<table>
<thead>
<tr>
<th>No.</th>
<th>Increase and improve resources to support study</th>
<th></th>
<th>2</th>
<th>Improve Way-Finding in the Union</th>
</tr>
</thead>
</table>
| 1 | • Install wireless networking ($ for project 5 phase details) done on a priority scheduling for dead space.  
   • Provide seating & electronics for work surfaces in Bell Tower Lounge  
     o 8 tables of 4 tops from math center added to BTL  
     o Electricity for laptops in BTL  
   • Small group study is accommodated in the library and smaller areas in Shepherd Union quiet study lounge.  
     o Signage will be posted in SU directing students to library.  
     o There are also rooms available for student use, upon reservation through SEC, i.e. room # 331,312,316 & 405 | • Phase I complete  
   • Phase II Summer 2012  
   • Phase III Summer 2013 | • Tables completed 2011  
   • Electricity, summer of 2013 | • Spring 2012 |
| 2 | • Install directory kiosks at entrances, include floor plan & highlight food court.  
   o Talk to SLCC  
   o Gather info during ACUI  
   o Determine cost and feasibility | • March – May 2012 | | | • Select sign completed in March 2012  
   • Install Summer 2012 | • Order in May 2012  
   • Install by Aug 25, 2012 |
| 3 | Add exterior signage to increase visibility of the Bookstore to the Student Union | • Work with FM to generate exterior signage for the Union  
• Add new signage for the Shepherd Union Wildcat Theater & Bookstore.  
• Order in April 2012  
• Install ASAP  
• Summer 2012 |
|---|---|---|
| 4 | Increase student organization space. | • Assess the need for student organization space  
  o Gather information and use assessment means to poll the student clubs  
• The staff & students in SIL see the need for the adjacency but will re-examine space allocation  
  • Conduct a survey of staff & students to find their needs  
  • Conduct a space review that includes the Bell Tower Lounge & SIL space  
  • Provide recommendations  
• Current – Summer 2012  
• Current  
• Summer 2012  
• Sept 2012 |
| 5 | Improve access to the Shepherd Union | • Waiting on Facilities Management and parking committee to address  
  o Handicap parking  
  o No other plans to alter address  
• Current – Summer 2012  
• Sept 2012  
• TBD |
| 6 | Upgrade the Ballroom Sound System | • Determine funding and locate sound experts to evaluate, create a committee, and then issue RFT and RFP for project.  
• Aug 2012/ Dec 2012 |
| 7 | Address concerns about the sound in conference room 321 | • Install additional reservation disclaimer acknowledging the noise level  
• Installing sound barrier along door and ceiling baffles to decrease noise.  
• May 2012 |
| 8 | Develop plans for lactation room | • Lactation room is located in Miller Administration building. Signage will be posted in SU restrooms, above the diaper changers.  
• June 2012 |
| 9 | Reconsider location of Mascot | • Discussion in Union Board, taking into consideration campus culture and tradition  
• Fall 2012 |
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<tr>
<th>Week</th>
<th>Task Description</th>
<th>Details</th>
</tr>
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</table>
| 10   | Operate an assessment program related to the food service offered in the Union. | • Review options and recommendations  
• Establish a comprehensive committee comprised of students, faculty, and staff for ongoing assessment and feedback.  
• Complete questions for Education Benchmark Inst.  
| 11   | Match Job titles to responsibilities | • Redo job descriptions with PREP  
| 12   | ID a fill in for a Director | • Added with PREP/Job descriptions and Union Structure  
• Implement Structure: (1) Monika Rodie, (2) Nancy Collinwood, (3) Chad Mosher  
| 13   | Examine Staffing dedicated to Technical Services. | • Train backups  
• Specified Job descriptions and titles  
• Quarterly training from AV professionals, to include building managers  
• Work with Browning Center and ES&R to keep on retainer  
| 14   | Examine staffing dedicated to Marketing | • New SEC staff will focus on calendar and website updates  
| 15   | Consider Pros and Cons of the organization structure. | • The Union has assigned custodial and facilities under Chad Mosher (S.E.C. Office). The Wildcard/Information desk and transaction system are now centralized under Monika Rodie.  
| 16   | Have a plan for replenishing reserves (funds) | • The Union is developing a business plan for 2012 through 2015  
• Review and Establish: rent/tenant rates, room rental rates and fees, bowling ally structure.  
| 17   | Establish an ending date for free services | • Comprehensive evaluation of tenant fees schedule  
| 18   | Assessment and Evaluation | • Update 6 column model  
• Create method/process to measure student learning in the Union  
• Utilized EBI to measure student satisfaction  
<p>|</p>
<table>
<thead>
<tr>
<th>• Utilized dedicated food service adjustment board</th>
<th>• Current</th>
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</thead>
<tbody>
<tr>
<td>• Set expectations for collecting usage/attendance date for each department</td>
<td></td>
</tr>
<tr>
<td>o Measure client satisfaction</td>
<td>• Summer 2012</td>
</tr>
</tbody>
</table>