

Shepherd Union Operations Action Plan 2012

1	Increase and improve resources to support study	<ul style="list-style-type: none"> • Install wireless networking (\$ for project 5 phase details) done on a priority scheduling for dead space. 	<ul style="list-style-type: none"> • Phase I complete • Phase II Summer 2012 • Phase III Summer 2013
		<ul style="list-style-type: none"> • Provide seating & electronics for work surfaces in Bell Tower Lounge <ul style="list-style-type: none"> ○ 8 tables of 4 tops from math center added to BTL ○ Electricity for laptops in BTL 	<ul style="list-style-type: none"> • Tables completed 2011 • Electricity, summer of 2013
		<ul style="list-style-type: none"> • Small group study is accommodated in the library and smaller areas in Shepherd Union quiet study lounge. <ul style="list-style-type: none"> ○ Signage will be posted in SU directing students to library. ○ There are also rooms available for student use, upon reservation through SEC, i.e. room # 331,312,316 & 405 	<ul style="list-style-type: none"> • Spring 2012
2	Improve Way-Finding in the Union	<ul style="list-style-type: none"> • Install directory kiosks at entrances, include floor plan & highlight food court. <ul style="list-style-type: none"> ○ Talk to SLCC ○ Gather info during ACUI ○ Determine cost and feasibility 	<ul style="list-style-type: none"> • March – May 2012
		<ul style="list-style-type: none"> • Improve outside signage of Shepherd Union <ul style="list-style-type: none"> ○ FM, MHTN 	<ul style="list-style-type: none"> • Select sign completed in March 2012 • Install Summer 2012
		<ul style="list-style-type: none"> • Improve signage clearly noting the location and presence of the Union's 4th floor. <ul style="list-style-type: none"> ○ Architectural signage/ select and order ○ Install 	<ul style="list-style-type: none"> • Order in May 2012 • Install by Aug 25, 2012

3	Add exterior signage to increase visibility of the Bookstore to the Student Union	<ul style="list-style-type: none"> • Work with FM to generate exterior signage for the Union 	<ul style="list-style-type: none"> • Order in April 2012 • Install ASAP
		<ul style="list-style-type: none"> • Add new signage for the Shepherd Union Wildcat Theater & Bookstore. 	<ul style="list-style-type: none"> • Summer 2012
4	Increase student organization space.	<ul style="list-style-type: none"> • Assess the need for student organization space <ul style="list-style-type: none"> ○ Gather information and use assessment means to poll the student clubs 	<ul style="list-style-type: none"> • Current – Summer 2012
		<ul style="list-style-type: none"> • The staff & students in SIL see the need for the adjacency but will re-examine space allocation <ul style="list-style-type: none"> • Conduct a survey of staff & students to find their needs • Conduct a space review that includes the Bell Tower Lounge & SIL space • Provide recommendations 	<ul style="list-style-type: none"> • Current • Summer 2012 • Sept 2012
5	Improve access to the Shepherd Union	<ul style="list-style-type: none"> • Waiting on Facilities Management and parking committee to address <ul style="list-style-type: none"> ○ Handicap parking ○ No other plans to alter address 	TBD
6	Upgrade the Ballroom Sound System	<ul style="list-style-type: none"> • Determine funding and locate sound experts to evaluate, create a committee, and then issue RFT and RFP for project. 	<ul style="list-style-type: none"> • Aug 2012/ Dec 2012
7	Address concerns about the sound in conference room 321	<ul style="list-style-type: none"> • Install additional reservation disclaimer acknowledging the noise level 	<ul style="list-style-type: none"> • May 2012
		<ul style="list-style-type: none"> • Installing sound barrier along door and ceiling baffles to decrease noise. 	<ul style="list-style-type: none"> • May 2012
8	Develop plans for lactation room	<ul style="list-style-type: none"> • Lactation room is located in Miller Administration building. Signage will be posted in SU restrooms, above the diaper changers. 	<ul style="list-style-type: none"> • June 2012
9	Reconsider location of Mascot	<ul style="list-style-type: none"> • Discussion in Union Board, taking into consideration campus culture and tradition 	<ul style="list-style-type: none"> • Fall 2012

		<ul style="list-style-type: none"> Review options and recommendations 	<ul style="list-style-type: none"> Sept 2012
10	Operate an assessment program related to the food service offered in the Union.	<ul style="list-style-type: none"> Establish a comprehensive committee comprised of students, faculty, and staff for ongoing assessment and feedback. 	<ul style="list-style-type: none"> March 2012
		<ul style="list-style-type: none"> Complete questions for Education Benchmark Inst. 	<ul style="list-style-type: none"> Feb 2012
11	Match Job titles to responsibilities	<ul style="list-style-type: none"> Redo job descriptions with PREP 	<ul style="list-style-type: none"> Complete by May 2012
12	ID a fill in for a Director	<ul style="list-style-type: none"> Added with PREP/Job descriptions and Union Structure 	<ul style="list-style-type: none"> May 2012 PREP
		<ul style="list-style-type: none"> Implement Structure: (1) Monika Rodie, (2) Nancy Collinwood, (3) Chad Mosher 	<ul style="list-style-type: none"> June 2012
13	Examine Staffing dedicated to Technical Services.	<ul style="list-style-type: none"> Train backups 	<ul style="list-style-type: none"> Summer 2012
		<ul style="list-style-type: none"> Specified Job descriptions and titles 	<ul style="list-style-type: none"> May 2012
		<ul style="list-style-type: none"> Quarterly training from AV professionals, to include building mangers 	<ul style="list-style-type: none"> Summer 2012
		<ul style="list-style-type: none"> Work with Browning Center and ES&R to keep on retainer 	<ul style="list-style-type: none"> Summer 2012
14	Examine staffing dedicated to Marketing	<ul style="list-style-type: none"> New SEC staff will focus on calendar and website updates 	<ul style="list-style-type: none"> Feb 2012 (Completed)
15	Consider Pros and Cons of the organization structure.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Jan 2012 (Completed)
16	Have a plan for replenishing reserves (funds)	<ul style="list-style-type: none"> The Union is developing a business plan for 2012 through 2015 <ul style="list-style-type: none"> Review and Establish: rent/tenant rates, room rental rates and fees, bowling ally structure. 	<ul style="list-style-type: none"> Sept 2012
17	Establish an ending date for free services	<ul style="list-style-type: none"> Comprehensive evaluation of tenant fees schedule 	<ul style="list-style-type: none"> Oct 2012
18	Assessment and Evaluation	<ul style="list-style-type: none"> Update 6 column model 	<ul style="list-style-type: none"> May 2012
		<ul style="list-style-type: none"> Create method/ process to measure student learning in the Union 	<ul style="list-style-type: none"> Sept 2012
		<ul style="list-style-type: none"> Utilized EBI to measure student satisfaction 	<ul style="list-style-type: none"> March – June 2012

		<ul style="list-style-type: none">• Utilized dedicated food service adjustment board	<ul style="list-style-type: none">• Current
		<ul style="list-style-type: none">• Set expectations for collecting usage/attendance data for each department<ul style="list-style-type: none">○ Measure client satisfaction	<ul style="list-style-type: none">• Summer 2012