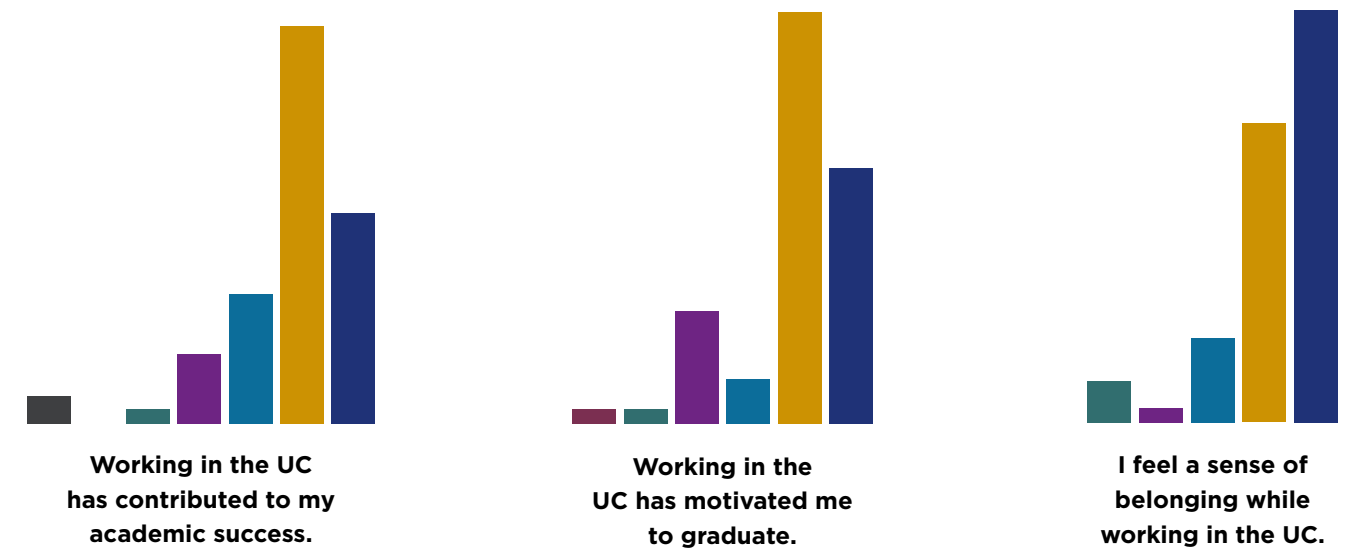
# 2020 UC LEAP SURVEY DATA:



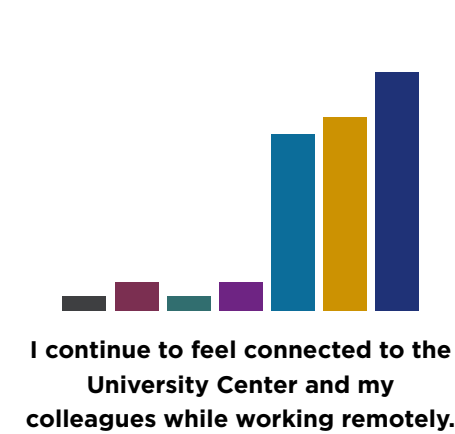
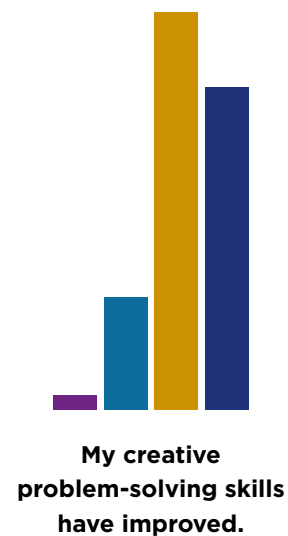
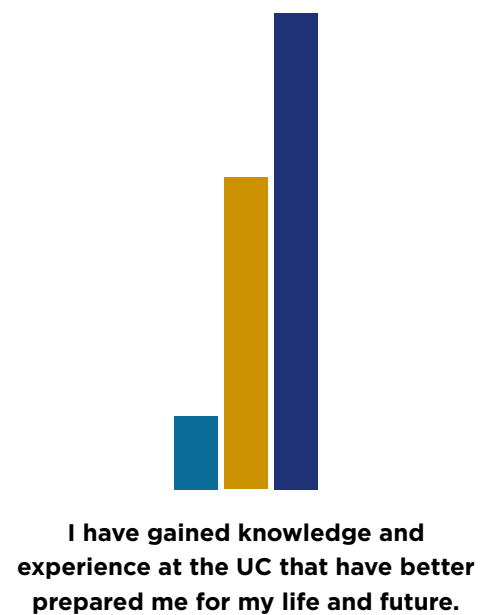
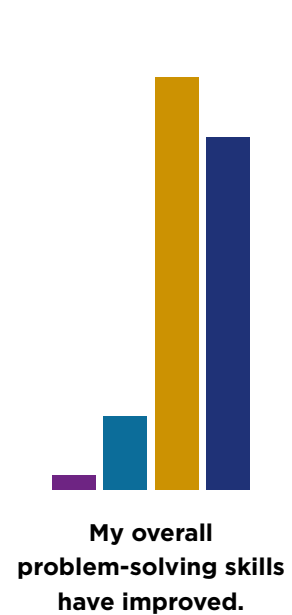
Since 2014, the UC has conducted a LEAP Survey for student employees to assess their understanding of the LEAP framework, as well as the impact and connections to their UC employment, to their classroom experience, and to LEAP elements as it relates to career and life skills.



## UC Student Employee Experience: Pre-COVID-19



## UC Student Employee Experience During COVID-19: Remote Work



# COVID IMPACT:



## Remote Programming Meetings:

Staff and student employees participated in 9 remote programming meetings during the spring and early summer.



## COVID-19 Tool Kit:



A COVID-19 Tool kit was created on Canvas by UC HR Interns during April and May. Key topics included: UW-W COVID-19 Information, tips for learning and working remotely, tips for working from home, University Health and Counseling references, and more. There was also a tool kit module on professional development resources. This included a monthly spending plan for students.

## Student Evaluations:

The UC conducted student employee evaluations and reviewed LEAP Self-Assessments with individual students remotely.



## Virtual Recognition:



UC Departments held virtual recognition/thank you programs for student employees during May and June.

## Virtual Programming:

The UC facilitated 13 virtual programs from April-June 2020. These events were hosted via Facebook Live, Kahoot, Zoom, and YouTube. Programs included:

### Roberta's Art Gallery:

- Paint & Sip Workshop: April 20
- T-Shirt Coaster Workshop: May 4
- Newspaper Seed Starter Pots Workshop: June 23



### UC HR (for student employees):

- Game of Life: April 3-17
- Mock Interviews: April 20-May 4



### UC Entertainment:

- Comedian Myq Kaplan: April 2
- Magician Daniel Martin: April 16
- Poet Ebony Stewart: April 23
- Open Mic Night: April 30

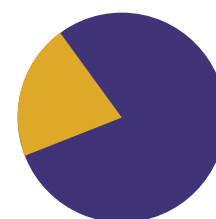


### Warhawk Alley:

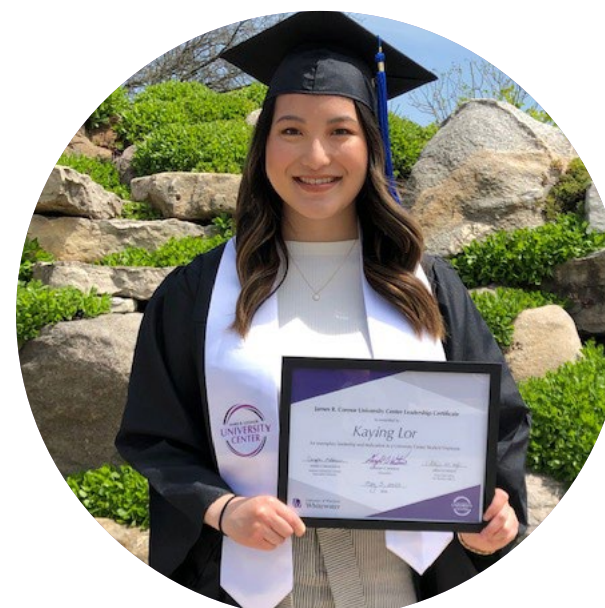
- Call of Duty Game Tournament: April 25
- Disney Trivia: April 27
- Mobile Uno! Tournament: May 2
- The Office Trivia: May 4



## Leadership Certificates & Stoles Delivered:



Leadership Certificate program was completed by 8 of 10 students who started the program in spring. Signed certificates and graduation stoles were delivered to students in time for commencement weekend.



## Meal Plan Refunds:



Nearly 4,000 meal plans were refunded, totaling \$2.1 million, in 3 weeks and took over 200 hours by HawkCard staff.

## Warhawk Pantry Open:

Warhawk Pantry remained open and served 28 students, faculty, and staff during the rest of the spring semester. The pantry remained open during the summer months.



## Ticket Services:

Ticket Services processed 2000 gift certificates and donations totaling \$26,000+ related to canceled Young Auditorium, Theatre, and Music events.



## International Check-ins:

Information Services received many calls from international students and parents to help during the COVID shutdown. Housing assisted with a check in and dining assisted with hot meals to-go. Through partnerships, we were able to help these students and parents feel more comfortable in stressful times.





## 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.



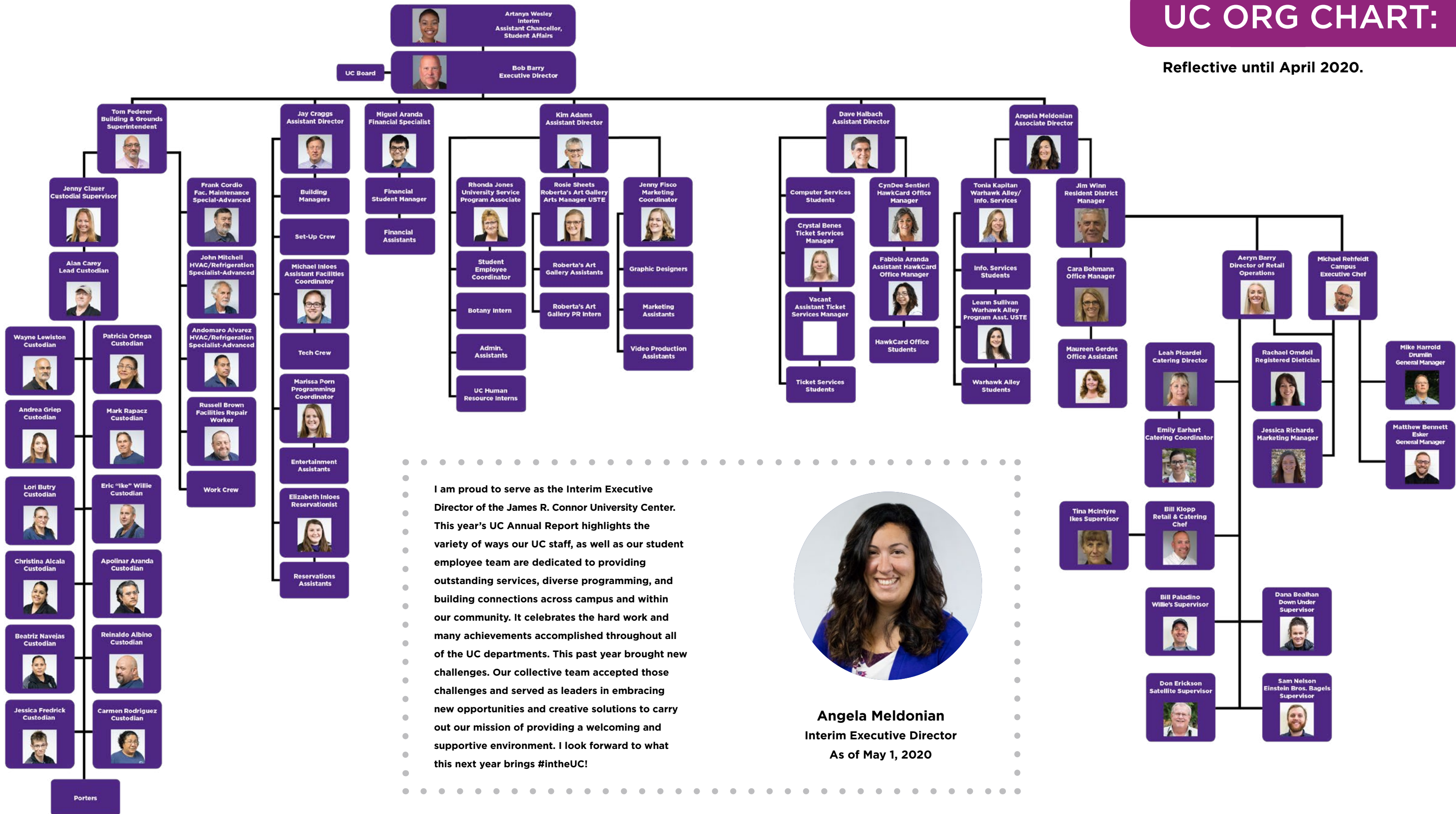
## The University Center and UW-W Dining Services:

- Will ensure priority and implement best practices related to safety guidelines set forth by the University, state and local health departments, and the CDC.
- Will commit to a variety of delivery methods that continue to provide the outstanding programs and services to our campus community.
- Will provide diverse programming to create connections and engagement opportunities.
- Will strengthen our partnerships across campus and within the Whitewater community, and which will continue to tell the story of student engagement.



# UC ORG CHART:

Reflective until April 2020.



I am proud to serve as the Interim Executive Director of the James R. Connor University Center. This year's UC Annual Report highlights the variety of ways our UC staff, as well as our student employee team are dedicated to providing outstanding services, diverse programming, and building connections across campus and within our community. It celebrates the hard work and many achievements accomplished throughout all of the UC departments. This past year brought new challenges. Our collective team accepted those challenges and served as leaders in embracing new opportunities and creative solutions to carry out our mission of providing a welcoming and supportive environment. I look forward to what this next year brings #intheUC!



**Angela Meldonian**  
Interim Executive Director  
As of May 1, 2020



# GETTING U CONNECTED

