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UNIVERSITY CENTER AND
ASSOCIATED FACILITIES
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**University Center & Associated Facilities
Student Fees Advisory Committee (SFAC)
FY 2009-10**

Base Augmentation - Minimum Wage Request

The University Center, the heart of student activity at the University of Houston since 1967, is presenting a base augmentation request to SFAC to provide financial assistance to the University Center and Associated Facilities to support an increase in student employee pay rates, effective July 2009, in relation to the federally mandated minimum wage increase.

Over the last two (2) years the UC and Associated Facilities Student Employment Work Team, worked with the Executive Director, the Business Administrator and the full management team to identify, through budget reallocation, a way to cover the increases for the first two (2) minimum wage mandated increases in support of one of our most valuable resources – our student employees. For your reference, the mandated increases for minimum wage are as follows:

July 24, 2007 \$5.85/hour
July 24, 2008 \$6.55/hour
July 24, 2009 \$7.25/hour

The 2009-10 SFAC Program Questionnaire outlines the commitment from the UC and Associated Facilities to maintain our student-oriented facilities in a state of good repair for the use of UH students and the University community as a whole. A parallel commitment we have is to preserve our facilities for future generations of UH students by practicing continuous high standards of maintenance, refurbishment and renovation. To that end, as a department we take every opportunity to: review our internal goals; strive to be a “can-do” department in supporting the programming and service interests of students and student organizations; and support initiatives and required/requested assignments for the Division of Student Development and the Division of Student Affairs. For reference, a listing of substantial support areas (which are financial, personnel and opportunity in nature) includes:

- VPSA Central Business Office #1 (UC Business Office)
- Information Technology support for the Dean of Students Office and Campus Activities
- Website management for the Office of the Vice President for Student Affairs
- Building Maintenance and Services support for the Child Care Center
- Frontier Fiesta support
- Cat’s Back support
- Student Program Board support
- Dance On support

As noted, the last step of the federally mandated minimum wage increase will take full effect on July 24, 2009. As you are aware our department has three (3) funding sources:

- UC Fee
- Self-Generated Income
- SFAC Funds

The UC Fee is capped at the ceiling per the legislation which was put into place in 1988 (\$35/long semester and \$17.50/summer). Self-generated income (and associated expenses) has been a relatively consistent factor, with four (4) notable exceptions, which include:

- The increasing cost of utilities for the University Center and the UC Satellite has more than doubled in the last five (5) years (as noted in our Program Questionnaire – Response

to Question #7). As an auxiliary unit, we are responsible to cover these costs through budget reallocation.

- The increasing financial burden placed on the UC and Associated Facilities by the Food Services contract.
- Discounts associated with our conference and meeting services operations for the 2008 calendar year was \$202,650.73 (over 96% of which are for UH departments) and has consistently been over \$150,000 annually.
- The transition of the University Copy Center from the University Center Complex to the Parking Garage by the Division of Administration and Finance has reduced FY2009 income by approximately \$36,500.

In addition, as the Campus Master Plan identifies several additional pockets of mixed-use space around the campus, the revenue opportunities for self-generation is very limited.

The third (3rd) potential source is funds provided by SFAC. Consequently, we are making the following request:

	24-Jul-09 FY2010
Required Minimum Wage	<u>\$7.25</u>
Average Annual Hours	1040
Approx. Number of Students	70
Number below Minimum of \$7.25	26
This example assumes:	
Cost to increase only those student staff below \$7.25 That is \$.25 X 26 X 1040	\$6,760.00
Related Benefits FICA, Medicare & Unemployment total 8.65%	<u>\$584.74</u>
UH Administrative Charge @ 3.8%	\$7,344.74
VPSA Admin Charge @ 1.5%	<u>\$279.10</u>
	<u>\$73.45</u>
	<u>\$7,697.29</u>



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**University Center & Associated Facilities
Student Fees Advisory Committee (SFAC)**

FY 2009-10

**Base Augmentation - Student Development
Employment Program Request**

As with our Base Augmentation Request to fund the mandated minimum wage increases for our student staff, this Base Augmentation Request is identified to provide financial assistance to the University Center and Associated Facilities to support the continuation of our Student Employment Program for FY 2010.

As noted in our Minimum Wage Request, the UC and Associated Facilities Student Employment Work Team has worked with the Executive Director, the Business Administrator and the full management team to identify, through budget reallocation, a way to cover the increases for the first two (2) increases in support of one of our most valuable resources – our student employees.

The 2009-10 SFAC Program Questionnaire outlines we are committed to providing employment opportunities for UH students. In addition, we pride ourselves in making the experience “more than a job”. The UC and Associated Facilities Student Employee Development Program provides opportunities to continue to encourage growth and development, while students are rewarded for taking on additional responsibility, develop additional skills, as well as supervising their peers. In addition, our ability to maintain this program will maintain a high level of student staff retention.

In conjunction with our Base Augmentation Request to support the mandated minimum wage increases, below is a complete picture when combining these two (2) requests:

	24-Jul-09
	FY2010
Required Minimum Wage	\$7.25
Average Annual Hours	1040
Approx. Number of Students	70
Number below Minimum of \$7.25	26
This example assumes:	
Cost to increase only those below \$7.25	
That is \$.25 X 26 X 1040	\$6,760.00
Related Benefits FICA, Medicare & Unemployment total 8.65%	\$584.74
	\$7,344.74
UH Administrative Charge @ 3.8%	\$279.10
VPSA Admin Charge @ 1.5%	\$73.45
	\$7,697.29
This example assumes	
If we opt for \$.25 across the board	
That is \$.25 X 70 X 1040	\$18,200.00
Related Benefits FICA Medicare & Unemployment total 8.65%	\$1,574.30
	\$19,774.30
UH Administrative Charge @ 3.8%	\$751.42
VPSA Admin Charge @ 1.5%	\$197.74
	\$20,723.46

As you consider this request, please also keep the following in mind:

- The only internal way to fund these mandated salary increases would be to continue to reduce our renovation reserve line, or by savings recognized through the reduction of full-time and/or student staff.
- The UC and UC Satellite are facilities that touch nearly every UH student (as you will note from our Program Questionnaire, we have a daily foot traffic count of 22,000 visitors between our two facilities).
- The UC and Associated Facilities Student Employee Development Program (attached for reference) would be able to be maintained in its current structure (positions classified by complexity of duties, level of responsibilities and level of autonomy).

Finally, it is important to note that this Base Augmentation Request would be a win-win-win scenario for the UC and Associated Facilities and SFAC and UH students, as all funds from this request would go directly into the hands of UH students through their employment.

University Center and Associated Facilities – January 2008
Student Development Employment Program

This program will provide the following advantages:

- Promotes student staff development model
- Makes us more competitive in terms of staff salaries
- Provides all student staff consistent and on-going feedback
- Is fair across the department and between units
- Improves possibility in employee retention
- Makes our student employee process much more “open”

Grade One – Customer Service Representatives / Cash Handling / Office Support

Skills are Step One plus customer service, effective communication, ability to be responsible to handle cash and office support (typing, filing, phone inquiries)

Positions: Games Room Attendants, Cashiers, Customer Service Representative, Shasta’s Dippers and Office Assistants

Step I	\$7.00
Step II	\$7.25
Step III	\$7.50
Step IV	\$7.75

Grade Two – Technical/Trade Skills

Skills are Step Two plus additional technical experience that could be gained through actual employment or through educational studies here at U of H

Positions: Games Room Pinchasers, Shasta’s Task Managers, Graphic Artists, Technology Assistant, Web Masters, Audio-Visual Assistants and Financial Assistants.

Step I	\$7.50
Step II	\$7.75
Step III	\$8.00
Step IV	\$8.25

Grade Three – Management

Skills are Step Three plus management experience of personnel or responsibility. Should have previous experience within the department (not necessarily within the individual unit).

Positions: Customer Relations Manager, Shasta’s Managers, Games Room Supervisor

Step I	\$8.00
Step II	\$8.25
Step III	\$8.50
Step IV	\$8.75

Minimum Wage Increase Information

A federal minimum wage increase was signed into bill May 25, 2007. The bill amends the Fair Labor Standards Act raising the minimum wage in a three step process as follows:

July 24, 2007	\$5.85/hour
July 24, 2008	\$6.55/hour
July 24, 2009	\$7.25/hour

*To move up a step within a grade the following must be completed:

- 1) satisfactory evaluations for the two previous semesters
- 2) additional responsibilities added to position as dictated by job description
- 3) educationally based improvements

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Student Development Employment Program

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- Promotes student staff development model
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Step II	\$7.50
Step III	\$7.75
Step IV	\$8.00

Grade Two – Technical/Trade Skills

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Positions: Games Room Pinchasers, Shasta’s Task Managers, Graphic Artists, Technology Assistant, Web Masters, Audio-Visual Assistants and Financial Assistants.

Step I	\$7.75
Step II	\$8.00
Step III	\$8.25
Step IV	\$8.50

Grade Three – Management

Skills are Step Three plus management experience of personnel or responsibility. Should have previous experience within the department (not necessarily within the individual unit).

Positions: Customer Relations Manager, Shasta’s Managers, Games Room Supervisor

Step I	\$8.25
Step II	\$8.50
Step III	\$8.75
Step IV	\$9.00

Minimum Wage Increase Information

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UNIVERSITY CENTER AND ASSOCIATED FACILITIES STUDENT STAFF PERFORMANCE REVIEW

STAFF NAME: _____ SEMESTER: _____ UC UNIT: _____

POSITION: _____ EMPLOYED SINCE: _____

SUPERVISOR'S NAME: _____

PERFORMANCE FACTORS	PERFORMANCE DESCRIPTION
Adherence to Schedule (Punctuality, Absenteeism, Availability, Dependability)	
Customer Orientation (Alertness, Knowledge of Work, Work Initiative, Adaptability, Demeanor)	
Personal Skills (Communication Skills, Creativity, Stress Tolerance, Problem Solving Skills)	
Policies and Procedures (Dress Code, Policies and Procedures, Safety Code)	
Productivity (Work Pace, Accuracy, Efficiency, Organization, Quality and Quantity)	
Work Relationship (Cooperation, Flexibility, Responsiveness, Team Spirit, Assisting others)	
Other (Leadership Skills, Work Delegation, Supervisory Skills)	

NOTES/ COMMENTS: (Use back of this sheet if needed)

SUPERVISOR'S RATING:

- EXCEEDS EXPECTATIONS
 SATISFACTORY
 UNSATISFACTORY / NEEDS IMPROVEMENT

Student Staff's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

Next Level Supervisor's Signature: _____
(if required)

Date: _____

STUDENT STAFF/LEADER NAME: _____

EMPLOYED / INVOLVED WITH: UC UC SATELLITE SPB UCPB Dance On

UNIT: _____

POSITION: _____ INVOLVED / EMPLOYED SINCE: _____ DATE OF ASSESSMENT: _____

CURRENT ACADEMIC YEAR: FRESHMAN SOPHOMORE JUNIOR SENIOR GRADUATE STUDENT

AGE GROUP: 17-22 23-25 OVER 25

ACADEMIC MAJOR: _____

APPLICABLE ASSESSMENT:
X ANNUAL MID-YEAR SELF ASSESSMENT

Self-Rating Scale:

Each numbered column below represents a level of agreement with each statement, with '7' representing the highest level of agreement and '1' representing the least agreement. Please check the number that you think most closely matches how you view yourself in relation to each learning outcome.

	1	2	3	4	5	6	7
LEADERSHIP SKILL DEVELOPMENT							
I am comfortable in the role of initiator							
I am comfortable in the role of delegator of tasks							
I am supportive of group or team goals when completing a task or project							
I am comfortable with handling challenging/difficult situations							
DIVERSITY AWARENESS & UNDERSTANDING DEVELOPMENT							
I am comfortable interacting with people of a different race, creed, ethnicity and culture than myself							
I am able to make others, different than myself feel comfortable in my company							
I am patient, open to and understanding of diverse thoughts, opinions, cultures and beliefs							
I am comfortable embracing and learning from others' different thoughts, opinions, cultures and beliefs							
COMMUNICATION SKILL DEVELOPMENT							
I am an effective listener							
I feel comfortable interacting with customers and colleagues							
I am confident in my ability to communicate/express my thoughts and opinions							
I am confident in my ability to communicate/express thoughts and opinions which may differ from those of others							
I am confident in my ability to lead a discussion with others							
ADAPTABILITY / PROBLEM SOLVING SKILL DEVELOPMENT							
I am comfortable adapting to change							
I am able to adopt/embrace new ideas or innovative thinking							
I am willing to seek help from others to work through unfamiliar situations							
I am confident in my ability to solve problems							
ORGANIZATION / PLANNING SKILL DEVELOPMENT							
I am able to effectively utilize or work with available resources							
I am confident in my ability to establish or set priorities							
I can comprehend requirements for a project or task and plan accordingly to complete the project or task successfully and on time							
I am confident with my ability to pay attention to details							
DECISION MAKING SKILL DEVELOPMENT							
I am confident in my ability to take initiative to get work started on a project							
I am confident in my ability to make decisions on an assignment depending on the pace of work required							
I am able to know what additional information may be required prior to making decisions.							
I am able to confidently perform duties independently with little or no supervision							

	1	2	3	4	5	6	7
TEAMWORK & COLLABORATION SKILL DEVELOPMENT							
My preference is to participate in activities as a general member of a group							
I am most comfortable in following the lead of others when completing a group task or project							
My preference is to participate in activities as a leader of a Group							
I am comfortable with leading a group to set common goals and expectations reached through compromise and /or consensus							
I am comfortable as leader of a group when the group task has a single goal/project focus							
I am comfortable as leader of a group when the group has multiple tasks or projects to complete							
I am comfortable in leading a group through a challenging situation where conflict may be present							
CUSTOMER SERVICE SKILL DEVELOPMENT							
I am comfortable in greeting or establishing a positive rapport with customers							
I am comfortable with interacting with customers to answer questions or solve problems							
I am confident in my ability to take care of challenging, upset or angry customers							
LIFE SKILL DEVELOPMENT							
Working with/at the UC has improved my ability and/or my comfort level when interacting with others							
Working with/at the UC has improved my leadership skills							
Working with/at the UC has improved my ability to pursue a more advanced leadership position							
Working with/at the UC has improved my ability to pursue a position related to my future career goals							

Print Name: _____

Signature: _____

Date: _____

** You will be provided a copy of your assessment for your own use and reference. The UCAF will be utilizing the overall group self-rating information to continue to further develop student staff/leader programs, to ensure your experience with the UCAF is both positive and personally beneficial and rewarding.*

**Deadline for Completing Your Mid-Year Self-Assessment is
 5:00 PM, Friday, January 30th 2009.**

**Submit Completed Form to the
 UC Administrative Services and Operations Office Front Desk, UC Room 282.**