FORT HAYS STATE UNIVERSITY

Memorial Union

2008-2009 Annual Report

The Memorial Union is the community center of Fort Hays State University, serving students, faculty, staff, alumni, and guests. The Memorial Union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the University.

Memorial Union ...

We're Behind The Tiger!

Phone: 785-628-5305
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www.fhsu.edu/union

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MEMORIAL UNION

Fort Hays State University

Annual Report

2008 – 2009

Highlights

- Chartwells develops a student organization menu and offers a 20% discount.
- Student organizations allowed to bring small amounts of food into the Memorial Union for meetings and events.
- Bookstore operation in Memorial Union changes to Follett.
- Memorial Union Madrigal Feaste serves 535 guests
- Popcorn sales begin at the Student Service Center.
- Kitchen facilities in Memorial Union receive upgrade.
- Student Marketing Intern in Memorial Union conducts surveys and focus groups.
- Photos depicting student life on campus through the years hung in Union.
- Trails Room dedicated to serve as a Greek history room.
- Meeting room bookings in Memorial Union increase by 29% from previous year.
- The State Room renovated from a meeting room into a faculty lounge.

Madrigal Feaste resumes, goes on "every other year schedule"

Members of the planning committee included Terry Crulll and Brenda Meder, as well as Bill Smriga, Martha Holmes, Charmion Arthur, and Diana Unrein and Kim Barnes from Chartwells.

Date: Friday and Saturday, December 5 & 6, 2008

Attendance:	December 5	268
	December 6	267

In order to allow the Music Department Chamber Singers be involved in different kinds of programs in December, the Madrigal Feaste will return in 2010, and be performed every other year.

Facilities

Even though major renovation of the Memorial Union ended a year ago, there were several projects that were not included, but completed this past year. These projects, and approximate costs, were:

- New Gas Range $2,165
- New Frialator $10,333
- Steam Modification $48,807
- Walk in Freezers/Coolers $36,381

Other projects included removing concrete platform in kitchen; installation of kitchen equipment, reworking hood system in kitchen; installing a replacement exhaust fan motor for the char broiler; and installing four spotlights in the Fort Hays Ballroom. The maintenance staff kept up with numerous work orders for repairs to the building and to equipment.

Meeting Room Reservations

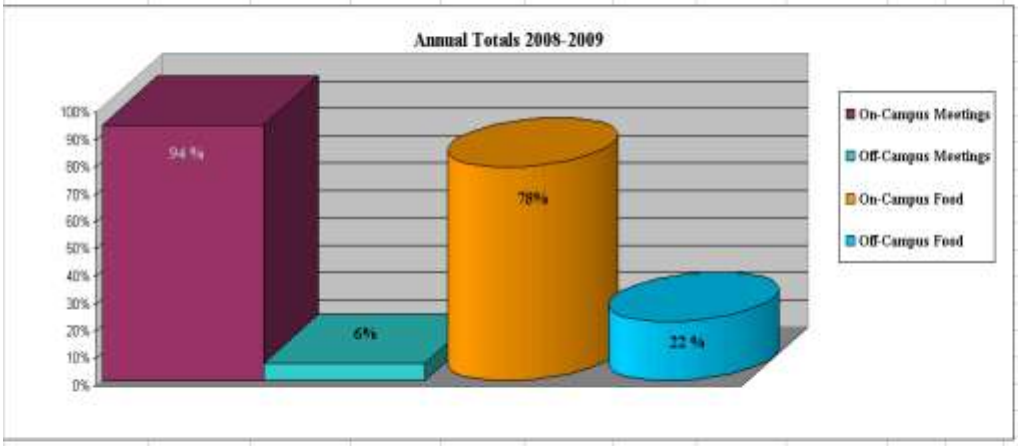
During 2007 – 2008, there were a total of 2,462 reservations for the use of Memorial Union reservable spaces. This represents an increase of 707 reservations from the previous year, and an increase of 384 reservations compared to 2005 – the year before renovation. The number of off-campus reservations increased by 9 from the previous year, but is considerably lower than the number of off-campus reservations occurring in 2005. This can be attributed to other meeting and special event venues which opened in Hays since 2005, giving people more options.

A new policy was created to allow student organizations to bring small amounts of food into the Memorial Union for meetings and events during evenings and weekends. Permission was needed in advance from the Memorial Union director and director of Dining Services. A total of 15 requests were approved from the following student organizations:

- Advanced Technology Student Organization
- International Student Union
- Catholic Disciples
- Student Government Association
- Bock and Bridle
- TigerLAN
- NSTA Student Chapter
- HALO
- CRU
- Chinese Students Association
- Christian Challenge
- Multicultural Student Coalition

MEMORIAL UNION ANNUAL TOTAL RESERVATIONS 2008-2009

	MEETING		FOOD		REVENUE	
	On-Campus	Off-Campus	On-Campus	Off-Campus	Rental	Equipment
Total	2303	159	259	72	$11,269.70	$658.50
Annual Total of Off/On Campus	2462		331		$11,928.20	
Percentage	94%	6%	78%	22%		



Comparisons of usage for the last five years follow:

	MEETING Number of Events		FOOD Number of Events		REVENUE Off- Campus Groups	
	On-Campus	Off-Campus	On-Campus	Off-Campus	Room Rental	Equipment
2005	1,751	327	272	93	$11,829	$180
2006	1,531	143	395	61	$7,366	$140
2007	818	74	159	26	$4,028	$85
2008	1,605	150	285	56	$10,973.91	$285
2009	2,303	159	259	72	$11,269.70	$659

Memorial Union Policy Board

The Memorial Union Policy Board was active last year. Its purpose is to provide advisory input to the Memorial Union Director and his staff in matters concerning the operation of the Memorial Union. The duties of the committee include:

- Recommend governing rules for the use of the Memorial Union
- Periodically review the schedule of charges for the services and facilities
- Assist in developing and approving Memorial Union services
- Review the annual budget
- Help develop and improve social, cultural, and educational events held in the Memorial Union.

The following individuals served on the Policy Board in 2008 – 2009:

Carol Brock	Andy Smriga
Tyler Hughes	Jill Arensdorf
Bill Smriga	George Jackson
Chandra Daffer	Shana Meyer
Kim Riffel	Cole Engel
Jason Stegmaier	

The Policy Board discussed the following topics:

- Approved the proposal to change the State Room from a meeting room into the Faculty Lounge.
- The Trails room was dedicated as a "Greek" room, commemorating the history of fraternities and sororities at FHSU.
- Reviewed rates charged to off campus people for use of the Memorial Union.
- Discussed rates charged to campus departments using the Memorial Union for conferences.
- Decided conferences sponsored by University departments attended by prospective FHSU students would not be charged a rental fee.
- Participated in a focus group on the Memorial Union.

Center for Student Involvement

Mission Statement:
The mission of the Center for Student Involvement is to guide, support and challenge students to enhance their total educational experience through opportunities that foster involvement and leadership with the aim to develop professional, personal, and civic responsibility in diverse learning environments.

Guiding Principles
Guided by a commitment to complement the University's academic mission, the Center for Student Involvement will:

- Celebrate diversity and multiculturalism
- Collaborate with others to provide and host programs of interest to the campus and community
- Develop students' understanding of individual, social, and civic responsibility
- Encourage a sense of community
- Enhance a student's academic experience through a variety of cultural, educational, multicultural, recreational, and social programs
- Foster a better understanding of individual identities
- Provide an environment where students and student organizations are afforded opportunities to participate in campus governance, to plan and participate in co-curricular activities and develop leadership abilities

- Provide students with opportunities for growth, personal development, and group effectiveness outside the classroom

Offices included in the Center for Student Involvement:
Diversity Affairs
Greek Life
Student Government Association
Student Organizations
University Activities Board
Union Programming

<u>Services Offered through the CSI:</u>
Poster Route:
Fall 2008 -- 72 organizations & departments placed material on the boards
-- 155 posters on file
Spring 2009 -- 66 organizations & departments placed material on the boards
-- 146 posters on file
Copier:
50 Organizations utilized the copier (with their individual copier codes)
89,070 copies were made during FY09

RSO:
53 of 103 recognized student organizations submitted annual reports; 33 reported they elected officers, 17 reported philanthropy projects.

Poster Plus Printing Service:
Totals:

11x17	17x24	22x28	24x43	Banner
110	44	182	76	67

Detailed:
Student Organization (pricing)

87	37	36	8	17

Department/Others (pricing)

2	0	42	36	44

Union/CSI/ENCORE/Diversity Affairs

21	7	104	32	6

Website address: http://www.fhsu.edu/csi/

Office of Diversity Affairs

The Office of Diversity Affairs enhanced the campus community environment by promoting diversity of thought and culture. The Office provided conscious and sensitive educational opportunities for our students and employees in conjunction with a shared understanding of diversity to be inclusive of, but not limited to, racial equity, ethnicity, religious belief, sexual orientation, gender, age, ability/disability, exceptionalities, socioeconomic status, non-traditional, commuter, class, language/linguistics, culture, national/regional origin, military and migrant status. The Office is committed to help Fort Hays State University be an organization that welcomes, accepts, respects and appreciates all individuals.

Meetings

- HALO Weekly Meetings 6:00-7:00 p.m.
- Diversity Awareness Committee/ Bi-weekly Meetings

Events with Food

- Dr. Martin Luther King/ Cake and Punch
- Cinco de Mayo Food/Various Spanish Dishes
- Art Ala Carte/Pizza, Water and Punch
- ODA/Officer's Training for BSU, HALO, UAB, MSC & 10% Club

Diversity Workshops

ODA/Officer's Training for BSU, HALO, UAB, MSC & 10% Club -April 4

Diversity Events (sponsored or co-sponsored)

- World AIDS Day – Sponsored by ODA and MSC – December 1
- Dr. Martin Luther King Jr. Gospel Extravaganza - January 11
- Tubb City/Rap Group – Sponsored by ODA & UAB – February 5
- Soul Food Dinner – McMindes – February 11
- African American Film Festival (3) February 16-18
- Women's History Month-Times Talk (3) March 4, March 12 and March 25
- Women's History Month Films (2) – Sponsored by ODA, Psychology, Social Work and Sociology (March 12 & March 26)
- LGBTA Film/"Rent" – April 2
- Art Ala Carte, Sponsored by: ODA & Communications Department, April 30
- Cinco de Mayo Celebration – Sponsored by, ODA and HALO - May 5th

Office of Greek Life

Fraternities and Sororities are one of the best ways for you to get involved in campus life, make new friends and enrich your college experience. Here are a few reasons why membership in a Greek Letter organization is beneficial:

Benefits:
There are many immediate benefits in which individuals receive through their fraternity/sorority membership, including numerous leadership opportunities, academic encouragement, several philanthropic/community service activities, and a support network of lifetime friendships.

Scholarship:
Academics are one of the most important aspects of a student's life at FHSU. Members are recognized for academic excellence by their chapter, the university and Panhellenic/Interfraternity Councils. Study programs are promoted to attain the highest scholastic achievement. Members are also eligible for scholarship money from each fraternity/sorority at a local and national level.

Leadership:
Involvement in Greek organizations provides many opportunities to hold leadership positions, gain valuable experiences and work with the campus and local communities. Each fraternity/sorority is self-governed and depends upon its members to accept leadership positions in order to keep the organization well managed. These opportunities are an excellent way to gain new skills and build self-confidence.

Community Service/Philanthropy:
Each fraternity/sorority contributes to the community through various activities. Philanthropy is an important part of each chapter, and projects are scheduled throughout the year to earn money for a cause. Also, fraternities/sororities provide a variety of community service projects and hours throughout Hays and the university.

Fort Hays State University
Fraternity & Sorority Community Grade Report
Final Fall 2008

Rank	Chapter	Active Member Semester GPA	New Member/ Pledge Semester GPA	Active Member Cumulative GPA	New Member/ Pledge Cumulative GPA	Total Membership	Chapter Semester GPA	Chapter Cumulative GPA
1	Sigma Alpha Epsilon	3.13	2.76	2.82	2.74	*12*	2.91	2.77
2	Alpha Gamma Delta	2.92	2.87	3.04	2.93	*27*	2.90	2.99
	All FT Female					*1839*	2.88	2.96
	All Sorority					*40*	2.84	2.96
3	Delta Zeta	2.85	2.64	3.06	2.70	*13*	2.78	2.94
	All FT Students					*3497*	2.73	2.96
	All Greek					*108*	2.66	2.81
4	Tau Kappa Epsilon	2.63	2.69	2.58	3.09	*10*	2.64	2.68
	All Fraternity					*68*	2.39	2.69
5	Alpha Gamma Rho	2.76	2.05	2.76	2.56	*25*	2.56	2.70
	All FT Male					*1658*	2.56	2.67
6	Sigma Chi	2.30	2.10	2.71	2.36	*21*	2.27	2.64

All Greek & Campus Information		Total Membership	Semester GPA	Cumulative GPA
Greek		*108*	2.66	2.81
Undergraduate Students	All Full-Time Students	*3497*	2.73	2.96
	Full-Time Female	*1839*	2.88	2.96
	Full-Time Male	*1658*	2.56	2.67
	Overall On-campus Freshmen	*988*	2.35	2.46
	All ON-CAMPUS Undergraduates	*3896*	2.71	2.80

Fort Hays State University
Fraternity & Sorority Community Grade Report
Final Spring 2009

Rank	Chapter	Active Member Semester GPA	New Member/ Pledge Semester GPA	Active Member Cumulative GPA	New Member/ Pledge Cumulative GPA	Total Membership	Chapter Semester GPA	Chapter Cumulative GPA
1	Delta Zeta	3.02	3.43	3.09	3.54	*13*	3.10	3.18
	All Sorority					*47*	2.97	3.07
2	Sigma Chi	3.12	*	2.90	*	*13*	2.93	2.75
	All FT Female					*1637*	2.91	2.97
3	Sigma Alpha Epsilon	3.05	1.97	2.90	2.47	*13*	2.89	2.83
4	Alpha Gamma Delta	2.83	2.87	2.93	3.11	*32*	2.84	2.97
	All Greek					*102*	2.82	2.88
	All FT UG Students					*3137*	2.75	2.83
	All Fraternity					*55*	2.73	2.74
5	Alpha Gamma Rho	2.53	*	2.67	*	*19*	2.59	2.72
	All FT Male					*1500*	2.57	2.68
6	Tau Kappa Epsilon	2.50		2.66		*10*	2.50	2.66

**New Member GPA is not reported due to only one new member for semester.*

All Greek & Campus Information		Total Membership	Semester GPA	Cumulative GPA
Greek		*102*	2.82	2.88
Undergraduate Students	All Full-Time Undergraduates (OG)	*3137*	2.75	2.83
	Full-Time Female	*1637*	2.91	2.97
	Full-Time Male	*1500*	2.57	2.68
	Overall On-campus Freshmen	*644*	2.29	2.44
	All Full-Time Students	*3594*	2.73	2.80

Retreats & All-Greek Sponsored Programs/Events:

Event:	Date:	Attendance:
Undergraduate Interfraternity Institute	Summer	2

All Sorority Meeting	8/21/08	25
Facilitators for Playfair	8/21/08	10
Sorority Structured Recruitment	8/24-28/08	
IFC BBQ	9/1/08	approx. 50
Fraternity House Tours	9/2/08	5
Fraternity/Sorority Constitution Day Event	9/17/08	approx. 30
President's Council Meeting	9/18/08	9
Oktoberfest Safety Discussion	9/15/08	approx. 25
Chapter House Tours w/ VPSA	9/25/08	5 chapters participated
President's Council Retreat	10/5/08	8
Fraternity/Sorority Coalition Assessment Team Visit	10/12-14/08	
Trick-or-Treat so Others Can Eat	10/08	2 chapters participated
Mall-o-Ween	10/08	2 chapters participated
Tables at Tiger Day	11/8/08	6 chapters participated
President's Council Meeting	11/20/08	7
University Annual Tree Lighting Ceremony	12/3/08	approx. 200
Chartering Dinner for Alpha Gamma Rho	12/6/08	
President's Council	12/11/08	9
IFC Officer Retreat	1/13/09	8
Panhellenic Council Officer Retreat	1/17/09	8
President's Council Retreat	1/25/09	8
Sorority Informal Recruitment	2/2-5/09	
IFC Recruitment Event	2/11/09	approx. 20
Mid-America Greek Council Association (MGCA) Conference – St. Louis, MO	2/12-15/09	7
President's Council Meeting	2/20/09	5
President's Council Meeting	3/11/09	8
All-Greek Retreat	3/22/09	53
IFC Walk-a-Mile in Her Shoes	3/26/09	approx. 30 (15 men walking)
Panhellenic – KS Women's Clothing Drive	3/27/09	28
Greek Week		
Charity Pie Auction	4/2/09	approx. 60
Banner Competition	4/2/09	6 chapters participated
Chariot Races	4/2/09	approx. 70 attended / 5 chapters participated
Inflatable Games	4/3/09	75
Spongeball Tournament	4/3/09	6 chapters participated
Service in the Community	4/4/09	21
Greek Week Awards Ceremony	4/4/09	96
President's Council	4/8/09	7

President's Council	5/6/09	10
Sponsored a table at all Registration Days	April, May, June	6 chapters participated

Fraternity/Sorority Community Overall Semester Report – Fall 2008

Community Service:
687.25 hours total hours performed by the community
6.36 hours/member

Philanthropy:
$3,663.10 total donated to local and national philanthropies
$33.91/member donated to Philanthropies

Example of organizations which received donations:
Herndon Speech Clinic
Delta Zeta Foundation
Up 'til Dawn – St. Jude Children's Research Hospital
Alpha Gamma Delta Foundation
Ronald Reagan Alzheimer Association
Children's Miracle Network
Huntsman Foundation
Food to local Food Pantry
Clothing to Good Will

Co-curricular Involvement:
-62% of Fraternity/Sorority Members are involved in co-curricular organization or community organization

Awards received by the chapter or individual members for the semester:
-**Dean's Honor Roll:** 20 members of the Fraternity/Sorority Community
-**Alpha Gamma Delta:** Jewell Chapter Designation from International Headquarters; Highest Active Member, New Member, and Overall Chapter GPA from Panhellenic; AGD Foundation Scholarships
-**Alpha Gamma Rho:** Received national charter
-**Delta Zeta:** Certificate of Recognition for 12 years of attaining Quota

Fraternity/Sorority Community Overall Semester Report – Spring 2009

Community Service:
2,880 hours performed during semester
26.6 hours of service/member

Philanthropy:
$4,867.88 total donated to local and national philanthropies ($3,710.00 by chapters + $1,157.88 by community during Greek Weekend)
$45.07 /member donated

Example of organizations which received donations:
St. Jude Children's Research Hospital
Children's Miracle Network
Ronald Reagan Alzheimer Research
Kyle Petty Foundation
Hays Neighbors
Northwest Kansas Domestic and Sexual Violence Services, Inc.
United Way of Ellis County
Special Olympics

Co-curricular Involvement
84.8% of Fraternity/Sorority members are involved in co-curricular or community organization

Awards received by the chapter or individual members for the semester:
-**Dean's Honor Roll**: 22 Members of the Fraternity/Sorority Community
-**Alpha Gamma Rho**: Spring 2008 Interfraternity Council Highest Active Member GPA; Spring 2008 Interfraternity Council Highest Overall GPA; Alpha Omega Academic Excellence Award – Bryce Allen, Justin Lehman, Steve Leyerzapf
-**Sigma Chi**: Outstanding Fraternity Member, Best Organizational Member
-**TKE**: TKE of the Year – Jeff Benoit; Alpha Omega Academic Excellence Award – Scott Brack
-**SAE**: Spring 2008 Interfraternity Council Highest New Member GPA; Fall 2008 Interfraternity Council Highest Overall GPA; Fall 2008 Interfraternity Council Highest Active Member GPA; Fall 2008 Interfraternity Council Highest New Member GPA; Outstanding Fraternity New Member; Alpha Omega Academic Excellence Award – Sheridan Thompson, Britton Horton
-**Delta Zeta**: Spring 2008 Panhellenic Highest New member GPA; Student Organization Awards Banquet: Most Improved Organization, Outstanding Advisor Nominee, Two Outstanding Members; Outstanding Sorority New Member; Outstanding Sorority Member; Most Philanthropy dollars raised in Region 9; Panhellenic Philanthropy/Community Service Award; Alpha Omega Academic Excellence Award – Riana Leglieter, Gena Myers, Amanda McIlnay, Jillian Tatum
-**Alpha Gamma Delta**: Spring 2008 Panhellenic Highest Active Member GPA; Spring 2008 Panhellenic Highest Overall GPA; Fall 2008 Panhellenic Highest Active Member GPA; Fall 2008 Panhellenic Highest Overall GPA; Fall 2008 Panhellenic Highest New member GPA; Outstanding Senior Sorority Women – Fawn Kidder, Emily Shoemaker; Panhellenic Campus/Community Involvement Award; Dr. Herb Songer Outstanding Chapter Award; Alpha Omega Academic Excellence Award – Grace Finney, Jennifer Pfannenstiel, Melissa Ramsey
Website address: http://www.fhsu.edu/greek/

Student Organization Office

Mission of Student Organization Involvement:
Membership in student organizations is a vital part of student life at FHSU.

Student organizations are a part of the total educational curriculum available to students. They provide opportunities to grow mentally, physically, socially and spiritually. Students are encouraged to find a balance between academics and co-curricular activities to form a well-rounded university career.

Members of Student Organization Commitee

Mrs. Judy Getty	Ms. Pilar Quinones
Dr. Brittany Howell	Mr. Brandon Nimz
Mike Martin	Mr. Brandon Purdy
Kevin Schaffer	Mr. Nate Rohleder
Mrs. Shana Meyer	Ms. Talisha Krason
Mr. Ron Haag	Ms. Robyn Sellard
Ms. Chandra Daffer - Chair	Mrs. Karen Pfeifer

Number of Recognized Student Organizations

Campus Wide	37
Departmental	31
Honorary	17
Religious	6
Residence Halls	5
Social	8
Total Groups on Campus:	**104**

Events Sponsored for all Student Organizations:

Event:	Date:	Attendance:
Back to School Picnic	8/25/08	approx. 60 organizations
Mandatory Student Organization Mtgs	8/27/08	80
CSI Co-Sponsored LEADoff	*rescheduled in a different format*	
Oktoberfest	9/26/08	28 organizations
Homecoming	9/27/08	
Student Involvement Day at FB Game	10/25/08	
FHSU Family Weekend	11/7-8/08	
CSI Co-Sponsored "Extreme Make Over Watch Party"	1/25/09	
Student Involvement Day at BB Game	1/31/09	
CSI Co-Sponsored "Take A Break"	4/23/08	295
Student Organization Awards Banquet	4/29/09	80

Student Organization Committee Meetings:
10/10/08, 10/29/08, 11/19/08, 12/11/08, 1/21/08, 2/4/09, 2/25/09, 4/10/09

Website address: http://www.fhsu.edu/stuorg/

Union Programming

Union programming was created to assist in the programming efforts hosted in the Memorial Union. The program looks to create and sponsor programs that are created for FHSU students.

Union Programming has created a program called "Creation Station." Creation Station is a monthly program that allows students to be crafty, creative and to take an item away from the event that they created.

Union Programming has partnered with the University Activities Board to bring this program to FHSU students. Throughout this past academic year majority of the planning and implementation has moved to the UAB, and they have done a tremendous job planning for the students.

Union Programming Events

Event:	Date:	Attendance:
Creation Station-Tie Dye	9/11/08	150
Pumpkin & Gourd Painting	10/22/08	40
Stuff a Tiger	11/6/08	200
Decorate Christmas Ornaments	12/10/08	70
Origami	1/26/09	3
Picture Frames	2/11/09	50
Decorate Flip Flops	3/11/09	50
Pot a Plant	4/22/09	50

Student Government Association

Purpose of the Student Government Association (SGA):
The purpose of the Student Government Association shall be to preserve the Student Government Association as an effective means of representing students; to provide a constructive line of communication between students, faculty and administration; to foster student involvement in all campus activities; to enhance the educational, social and cultural experience of all students; and most importantly, to provide an environment conducive to the education of all Fort Hays State University Students.

President – Tyler Hughes
Vice President – Cole Engel

Website: http://www.fhsu.edu/sga/

University Activities Board (UAB)

UAB had exceptional leadership in 2008-2009. The leaders that graduated did a good job of preparing their replacements. Seven members attended the NACA Regional Conference in Tulsa. They came back from the conference full of excitement and new ideas. UAB has made a lot of progress in increasing the scope of its “home grown” programs -- do-it-yourself, low-budget endeavors that are becoming increasingly popular. They implemented UAB information tables at each event in order to raise awareness about the organization, and utilized evaluations after each program. These were discussed at the meeting following the event. The VP for Membership conducted a satisfaction survey via Facebook at the end of the semester. Seventy nine people responded, and we got some useful information. A copy of the survey is attached. UAB also increased its collaboration efforts and worked with a variety of different campus organizations. They are already planning programs for the 09-10 school year with Intramurals and the Fringe Theatre group. The Director of Student Activities was recognized as a Diversity Ally at the annual student organizations awards banquet.

University Activities Board 2008-200 Officers and Members

President, Megan Stuart; VP Programs, Randy Flowers; VP Membership, Shannon O’Shea; Secretary, Jenny Shriwise
Number of Members: 25-30

Events	Date	Attendance
Fall, 2008:		
UAB Taco Recruiting Social	09/02/2008	50
Hypnotist, Sailesh	09/03/2008	600
Tuesday Tunes @ Noon	09/09/2008	100
Creation Station/Tie Dye	09/11/2008	150
Grocery Bingo	09/17/2008	200
Double Bill Comedians	09/18/2008	300
Johnny Walker/Chad Daniels		
Homecoming:		
Organized Parade		
Banner Contest		
King & Queen Election		
Snakes Alive	10/14/2008	250
Creation Station Pumpkin Painting	10/22/2008	40
NACA Conference Tulsa		7 delegates
Do You Think You Can Dance?	10/27/2008	300

UAB Showcase Week:		
Are You Smarter Than a College Student?	11/04/2008	50
Comedian, Eric O'Shea	11/05/2008	500
Creation Station Stuff a Tiger	11/06/2008	200
Mike & Glenda's Magic Show & Family	11/07/2008	175 (for Friends Day)
Tuesday, Tunes @ Noon	11/18/2008	100
Family Feud	12/01/2008	50
Tuesday Tunes @ Noon	12/09/2008	100
Creation Station Christmas	12/10/2008	70
Regression Session	12/14/2008	75

Spring, 2009:

Creation Station-Origami	01/26/2009	3
Tuesday Tunes @ Noon	01/27/2009	100
Guest Speaker Daryl Davis	01/27/2009	200 (with Diversity Affairs)
Grocery Bingo	01/28/2009	200
Speed Dating	02/04/2009	80
Tunes @ Noon Tubb City	02/05/2009	100
Laser Tag	02/06/2009	200 (with DAWN)
Tunes @ Noon	02/10/2009	100
Creation Station-Pic. Frames	02/11/2009	50
Comedian, Ronnie Jordan	02/24/2009	140
Tunes @ Noon, Kevin Steinman	03/03/2009	100
Comedienne, Jen Kober	03/09/2009	100
Tunes @ Noon	03/10/2009	100
Creation Station –Flip Flops	03/11/2009	50
Comedian, Owen Smith	03/24/2009	93
NCAA Watch Party	04/06/2009	8
Jamaican Me Crazy:		
Drag Show	04/20/2009	300 (w/10% club)
Tiger Idol	04/21/2009	650
Creation Station Pot a Plant	04/22/2009	50
Drive-In Movie-Rain Out	04/22/2009	150 (in Beach/Schmidt)
The Spencer's Theatre of Illusion	04/23/2009	500
Luau	04/24/2009	500 (w/Greek Life/RHA)
Tunes @ Noon, w/Kalai	05/07/2009	150
		7,241

Special Events/ENCORE Series

The 2008-2009 Encore Series was most successful in terms of numbers of season tickets sold and the number of FHSU students who purchased season tickets. The

only thing that kept it from being an absolutely dream season was that it was not a financial success. There are two primary reasons for the monetary shortfall;

1. Season tickets were priced too low
2. Mismanagement of funds by a former employee. As a result, the balance in the FHSU Foundation for Special Events has been depleted.

Grants for the 2008-2009 Encore Series were received from the Kansas Arts Commission in the amount of $8,007; and three grants from the Mid-America Arts Alliance totaling $11,000. The Student Fees Allocations Committee awarded Special Events $39,000.

The Director of Special Events attended the Midwest Arts Conference in September, 2008. She is also President of the Plains Presenters Consortia. Her two year term as such will end in May, 2010.

SPECIAL EVENTS/ENCORE SERIES-2008-2009

ENCORE SEASON TICKETS SOLD

		Reserved	Unreserved
Business Contributors	52	44	8
Season Contributors	68	64	4
Patrons	751	683	68
FHSU Students	142	81	61
	1,013	872	141

Event	Date	Attendance
Golden Dragon Acrobats	October 6, 2008	1,104
Capitol Steps	October 29, 2008	1,095
Soweto Gospel Choir	November 10, 2008	1,082
Barrage	January 21, 2009	1,091
Barrage outreach activities	January 21, 2009	150
Montana Repertory Theatre		
To Kill a Mockingbird	February 26, 2009	1,093
Hairspray	March 10, 2009	1,094
The Guaneri & Johannes String Quartets	March 23, 2009	850
Ain't Misbehavin'	April 3, 2009	1,089
Greater Tuna (off-series)	April 19, 2009	357
		9,005

Beach/Schmidt Performing Arts Center

Events which occur in Beach/Schmidt Performing Arts Center are scheduled through the Memorial Union Director. Usage this year, and compared to the last five years are as follows:

	08 – 09	07 – 08	06 – 07	05 - 06	04 - 05
Total Number of Reservation Days	156	154	161	162	221
On-Campus Groups	123	127	129	128	175
Off-Campus Groups	33	27	32	34	46

Student Service Center

The Student Service Center performs numerous services for the campus community. The services include:

- Personal check cashing
- Ticket sales
- FAX Services
- Payment center for Tiger Tots
- Post Office services
- Pool cues and balls distribution
- Printing from jump drives

Tiger Card Center

The Tiger Card Center in Memorial Union takes photos and makes identification cards for Fort Hays State University students, faculty and staff. Cards are made for new students, and a surprising number of replacement cards are made as well. Below is a chart indicating Tiger Card activity the past five years:

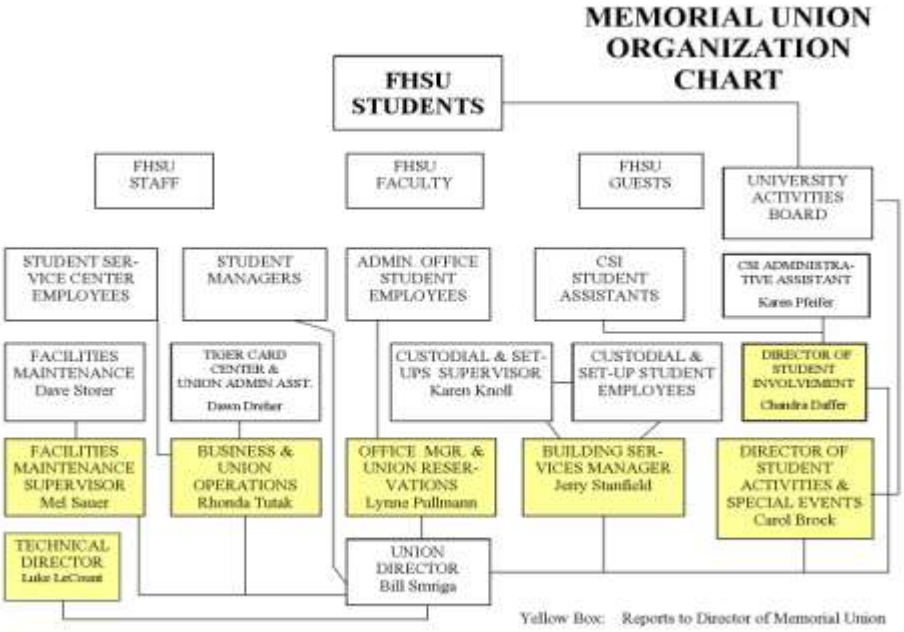
	04 – 05	05 - 06	06 – 07	07 – 08	08 -- 09
New ID cards produced	1,363	1,402	1,446	1,533	1,516
Replacement ID's produced	939	637	466	577	629

University Book Store

The University Bookstore, previously managed by Barnes & Noble, changed hands when the bidding process favored Follett Bookstores became the choice of the University. The transition began from Barnes & Noble in mid-summer.

Food Service in the Memorial Union

Food services in the Memorial Union are provided by Chartwells and consist of Grab 'n Go, Union Station, which is home to Pizza Hut, Coyote Jack's, Tiger Market, and an extensive salad bar. Located in Cody Commons is Mondo Subs. Chartwells also provides catering in the Memorial Union and on campus.



UNION CUSTOMER SATISFACTION SURVEY RESULTS

Customer Satisfaction Surveys are sent by email to customers using the Memorial Union for meetings, dinners and special events. The following results indicate a high level of satisfaction with our facilities and services.

Customer Satisfaction Survey Summary

Respondents: Student organizations: 4%
FHSU Faculty/Staff: 21%
Off Campus: 75%

Were any facilities, other than the Union, considered?
Yes 46% No 54%

Overall satisfaction with reservation process:
Excellent: 89% Very Good: 11%

Cleanliness of the meeting rooms:
Excellent: 89% Very Good: 11%

Cleanliness of the bathrooms:
Excellent: 89% Very Good: 11%

Cleanliness of the building:
Excellent: 89% Very Good: 11%

Set-up of the tables and chairs:
Excellent: 93% Very Good: 7%

Temperature of the room:
Excellent: 61% Very Good: 32% Average: 7%

Condition of the furnishings:
Excellent: 68% Very Good: 32%

Comfort of the furnishings:
Excellent: 68% Very Good: 29% Average: 4%

Lighting of the room(s):
Excellent: 71% Very Good: 25% Average: 4%

Condition of the walls and floors:
Excellent: 68% Very Good: 29% Average: 4%

Overall ambiance of the room(s):
Excellent: 71% Very Good: 29%

Ease in contacting some for help:
Excellent: 85% Very Good: 7% Poor: 4% N/A: 4%

Interest in making your needs met:
Excellent: 85% Very Good: 7% Poor: 4% N/A: 4%

Contact Person's professionalism:
Excellent: 85% Very Good: 7% Poor: 4% N/A: 4%

Timeliness of solving the problem:
Excellent: 85% Very Good: 7% Poor: 4% N/A: 4%

Satisfaction of solving the problem:
Excellent: 85% Very Good: 7% Poor: 4% N/A: 4%

Rating of overall support provided?
Excellent: 85% Very Good: 7% Poor: 4% N/A: 4%

Was the equipment operational/good condition?
Yes 96% N/A 4%

Was technical support provided as needed?
Yes 83% No 4% N/A 13%

Was Chartwells Catering Services used?
Yes 75% NO 25%

Explanation of food and beverage options:
Excellent: 36% Very Good: 45% Poor: 5% N/A: 14%

Helpfulness in identifying appropriate food and beverages for event:
Excellent: 38% Very Good: 38% Fair: 5% Poor: 5% N/A: 14%

Pleasant to interact with?
Excellent: 32% Very Good: 32% Fair: 14% Poor: 9% N/A: 9%

Interest in making sure your needs were met?
Excellent: 30% Very Good: 35% Fair: 15% Poor: 10% N/A: 10%

Order process timely?
Excellent: 46% Very Good: 29% Fair: 10% Poor: 5% N/A: 10%

Ease of placing catering order?
Excellent: 15% Very Good: 50% Fair: 20% Poor: 5% N/A: 10%

Variety of menu options?
Excellent: 24% Very Good: 38% Average: 19% Poor: 5% N/A: 10%

Pricing of menu options?
Excellent: 19% Very Good: 33% Fair: 19% Poor: 14% N/A: 10%

Value of menu options?
Excellent: 24% Very Good: 33% Average: 19% Poor: 5% N/A: 1o%

Presentation of the food
Excellent 48% Very Good 29% Average 14% Fair Poor No response 10%

Taste of the food
Excellent 57% Very Good 24% Average 5% Fair Poor 5% No response 10%

Temperature of the food
Excellent 57% Very Good 19% Average 10% Fair Poor No response 14%

Temperature of the beverages
Excellent 57% Very Good 14% Average 14% Fair 5% Poor No response 10%

Amount of food served
Excellent 57% Very Good 24% Average 10% Fair Poor No response 10%

Length of time food was available
Excellent 52% Very Good 19% Average 14% Fair Poor No response 10%

Appearance/cleanliness of the table setting
Excellent 57% Very Good 24% Average 10% Fair Poor No response 10%

Courteousness of the Chartwells catering staff
Excellent 57% Very Good 14% Average 10% Fair Poor No response 19%

Helpfulness of the Chartwells staff
Excellent 57% Very Good 14% Average 5% Fair 5% Poor No response 19%

Availability of the Chartwells staff
Excellent 52% Very Good 14% Average 10% Fair 5% Poor No response 19%

Overall, how would you rate your Chartwells catering experience?
Excellent 38% Very Good 38% Average 14% Fair Poor 5% No response 5%

Focus Group Questions --- MEMORIAL UNION
Summary of 4 focus groups --- Spring, 2009
Fort Hays State University

GENERAL QUESTIONS

What do you see as the purpose of the Memorial Union?

- Campus living room
- Groups everyone together and serves FHSU as a central gathering in the quad
- Place of interaction for students faculty and staff
- A home away from home

- Good place to spend time between classes
- Meeting space for students faculty and the community
- Hub of student life

Why do you think most people use the Memorial Union?

- Food services, meeting rooms, student health center, entertainment
- Bank, bookstore
- Other services that are offered
- Centrally located on the quad

Why do you think others don't use the Union?

- Inconvenient for some
- Forget that it's there, or not aware of its services
- Food price, and quality
- To change it up from the usual lunch
- Not convenient for some off campus students
- Not very active at certain times in the day
- Some negative perceptions
- Too loud at some points and too quiet in the evenings.
- Seems almost to pristine
- Having too short grab n go hours

What would increase the usage of the Union?

- Knowledge of unions hours (Set hours)
- More activity in the union in the evenings
- Longer hours for some services
- Beer served in the union

What is your overall impression of the Union staff?

- Some staff are very helpful and courteous.
- CSI staff seem like separate staff.
- Sometimes the Chartwells people seem a bit lazy at certain points in the day
- Very professional even with students.
- Student managers are great friendly and accommodating.
- Always have a smile even the cleaning staff

How would you describe the environment of the Union?

- Full of energy around lunch time
- Dead quiet at night, unless you're using the ATM
- Empty, institutional, boring, needs more student influence (art, ect.)
- Some students are almost confused at its purpose because of the sterile feeling

- Not a mall type of feeling like some other unions
- Nice overall, some areas feel too sterile (certain meeting rooms)

What would you like to see in the Memorial Union?

- More activity in the evenings
- Maybe some light music in the evening
- More services open later in the evening
- Some amenities like free water or mints in meeting rooms
- Rooms left open when not used so groups can use them for group projects
- More computers
- Less expensive clothing
- More exposure to the great services the union provides
- Having a place there to drink beer/alcohol

Based on what you know, do you feel there are any Union policies which discourage you from using the Memorial Union?

- The outside food rule, and the way some things require such advanced notice
- Bad hours for a lot of the things that are handy in the union
- The outside food rule even being enforced on tiny groups

UNION SERVICES AND FACILITIES

What are your favorite services and facilities in the Union?

- SGA, CSI, Bill pay DVD return, Stamps, WIFI, food
- Bank, Cody Commons, Pizza Hut, Encore ticket sales
- Grab n Go

What services exist in the Union that you are not aware of?

- Printing pages off jump drives
- Notary
- Hasting Movie drop off
- Postage/ money changing services (being able to break money from a cash drawer)

Are there any new services you would like to see in the Memorial Union?

- Programs to benefit international students, money exchange, home channels
- Massage chairs
- Cheaper clothing
- Movie rentals brought back
- Screen printing services

- Lockers more accessible
- Show new movies free in the union from time to time
- Longer hours for the book store and some food services
- Happy hour drinks specials
- Beer/alcohol
- Cheaper clothing and do “sidewalk” sales again

What do you think about the current hours the Memorial Union is open, including the entities within the Union?

- Hours should be more consistent and posted
- Some things should remain open so people can get some sort of snacks or coffee
- Needs later food hours
- Food should be open later like Mondos for example

What facilities or services would you use if the hours were expanded?

- Banking
- Student service center
- Book store
- Food services
- Mondos
- Grab ‘n Go

MEETINGS AND EVENTS

Do you feel the Memorial Union is meeting the needs of the campus as a site for meetings and events?

- Sometimes rooms that are good for either a larger group or a smaller group are taken
- Needs to offer some incentive for students to use the union for meetings, like cookies or something

Is location important to you when attending a meeting or event? In what way?

- Some on campus students will choose other facilities that are closer to the residence halls
- Yes, if there is going to be a big crowd you can plan it around the union better than some places.
- Yes because the Union has great technology options available

Do you think the Memorial Union effectively serves as the center for campus life and community? Why or why not?

- Yes, on Monday – Friday, from 11-2. Beyond that it seems that the community then shifts to the library in the evenings
- It offers the most versatile and affordable meeting and gathering spaces for the community.
- Would serve everyone better is beer/alcohol was allowed

What buildings/rooms do you prefer to use for meetings or events?

In the Memorial Union?

- Cody Commons, Smoky Hill Room, SGA, Ballroom,

In general?

- Albertson 169 because of the seating style and size,
- Staff members like to have meetings in there own buildings
- Sometimes people feel locked into the union whereas in there own building they are more comfortable with last minute changes for meetings

What do you like best/least about having a meeting or event in the Memorial Union?

- Sometimes is difficult in the evening to make changes to meetings, and if you don't you get a slightly disgruntled letter in the mail.
- Easy to find and get around
- Everyone knows where it is
- Sometimes it's a pain to work out details at the last minute (student managers help fix this)
- The new things like the water helps

MEMORIAL UNION FOCUS GROUP MEETING
SUMMARY OF SUGGESTIONS 6/8/09

Below is a list of suggestions gleaned from the four focus groups that met during Spring, 2009. Many, but not all, were discussed in the Union staff meeting on June 4. The following list provides suggestions, in no particular order, nor with any particular weight attached to them.

- Target international students to use the Memorial Union more often
- Increase length of food service hours
- Post the hours of the Memorial Union on the exterior doors
- Promote Union programs and services on Facebook, Twitter, etc.
- Hold more events in the Memorial Union
- Have more flexible food service policies --- bringing food in, more open food hours, more food choices, open for food during the evening and weekends
- Have more student art in the Union
- Play background music in certain areas of the Union – outside CSI, Union Station seating area

- Play the FHSU student radio station in the Union
- Provide free mints, cookies or candies in the meeting rooms
- Promote the services of the Union more --- particularly those that have low awareness
- Provide lower cost food options
- Have longer hours for Grab ‘n Go
- Promote that Union is open in the evening
- More plug-ins for computers
- Set up facebook group for the Union
- Provide more comfortable furniture in an area more controlled by the students
- Open rooms for group projects or group study
- Provide water in meeting rooms
- More promotional signs for pool tables and other services provided by the Union
- List pick up times for Hastings movie pick ups
- Have a real starbucks coffeehouse
- Make events or services more widely known to use for students
- Hang flags from different countries
- Provide office spaces for more student groups
- Have businesses alternating to have people come through the campus more
- Have an arcade
- Have a place in the Union where students can drink
- Have money exchange for international students
- Ping pong table
- Home country channels on TV
- Movie rental
- Massage chairs
- More affordable clothing in the bookstore
- Cell phone venue (faceplates, chargers, etc.)
- Printing/Screen-printing shop
- International faxing
- Staff discount on food
- Show new movies for free
- More computer stations, computers in second floor rooms
- Snowball machines
- Give out free popcorn
- Bookstore “sidewalk sales” in hallway
- Discount drink specials on certain days
- Open Student Service Center when Union is open
- Expand selections of Grab ‘n Go
- Move pool tables down into Cody Commons
- Wii and comfy chairs in Cody Commons
- Clarify transferability for meal plan students
- Offer “dollar menu” for food court
- Extend food service hours
- Have on-line reservations for meeting rooms