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UNIVERSITY CENTER AND
ASSOCIATED FACILITIES

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**University Center & Associated Facilities
Student Fees Advisory Committee (SFAC)
FY 2010-11
Program Questionnaire**

1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms; your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefit for students.

The University Center and Associated Facilities in support of the educational mission of the University of Houston provides programs, services and facilities focusing on learning and student development while enriching the campus life experience. As an auxiliary operation of the University, the goals of the University Center and the UC Satellite are to:

- Provide clean, safe, comfortable, and well-maintained facilities, while fostering a climate that is welcoming to all students and members of the UH community.
- Preserve the facilities for current and future generations of college students by practicing continuous high standards of maintenance, refurbishment and renovation.
- Provide a variety of services, conveniences and amenities which are responsive to the diverse and constantly changing needs of daily campus life.
- Provide programs and activities which enhance personal development, complement the academic experience and promote a cultivation of the arts.
- Provide opportunities for student leadership development through volunteerism, boards, committees, student organizations and student employment.
- Provide an environment that is conducive to innovation, learning, empowerment and creative thought.
- Attract, retain, support and develop excellent staff that is committed to service and to the visions and goals of the UC and Associated Facilities and the University of Houston.
- Serve as a unifying force – a point of identification – in the life of the University.

We accomplish our mission and goals in part through auxiliary operations along with our contract partners to provide a wide range of services to students, faculty, staff and visitors of the University of Houston. Operations rely heavily on student fees to maintain all of the facilities which are extremely important in providing the UH community with services and programs to support the social, cultural and leadership activities and experiences that enhance the formal education of our students. However, through our contract partner relationships, we generate approximately one-third of our income. Consequently, we are able to provide high quality services, facilities and programs at the lowest possible cost to our students and other users, and to keep student fees at a low rate.

We maintain a fifty-six (56) person full-time staff to accomplish all maintenance, housekeeping, event services, programming and business operations of the University Center and the UC Satellite. In addition we employ approximately seventy (70) student employees, which returns over \$400,000 annually back into their hands to help defer the cost of their education.

The University Center Policy Board (UCPB) serves as the primary policy recommending agency for the University Center and the UC Satellite. Policy considerations encompass all phases of our operation exclusive of compensation and employment decisions. The UCPB, made up of students (as a majority), faculty and staff has the responsibility for providing guidance and advice to the Assistant Vice President for Student Development in the following areas: contracts, prices involved with lessee contracts, lease operations, and facilities policies and procedures.

2. Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.

Please see enclosed.

**UC and Associated Facilities
Organizational Structure
January 1, 2010**

**University Center
Policy Board**
**The *New* UC
Committee**

Keith T. Kowalka
Assistant Vice President for
Student Development

**Administrator/Liaison to
Lease Operations**

Direct:
Cougar Byte/HiEd, Inc.
Jonorr's Hair, Nails and Body
Woodforest National Bank
Functional:
UH Dining Services (Aramark)
University Bookstore (B&N)

*UC Administration Office Budget
UC Facilities/Renovation Budget
Cat's Back Weeks of Welcome Budget*

UC Transformation Project
Strategic Planning
Co-Cat's Back Advisement & Coordination
Liaison to Campus Ministry Association
UCAF Development
GA – UC 2010, UC Policy Board and Operations (dual)

Cheryl Grew-Gillen
Associate Director
UC and Associated Facilities

Lawrence Daniel
Associate Director
UC and Associated Facilities

Religion Center
Liaison to UH Catering
Liaison to University Initiatives (SECC, CFI,
March of Dimes, etc.)
UC Civic Engagement Initiatives
Staff Training and Development
Benchmarking and Assessment
Dance Marathon Advisement and Coordination
**Coordinator, Religion Center
GA – UC 2010, UC Policy Board and
Operations (dual)**
Customer Relations Managers (4)

Sam Nguyen
Assistant Director
UC Technology Support

UC Technology Budget
Technology Support
Systems Management
Liaison to UH IT
UC Web Admin and Mgmt.
VPSA Web Admin and Mgmt.
Cat's Back Web Admin and Mgmt.
Tech Review and Procurement
Tech Training and Consultation
**Computer Support Analyst
Students (4)**

Sherry Howard
Director
UH Child Care Center

*CCC Ledger 3 Budget
CCAMPIS Grant Budget
CCC Giant Steps Budget
CCC TEEM Grant Budget*
Curriculum and Program
Accreditation and Licensing
Health/Safety/Nutrition
Business Operations
Grants and Development
CCC Advisory Board
**Assistant Director
Administrative Manager
Office Coordinator
Program Managers (2)
Lead Teachers (7)
Associate Teachers (4)
Assistant Teachers (5)
Students (40)**

Dr. Noel Clarke
Administrator
UC Business Office

UC Business Office Budget
Budget and Financial Reporting
Accounts Payable/Receivable
Purchase Orders
Financial Reconciliation
Ticket Sales and Services
UC Locker Rental
Central Business Office #1
Responsibilities for the
DIVISION of Student Affairs
**Assistant Business Administrator
Financial Coordinator 2
Financial Coordinator
Senior Cashier
Financial Assistant II (2)
Students (5)**

Alicia Garcia-Valero
Coordinator
UC CreationStation

UC CreationStation
UCAF Sponsored Sales
Students (5)

UC Marketing/Programs Budget
UCAF Marketing and Community Outreach
UCAF and Collaborative Programs
Liaison to UH Registered Student Orgs.
Co-Cat's Back Advisement & Coordination
**GA – UC Marketing and Programs
Students (3)**

Henry Anderson
Assistant Director
UC Building Services

UC Building Services Budget
Maintenance
Custodial Services
Renovation/Construction Project Mgmt.
Landscaping
Inventory and Property Custodian
Environmental Health and Safety
**Program Coordinator
Maintenance Supervisor
Carpenter
Maintenance Mechanic II (2)
Maintenance Mechanic I (3)
Executive Housekeeper
Custodial Supervisor (Night Shift)
Assistant Custodial Supervisors (2)
UC Lead Custodians (4)
UC Custodians (7)
UC Satellite Lead Custodian (1)
UC Satellite Custodians (2)
Students (2)**

James Pettijohn
Assistant Director
UC Event Services

UC Event Services Budget
UC CARS Office Mgmt.
UC/UC Satellite Reservations
On-Campus Grounds Reservations
Event Planning Coordination
Facilities Use Policy Oversight
UCAF Audio-Visual Services
Event Management Support
Event/Meeting Room Set-Up
Event/Meeting Room Cleaning
UCAF Special Projects/Design
**Media Services Coordinator
Reservationists (2)
Set-Up Coordinators (2)
Set-Up Specialists (2)
Students (8)**

Vicky Henderson
Financial Coordinator 2

Department Personnel
and Payroll
Travel Coordination
UC AS&O Office Mgmt.
**Office Coordinator
Secretary I
Student (1)**

**University Center and
Associated Facilities
Work Teams**
•Awards and Incentives
•Marketing & Electronic
Communication
•Policy and Procedure
•Safety & Emergency
Preparedness
•Student Employment

Kristen Salo
Assistant Director
UC Programs and Services

Commuter Services Budget
Student Program Board Budget
Student Program Board
UC Student Staff Training and
Development
Commuter Services
Commuter Programs
Commuter Advocacy
CS Advisory Board
**Prog. Coord – Comm Svcs
SPB Executive Board (3)
SPB Committee Chairs (7)
GA – Student Program Board
GA – UC Student Staff
Training & Learning
Outcomes Assessment
GA – Commuter Services
CS Students (2)**

Bill Schwehr
Assistant Director
UC Leisure Services

UC Leisure Services Budget
Shasta's Cones & More Budget
UC Games Room
UC Satellite Games Room
Shasta's Cones & More
Cash Handling & Business Functions
UC Games Room/UC Satellite Lockers
Leisure Services Programming
Cougar Bowling Club
**Prog. Coord (Days)
Prog. Coord (Nights and Weekends)
Maintenance Mechanic I
Leisure Services Students (25)
Shasta's Co-Student Manager (2)
Shasta's Students (10)**

3. List the objectives that you provided with your 2009-10 SFAC request. Please comment on your success in achieving these objectives. If an objective changed during the year, please note this and explain. Also, list any new objectives, the rationale for the addition, and comment on your success in achieving these objectives.

Objective: Seek approvals to move forward with the University Center Transformation Project as supported by the Student Referendum conducted in November 2008.

Strategy: Seek approvals from the UH Administration and Board of Regents to amend the UC Fee legislation to increase the financial ceiling.

Complete: Based upon the very strong support students showed with a 77% passage rate in the UC Referendum, and strong support both the student leaders of the UC 2010 Initiative Committee and the Student Government Association, the appropriate permissions were received from the UH Cabinet in the spring of 2009 to move forward, in conjunction with Dr. Lee and UH Governmental Relations leadership to identify a legislative sponsor for this request change.

Strategy: Work with UH Administration, the UC 2010 Initiative Committee, Student Government leaders and the State Legislature to amend the UC Fee legislation to increase the financial ceiling.

Complete: In early 2009, the UC2010 Initiative approached Dr. Elwyn C. Lee, Vice Chancellor/Vice President for Student Affairs, to secure a sponsor for a bill to raise the legislative cap on the UC Fee at UH. Dr. Lee secured a sponsor in the Texas House of Representatives, Representative Garnet Coleman, for legislation to increase the existing cap. House Bill 2961, authored by Representative Coleman, would modify the existing statute to increase the UC Fee Ceiling to a maximum of \$150. Under this legislation, the UC fee would remain at \$35 until the support of either the majority of a student referendum or the majority of student government was secured. HB2961 was introduced to the Texas House on March 10th and was referred to the Higher Education Committee on March 17th.

On April 1, 2009, a delegation of student leaders including Co-Chair Micah Kenfield, SGA Speaker Alex Obregon, and SGA Chief of Staff Mary Elhardt, as well as Dr. Lee and Keith T. Kowalka, Executive Director of the University Center and Associated Facilities travelled to Austin to provide testimony to the House Higher Education Committee in support of HB2961. In his remarks, Mr. Kenfield underscored the importance of the University Center Transformation Project to the development of student life on the University of Houston campus. Another key factor in his remarks was how strongly students supported the costs associated with the project. The bill would be passed out of committee and pass the House with no dissent by the beginning of May, and was sent to the Texas Senate on May 5, 2009.

HB2961 was sponsored in the Senate by State Senator Rodney Ellis. The bill was sent to the Senate Higher Education Committee, on May 7, 2009. On May 20, 2009, a second delegation from the University of Houston went to Austin to advocate for HB2961 to the Senate Higher Education Committee. Mr. Kenfield returned as Co-Chair, accompanied by SGA President Kenneth Fomunung, SGA Vice President Prince Wilson, Executive Director Kowalka, and Associate Vice Chancellor/Associate Vice President for Student Development and Dean of Students Dr. William Munson. Throughout his remarks, Mr. Kenfield echoed the same sentiments he had six weeks prior to the House Higher Education Committee, while noting that the existing UC Fee is well below a number of peer institutions throughout Texas, and that student support was the cornerstone of the proposed UC Transformation Project. The Senate Higher Education Committee released HB2961 later that day, and it passed the Texas Senate unanimously.

The final step in legislative approval was receiving Governor Rick Perry's signature for the bill to become law. Governor Perry signed the bill into law on June 19, 2009, increasing the legislative cap on the fee ceiling immediately.

Strategy: Work with UH Administration to secure the identified UC Fee increases (FY2010-FY2014) necessary to ensure the University Center Transformation Project will have necessary funding to be actualized.

In-Process: The Student Government Association formally endorsed a phased-in increase to the UC Fee in September of 2009. However, as the financial market began to see significant downturn in Texas, an idea surfaced to slightly alter the phased-in UC increase. This change would result in increases in two phases rather than four to capitalize on the current depressed market and give students “more for less.” Consequently, the bookstore, ballroom and theatre addition, which had previously been discussed as a possibility, came back into discussion as a possibility. Not only would the expansion provide students with more meeting room/event space and an updated, modern bookstore, but it would also greatly ease the process of phasing for the transformation of the current University Center Complex. At the time of this report being submitted, it is not clear if the FY 2011 increase in the UC Fee will be the originally identified \$25/semester or the more recently proposed \$50/semester. We will provide an update on this issue during our presentation.

Strategy: In conjunction with UC 2010 Initiative Committee and other stakeholders (Plant Operations, Student Affairs, etc.) begin the process of advertising for and selection of a Professional Design Team to confirm (or adjust as necessary) the University Center Transformation overall program and begin the actual concept design process.

Deferred: Until the level of UC Fee support is determined for FY2011 and beyond, the UC Transformation Project requires Board of Regents Approval to move forward in the planning phase. We are hopeful this approval will be requested at the May 2010 Board of Regents meeting.

Objective: Continue renovation efforts and sustainability initiatives in the University Center and UC Satellite to maintain facilities and equipment in a fully operational and aesthetically attractive condition.

Strategy: Convert Main Access Doors in the University Center loading dock area to card access.

On Hold: With the move of Student Publications to the UC Satellite facility, and our awareness that they would require facility access at a more intense rate, we choose to use the Student Publications move to the UC Satellite as our “test” scenario for swipe card access. The system has been installed at the UC Satellite, and is functioning well. It is our intent to move forward with the University Center loading dock access doors this summer.

With the UC Complex and UC Satellite Master Plan of Renovation Project taking place through the Spring and Summer of 2008, and the results identifying significant issues in our facility infrastructure for the University Center Complex, we have not addressed this issue this year. As we have a number of systems that are reaching the end of their life cycle, and with the anticipation of a full replacement of all internal systems during the University Center Transformation Project over the next five to six years, we will maintain adequate funds in our fund equity account to meet any emergency issues on a case-by-case basis.

Strategy: Pending the availability of funds, continue to proceed with renovation/deferred maintenance issues identified on the University Center and UC Satellite project list.

Complete/On-Going: While the planning for the UC Transformation Project is underway, we have intentionally focused our renovation efforts and enhancement projects either to focus on the UC Satellite or to focus on technology resources that could be re-used after a potential UC Transformation Project. Some of the items addressed this year included:

- Purchased a Power Edge 2950 III Server with rack; Replaced outdated file sharing server - 2/4/09
- Installation completed for Cell Signal Broadcast Antennas in UC Underground - 5/26/09
- Installation completed for Cell Signal Broadcast Antennas in UC Satellite - 11/25/09
- Upgrade installation completed for Meru Wireless System in UC Satellite - 9/18/09
- Upgrade installation completed for Meru Wireless system for the UC - 1/20/10 and UC Underground - 1/26/10
- Installation of additional power outlets completed in UC Governor’s Hall Lounge to provide additional spaces for longer use of laptops - 2009
- Purchased and installed new outdoor patio table/chair/umbrella sets to increase patio seating and enhance scheduled outdoor programs at UC Satellite Patio – summer 2009

- Purchased additional audio-visual equipment to further meet increasing requested needs for technology; (2) LCD Projectors; (1) 37" LCD TV with expanded component features and built-in DVD unit – summer 2009

Strategy: In conjunction with Plant Operations continue to enhance the recycling program for the University Center and UC Satellite.

Complete/On-Going: Our UC Building Services staff has coordinated efforts with Plant Operations by requesting additional recycle containers both large and small (office receptacles). We have purchased four (4) multi-use aesthetically pleasing receptacles (color coded for paper, trash and bottles & cans) for public spaces located at the UC & UC Satellite. UCBS staff has continued to work with vendors on other forms of going green (facility related earth-friendly products). Staff participated in a webinar on sustainability during the spring semester, a seminar focused on LEED recommendations for recycling of building materials during the fall 2009 semester, and participated in one Recyclemania event (nation-wide university competition) and won the UH campus challenge in March 2009. We are currently in the process of increasing recycling team participation among our UCAF tenants, students and staff.

Strategy: Research additional eco-friendly measures that can be incorporated into the daily operations of the University Center and UC Satellite.

Complete/On-Going: We introduced “Green Certified” cleaning products in custodial areas this year, and the products are working very well. We are continuing to research other applications in the near future. In addition, Shasta’s Cones and More has begun to promote the eating of ice cream in a cone vs. serving ice cream in a bowl with the introduction of new “cookie cones” as a regular menu item and with the posting of Environmentally Cone-scious Choices throughout the store.

Objective: Review all budget planning and financial opportunities for the University Center and the UC Satellite and ensure student fees (UC Fee and SFAC) are supporting student-driven services and programs.

Strategy: Develop Letters of Agreement with contract and auxiliary-based service operations and service offices which are housed in University Center and UC Satellite which report outside of the Division of Student Affairs structure to ensure effective budget planning and financial projections are able to be maintained.

Deferred: With the transition of the Cougar Card Office and the University Copy Center to Parking Garage #1 over the last two years, this item has become less a priority. The lone area that is currently housed in the UC and/or UC Satellite that do not provide a financial off-set for use of the space is the Women’s Resource Center.

Strategy: Research the Return-On-Investment potential of self-metering the University Center and the UC Satellite facilities in relation to utility services and associated costs.

Complete: An approximate estimate of \$80,000 was the investment to self-meter all of the utility services for all of our contract partners. Although this project would provide us with real data on usage/consumption rates by contract partner, with the potential of the UC Transformation Project on the horizon, it was determined to not be a positive return-on-investment at this time.

Strategy: Work with the Division of Administration and Finance to ensure food service cost recovery efforts are actualized (costs for utilities, repair and replacement parts, personnel, and other services required to support UH Dining Services).

Complete/On-Going: FY2009 marked the first year in which Administration and Finance reimbursed expenses that we incur by housing two main food courts in the University Center and the UC Satellite. The process has worked relatively smoothly, with the cost recovery totals for FY2009 being reported as follows:

| | |
|-------------------------------|--------------|
| September 2008-December 2008: | \$159,045.12 |
| January 2009-April 2009: | \$156,493.19 |
| May 2009-August 2009: | \$56,247.95 |

Objective: Continue to provide advisement, support and leadership for student-oriented programs associated with the UC and Associated Facilities.

Strategy: Provide advisory and operational support for the Student Program Board (SPB) which will improve the accountability and effectiveness of SPB while maintaining an educational/student development philosophy.

Complete/Ongoing: The Student Program Board is continually evolving and improving throughout the years. Notable improvements over the past year include:

- Addition of the Trips & Tournaments Chair to provide more programming for the UH student population and develop another student leader.
- Increase regular attendance at Bi-Weekly General Membership meetings open to the UH Community to gather feedback about events as well as ideas for upcoming events.
- Develop and establish a committee system for the Student Program Board. Each committee chair leads a committee in event planning. This allows the SPB chairs to gain more leadership experience and the UH students to be more involved in the details of the event planning process.
- Planning for retreats is done solely by the SPB executive board with the guidance of the advisor.
- Proper event planning processes are being utilized to ensure all details of events are secured far in advance.
- Increase in marketing and stronger branding of the organization allowing for the UH campus to know the organization.

Strategy: Provide advisory and operational support for the Dance On Student Organization which will build upon the first years of success in establishing and improving the accountability and effectiveness of Dance On as a campus tradition at the University of Houston.

Complete/Ongoing: Advising and support of Dance On continued in collaboration with Texas Children's Hospital and their alliance with the Children's Miracle Network. The second annual Dance On 17 hour event was held on February 13-14, 2009. The Dance On organization exceeded their first year fundraising gross total of over \$17,000.00 by raising a total over \$23,000.00 which included both cash donations and in-kind support. Net proceeds from the event again benefited the Texas Children's Hospital Charity Care program. The event hosted (6) Miracle families from Texas Children's Hospital who participated in the event's festivities and also shared their stories with dancers, volunteers, and guests. The 2009 event included 164 online dancer registrations, a new record for the event. The Dance On Executive Board is comprised of volunteers who serve as Committee Chairs who also lead committees comprised of volunteer members. The 3rd annual Dance marathOn is scheduled for February 19-20, 2010.

Strategy: Provide leadership, coordination and advisement for the Cat's Back: Catch the Pride and other campus community building initiatives which are designed to provide academic and social enrichment, as well as build Cougar pride.

Complete: Various members of our department supported the seventh (7th) addition of the "Cat's Back: Building The Pride" Welcome Week initiative in the Fall of 2009. Support included financial in addition to planning committee membership, operational & building support, on-site volunteers and overall program leadership. This program continues to grow both in terms of involvement, and most importantly, student attendance.

Objective: Explore ways to expand, enhance and/or modify retail services and programs to improve student/customer satisfaction and convenience and/or generate additional revenues.

Strategy: Continue to work collaboratively with UH Dining Services and the Division of Administration and Finance to ensure quality customer service and high quality product standards as related to food service operations and services.

Ongoing: One of our full-time staff, one graduate assistant, and two members of the University Center Policy Board serve as members of the Food Services Advisory Committee. This committee approves hours of operations, meal plans and other operational and strategic initiatives. However, with the exception of the addition of Extreme Pita in Fall 2008, no renovation projects have been undertaken

during the last year. There will likely be no major renovations to the University Center until there is a firm timeframe associated with the University Center Transformation Project.

Strategy: Continue to support the Commuter Student Services and Programs Office and advocate for additional University awareness of and support for this new service.

Complete/Ongoing: The Commuter Services and Programs Office is continually evolving and improving throughout the years. Notable improvements over the past year include:

- Renovation of the Commuter Lounge space to make it more user-friendly and welcoming. In addition, the renovation provides for a service area for commuters to come in and talk with staff about their needs.
- Implement the first annual Non-Traditional Student Week. Commuter Services worked collaboratively with the Women's Center, Child Care Center, Learning and Support Services, CAPS, Wellness, and the Dean of Students Office to create a week of events supporting Non-Traditional Students.
- Provide a monthly electronic newsletter to inform students about upcoming events and services for commuter students.

Strategy: Continue to monitor the overall effectiveness (student employment/student development, financial, service opportunities, etc.) of Shasta's Cones and More and continue to refine mechanisms to increase student/customer awareness and ownership.

Complete/Ongoing: With the winning ways of the Cougar football team, our \$1 Cone to Victory promotion gained in popularity! In cooperation with our HRM College, we added a student intern who serves as the Co-General Manger of Shasta's as well as two students who are employed as hourly employees who work to gain needed work experience in the HRM field. Sales in the first four months of FY2011 are up 20% over the same time frame last year. In addition we had our first "Ice Cream Race" to celebrate Shasta's Fantastic Fourth / Birthday Party in conjunction with this year's UC Welcome Back, and we provided 200 Fantastic Fourth T-shirts to the first 200 customers at Shasta's on that day.

Strategy: Seek approval for and launch a Little Shasta's Cones & More at the UC Satellite due to current student/UH community requests.

On-Hold: With the heightened administrative sensitivity to UH Dining Services, this project has been placed on hold until the conclusion of the 2010 Spring Semester, and a better gauge as the impact of newer retail food service operations functioning on-campus outside of the food service contract (Sonic, McAlister's Deli, etc.) can be reviewed for overall financial impact.

Strategy: Continue to increase student/customer awareness of the services of UC CreationStation to the UH community, with specific focus on student organizations.

Complete/On-Going: Our UC CreationStation Team continues to increase income levels (up 15% in FY2009 compared to FY2008) and market their services in unique and innovative ways. Some of these ventures include:

- Offering "bundles of services" to students and student organization, as well as UH departments. Packages continue to bring several student organizations and departments back to advertise for events and/or programs.
- A refreshed look was given to UC CreationStation including new signage at the front entrance door, a new brochure was designed, and a face-lift occurred on the UC CreationStation website (which is considerably more user-friendly, and customers can now go online and download forms that help them get quotes as well as place orders).
- A new invoicing system was implemented which provides customers with a quicker, cleaner and more detailed response on our invoices. In addition the customer can get the invoice sent electronically to them (which also feeds into an automatic customer database).
- UC CreationStation also continued to offer Sponsored Sales, participated in Cougar Resource Fair and all UC sponsored events.

Strategy: Continue to increase evening programming (tournaments, leagues, games clubs) at the UC and UC Satellite Games Rooms to ensure the "opportunity for participation" is meeting customers/students needs.

Complete/On-Going: Despite decreasing revenues in our Games Rooms, we continue to search for new ways and new programs and services that would attract new customers and people to our locations. In conjunction with SPB, our first Super Mario Smash Brothers Tournament took place in our table tennis room with 65 participants and a like number of spectators. We hope to expand on this type of programming with partners like SPB for the spring. Pool tournaments continue to be popular and are held monthly at the UC Games Room (9/23 – Back To School 9-Ball, 48 participants; 10/21 – Spooktacular 8-Ball, 42 participants; 11/18 – Turkey Shoot 24 participants). The Cougar Bowling Club participation (34) and our Faculty/Staff & Friends Bowling Club (36 members) has grown to near record numbers, while open play participation numbers continue to decrease.

Objective: Maintain and increase marketing and public relations efforts for the University Center and Associated Facilities to expand awareness of the services, programs and facilities that exist for all members of the University community.

Strategy: Purchase an Information Ticker for the University Center and replace the infrastructure associated with the Information Ticker at the UC Satellite.

In-Process: The plans for the purchase of a new information ticker for the University Center and the UC Satellite are underway. We have had discussions with Four Winds Interactive and Visix Visual Communications. The UC Marketing and Electronic Communication Work Team are planning to meet in February to conduct a final review of the options. Installation completion timeframe will occur between June and July of 2010.

Strategy: Continue to ensure there are consistent updates and information maintenance for websites supported by the UC and Associated Facilities (UCAF, Vice President for Student Affairs Office, Cat's Back Program, Student Program Board, etc.).

Complete/On-Going: Websites are updated on a daily basis, or as requested based upon the need of the different website groups. This includes design, maintenance and ongoing updates. In addition to the main UC and Associated Facilities website, our department manages the websites for the Office of the Vice President for Student Affairs, Student Program Board, Dance On, Cat's Back, Commuter Services, Child Care Center, UC 2010 Initiative/The New UC, Religion Center and the Student Fees Advisory Committee (SFAC). In addition, the following websites were re-vamped/created this year:

| | |
|------------------------------|---|
| UC and Associated Facilities | http://uh.edu/ucaf/ |
| Student Program Board | http://www.uh.edu/spb/ |
| UC CreationStation | http://www.uh.edu/uccs/ |
| Register to Vote | http://www.uh.edu/register tovot e/ |
| The New UC | http://uh.edu/thenewuc/ |

Strategy: Complete the development of, and begin implementation of, the department marketing plan for the UC and Associated Facilities organization, utilizing both internal and external constituencies where appropriate.

Deferred: With departmental transition in reporting lines, transition and addition of services provided by our facilities, and with the large quantity of marketing collateral that has been required for the UC 2010/The New UC Committee, this priority was deferred.

Strategy: Continue to develop unique and innovative marketing-based programming endeavors which will become traditional UC events, and foster campus traditions (Poetry Slam, Pep Rallies, Texas Hold'em Tournaments, Art/Cultural Learning Exhibits, etc.).

Complete/Ongoing: UCAF has continued to build its evening programming with collaboration with other university departments.

- UCAF has expanded programming to include video game tournaments.
- Planning to expand the Poetry Slam event into a series of open microphone nights.
- Tuesday night Karaoke at Chili's Too has been enhanced to include a semester long competition, which is known as the Cougar Sing-Off.
- UC Games Room continues to host weekly faculty/staff bowling leagues and monthly billiards tournaments.

- UCAF collaborated with Campus Recreation and created a Haunted House at the CRWC, which entertained close to 400 students and established it as a new annual evening tradition leading up to Halloween.
- The UC Events Committee (UCEC) continues to meet bi-weekly to discuss and plan traditional UC events.

Strategy: Continue to produce electronic newsletters, program calendars, press releases and other marketing and promotional materials focused on the UC and Associated Facilities services and programs, while continuing to enhance distribution processes.

Ongoing: The UC continues to adopt new and creative ways to spread the word about its programs and services. The UC is currently working to revamp the UC LinC, and develop an annual magazine.

- The UC released its traditional events schedule for the year during CFI by way of schedule magnets. These magnets have helped create awareness of traditional UC events.
- The UC Listserv has grown from 250 students to approximately 1,500 and has expanded readership of the UC LinC (newsletter).
- Social networking, which encompasses Facebook and Twitter continues to grow membership and serve as an additional tool for student outreach.
- Introduced a weekly “This Week on the UC Fun Floor” advertisement which continues to create a little buzz while reducing our weekly advertising costs.

Strategy: Continue to provide marketing consultation to vendors, contract partners and other offices within the UC and Associated Facilities to ensure our facilities are seen as “Where It All Comes Together” at the University of Houston.

Ongoing: The University Center Events Committee (UCEC) continues to assist with the coordination of UC-wide events and programs. In addition, the Associate Director and the UC Marketing Team have ongoing relationships/requested meetings with our contract partners to help them identify a marketing strategy, as well as coordinate a consistent message for all UC/UC Satellite stakeholders. Some key items completed this year include:

- The UC includes all vendors and contract partners in all “Where It All Comes Together” advertisements and announcements.
- UC vendors and contract partners are promoted during UC events (i.e. participation, vendor specific giveaways, free event sponsorship opportunities, etc.).

Objective: Continue to enhance UC Event Services and Technology Support in order to increase efficiency and effectiveness for our various students/customers and departmental (and Division) staff as appropriate.

Strategy: Continue to review/refine all processes, procedures and policies in the UC Conference and Reservation Services Office to ensure services are meeting customers/students needs.

Complete/On-Going: The banner reservation process was updated to provide a greater ease of use for customers and to help eliminate confusion with banner mounting locations. Banner space is no longer restricted to numbered locations, but is open to any available space on the floor of the group’s choosing. Set-up times were decreased between events to increase room availability by adjusting staffing patterns. Finally, a new Temporary Outdoor Signage Form was developed and implemented. All forms are available online, and can be completed and saved for customer convenience and record keeping. In addition, we updated the following forms: University Center Reservation Request Form, Multi-Date Reservation Request Form, Policy Waiver Request Form, and Banner/Table Tent Request Form.

Strategy: Continue to review current Event Management System (EMS) software configuration in order to obtain maximum use of the system, increase and refine levels of quality customer service, and ensure accurate data collection for UCAF assessment purposes for future planning.

Complete/On-Going: We completed an upgrade of our EMS Professional reservation system from 11 to 11.1. EMS Version 11.1 features include:

- Enhancements to the Navigator
- Enhancements to the Dashboard and Notifications
- Enhancements to the Book
- Enhancements to Configuration and System Administration
- Enhancements to Reports

- Enhancements to Billing

In addition, we continue to maintain, modify or create new configuration fields within the reservation event management system as needed to effectively manage use of customer, facility, and event data for specialized reports on facility usage, student organization registration updates, financial information, and event tracking for special use space reservations.

Strategy: Continue to refine the preventative maintenance and replacement schedule for technology resources to be able to provide the most beneficial use of funds to support technology advancements (both proactive and required) via individual workstations, servers and the local area network.

Complete/On-Going: The preventative maintenance schedule continues to be monitored and updated throughout the year, with a planned schedule for computer replacement of approximately every four (4) years. This year we were able to purchase and install fifteen (15) computers for staff and sixteen (16) kiosks for students to use with their CougarNet UserID logon.

Strategy: Work with all offices and departments supported by the UC Technology Support Office to ensure demands are being met and proactive planning is being undertaken at the department level to meet the changing demands of technology.

Complete/On-Going: The UC Technology Support Office provides technical support for staff in various offices and departments in the University Center and UC Satellite: including Dean of Student (DOS), Child Care Center (CCC), Student Program Board (SPB), Commuter Services and various offices in the UCAF. The UC Technology Support team is responsible for acquiring, installing and maintaining all the UC computers and peripherals and ensuring we are equipped with the most current software needed on a daily basis (keeping up with the changing demands in technology).

Strategy: Continue to review The Maintenance Authority (TMA) software configuration in order to obtain maximum use of the system, increase and refine levels of internal quality control and ensure accurate data collection for UCAF assessment purposes for future planning.

Complete/On-Going: Completed adjustments in configuration to further categorize work orders by type to add additional searching and sort capabilities for the creation of additional reports. Increased usage of system to track UCAF personnel by expanding use of fields to further track personal years of service within the department, within the UH campus, salary histories, and staff training records for all full-time hourly staff within the UC Building Services and UC Event Services units.

Strategy: The UC Business Office (VPSA CBO #1) will continue to conduct training as required for Student Affairs staff in the areas of financial management and administrative policy and procedure compliance as necessary to supplement University wide training.

Complete/On-Going: Our staff continues to provide leadership in ensuring all DSA policies, and department policies are in alignment as MAPP and SAM policies are updated. Our business staff also provides semester training workshops on budget issues, personnel/HR issues, and financial and administrative operations.

Strategy: Continue to provide in-house training for all staff and student employees in technology areas that would enhance efficiency, effectiveness and productivity.

Complete/On-Going: Continue to conduct technology and computer training sessions. Some of the training sessions this year included: Learning and Understanding Photo Shop and Illustrator, Windows - how to create shortcuts, open multiple windows and copy/paste between applications, sort files and folders etc.; Email: How to create personal folders, work the calendar, backup email etc.; and automatic updates and check email from home: how to update VirusScan and security updates. All staff within the UC and Associated Facilities, the Dean of Students Office and the Department of Campus Activities were invited to attend these informal training sessions, and are supported by our UC Technology Support area.

Objective: Maintain current and develop additional assessment measurements of department performance and continue to identify efficient and effective improvements as related to financial, facility, service, programmatic and personnel issues.

Strategy: Continue to monitor the University Center and Associated Facilities organizational structure and implement adjustments to maximize effectiveness.

Complete/On-Going: With some staff transition in the Marketing and Programs area, we made some organization realignment changes to create an Assistant Director for UC Student Programs and Services to work with Commuter Services, Student Program Board and our Student Staff/Student Leader Training program. We also were successful in reclassifying a Custodial Supervisor position to an Executive Housekeeper position which will improve day-to-day supervision and leadership for all of our custodial staff in meeting the demands of multi-faceted facilities such as the University Center and UC Satellite.

Strategy: Continue to conduct benchmarking assessment with peer institutions in the State of Texas, Urban 13, ACUI and ACUI Region 12.

On-Going: Institutional peers continue to be contacted each year to collect comparable benchmarking information and data related to University Center/Student Union Fees. Benchmarking is completed in relation to budget, personnel, service offerings, organizational structure, policies, procedures, utility expenses, University financial support, etc. on a bi-annual basis.

Strategy: Continue to investigate Development/Fundraising opportunities for the UC and Associated Facilities.

On-Going: Emphasis in this area focused intentionally on the Child Care Center and the establishment of the Alumni Association and the Annual Fund Drive. Grant opportunities are limited for auxiliary operations on college campuses. However, we will continue to develop and evaluate strategic financial options to support our overall program moving forward.

Strategy: Continue to annually update necessary data for the University Center and UC Satellite for inclusion in the ACUI INFO benchmarking project through the Association of College Unions International.

On-Going: Feedback was provided to the Association of College Unions International through Association conference sessions and meetings, emails and an association educational council conference call regarding additional improvements and enhancements to make the benchmarking tool more effective and efficient for the generation of reports by member institutions. This was also completed in part to correspond to the Association's movement to complete a conversion and upgrade of the database tool to a new computerized system for collection and configuration of data from member institutions in the 2009-10 academic year.

Objective: Support the professional growth and development of staff, volunteers and other stakeholders of the UC and Associated Facilities while empowering ownership for the management of our facilities, programs and services.

Strategy: Report growth in at least six (6) of the UC and Associated Facilities Student Learning Outcomes based on student involvement with the department (student employees, UC Policy Board members, and the executive boards of the Student Program Board and Dance On).

Ongoing: Over the summer retreat, learning outcomes were reviewed by the UC Management Team. New/updated definitions of learning outcomes were created. The Student Employment Work Team took this information and updated the Student Learning Outcomes Assessment tool which is currently being utilized to assess the learning of UC Student Staff and Student Leaders. All information gathered from the assessments is used to create workshops and other learning experiences for our students and to continue to aid them in their development.

Strategy: Continue to support the efforts of the University Center Policy Board and the UC 2010 Initiative to ensure maximum student participation and input is gathered in the decision-making process within the department.

Complete: Members of the University Center Policy Board (UCPB) have regular monthly meetings to discuss issues, concerns and ideas for improvements for the future of the University Center and the UC Satellite. Some of the issues the UCPB has addressed over the last year include: working closely with the UH administration to move forward with the UC Transformation Project; concerns/improvements related to food service operations (retail and catering); operations and development of Shasta's Cones & More;

review of the financial condition of the UC/UC Satellite; membership on the Food Services Advisory Committee and the Banking Services RFP Committee; discussions related to the mtvU television program offered in the University Center and UC Satellite; and discussions related to how to add more “Cougar Pride and Spirit” to the University Center. The UC 2010 Initiative Committee – now known as The New UC Committee has continued to meet on a weekly basis to provide updates, plan strategy, and work on case statements and presentations to bring about support from various stakeholders across the campus.

Strategy: Continue to support Graduate Assistant positions and Graduate Intern experiences offered through the UC and Associated Facilities, and continue to develop an enhanced relationship with the College of Education to attract students from the Higher Education program.

Complete/Ongoing: A new record of five (5) Graduate Assistant positions were able to be funded, filled, and supported for the 2009-10 academic year to support unit areas across the department ranging from Marketing and Programs, Student Program Board, Commuter Services, Student Staff Training & Learning Outcomes, and Operations and Special Projects. They are given many professional development opportunities including attendance at webinars and conferences, as well as access to higher education publications to continue their learning outside the classroom.

Strategy: Continue to support the UC and Associated Facilities Work Teams to address important issues and goals as they relate to: Award and Incentive Programs, Student Employment Programs and Departmental Policies and Procedures Review.

Complete/Ongoing: All work teams were reviewed for their current relevance as far as purpose, structure, and existence. Many of the accomplishments of these Work Teams are listed throughout this overall report. To continue on these efforts, we added two (2) new work teams this year – – Marketing and Electronic Communication and Safety and Emergency Preparedness. For your reference, the “charge” for each of our Teams is as follows:

Award and Incentives Program Team

To plan all-staff social events; to establish/recommend an employee incentive and recognition program; to coordinate the student scholarship award process; and to promote unity and community amongst the entire staff of the UC & Associated Facilities through other initiatives.

Marketing and Electronic Communication Team

To periodically review marketing plans, campaigns, initiatives, online social networking pages, and website updates for the University Center and Associated Facilities; suggests, executes and manages new marketing and UC electronic communication initiatives; evaluate current marketing and electronic communication; and assist in developing new/alternative marketing and media opportunities aligned with current trends within the College Union arena.

Safety and Emergency Preparedness Team

To address safety concerns for the UC, UC Satellite and designated UCAF Facilities with areas of focus to include: physical & environmental hazards; emergency preparation and response; development/revision of emergency & safety related policies & procedures; and implementation/development of resources, manuals, or programs focused on safety awareness, education & emergency response strategies.

Student Employment Team

To plan for continuous recruitment for our student staffing positions; to coordinate the procedures for student employee evaluations; to review the retention of the student employees we have and make recommendations of how to increase/maintain retention; and to ensure our student employment plan (position descriptions, pay scale, etc.) are periodically reviewed and make recommendations for any potential change/adjustment.

UC and Associated Facilities Policies and Procedures Review Team

To periodically review the policy and procedures for the University Center and Associated Facilities – ensuring they are in concert with Divisional, UH, and UH System policies and procedures; and to make recommendations for changes in UC and Associated Facilities policies and procedures.

Strategy: Refine the Employee of the Month/Semester/Year Program for student employees and full-time staff; and continue to provide other recognition opportunities for all members of the UC and Associated Facilities organization.

On-Going: We continue to provide incentives, gatherings and recognition to members of the UCAF organization that provide outstanding contributions. An Employee of the Month/Semester/Year

program is in the process of being implemented by the Awards and Incentives Work Team, and will be fully operational by Summer of 2010.

Strategy: Continue leadership/involvement in ACUI and other professional development opportunities on behalf of the University of Houston.

Complete: Fourteen (14) student leaders, graduate assistants and staff members participated in the 2009 ACUI Region 12 conference in Arlington, Texas. Ten (10) staff members, graduate assistant and student leader attended the Annual ACUI conference in Anaheim, California in April 2009 (several members of the UC and Associated Facilities team provided coordination and support for the Silent and Live Auction held at the ACUI Annual Conference). Thirty-six (36) students participated in the 2009 Regional Recreation Tournament and five (5) students represented UH in the regional Poetry Slam Competition representing the University of Houston. SPB leaders and their staff support have also participated in the National Association for Campus Activities (NACA) and the Association for the Promotion of Campus Activities (APCA) regional activities. The UC and Associated Facilities has also been an active member of the National Clearinghouse for Commuter Programs (NCCP).

*New Objectives: **Twenty-six (26)** new objectives were undertaken which were not defined in last year's program/questionnaire.*

1. The UC and Associated Facilities held our seventh (7th) management **Staff Retreat** in August 2009 which enabled the department to focus on both short-term and long-term planning, as well as cultivating a high-performance team environment and team atmosphere.
2. At the request of Dr. Elwyn C. Lee and Dr. William F. Munson, we identified a transition plan for the physical plant support of the **A.D. Bruce Religion Center**, as well as the support for the **Campus Ministries Association** from Residential Life & Housing to the UC and Associated Facilities. The transition was effective September 1, 2009. Transition continues in all areas/aspects including personnel supervision, financial management, facility maintenance, security, access and daily operations, and event scheduling, management, and policy review and refinement.
3. We provided support to Facilities, Planning and Construction in relation to the **move of the Cougar Card Office to Parking Garage #1**. This move provides a closer working relationship between the Cougar Card Office and Business Services, as well as an improved access to the Admissions area within the Welcome Center.
4. We provided leadership, coordination and oversight of the **Renovation of the new Women's Resource Center (WRC) on the Second Floor of the University Center**. As the Woman's Resource Center has continued to grow, we were able to provide a larger office space for the WRC.
5. UCAF designated staff **completed required FEMA Emergency Preparedness Training** and tracked and provided documentation of additional Emergency-related training acquired by staff to be prepared as needed in the event of a disaster for our department's identified Ride-Out Team, and Recovery Teams.
6. UCAF Full-time and Student Staff Managers from designated units **completed required training for Blood Borne Pathogens and Hazard Communication** to be compliant with new annual requirements implemented through UH's Department of Environmental and Risk Management.
7. UC Building Services staff continued to **provide staffing support to coordinate and/or complete facility repairs, enhancements, and refreshes to the UH Child Care Center** to support their continued efforts to meet and/or exceed accreditation standards for the NAEYC.
8. UC Building Services staff **provided staffing support and coordination for the completion of renovation/enhancements for the Cougar Byte Sales and Service Store, Java City, Chick Fil-A (UC Satellite), Wendy's, and Woodforest National Bank contract operations**. Support and coordination continues for scheduled relocations and service space modifications in both the University Center and UC

Satellite impacting the following program and service areas/departments: Cougar Card Office, Women's Resource Center, and Student Publications.

9. Designated UCAF staff members **completed training and provided staffing support for the Fall 2009 Voter Registration Drive** held on the UH campus. UCAF marketing support was also provided to support this campus-wide initiative.
10. UC Administrative Services and Operations staff members provided time and support for the coordination, collection of paperwork and compilation of data and financial information **to support the annual UH SECC Campaign, Chaired by Dr. Elwyn C. Lee.**
11. UC and Associated Facilities worked in partnership with the Office of Treasurer, and was able to add **Automatic Teller Machines (ATM) from both Bank of America and Chase** to the first floor of the University Center.
12. We worked to be **exceptionally cost-conscious and extended life use for existing building furniture** utilizing refurbishing tools and services to stretch budget dollars; (50) event/conference tables refurbished in 2009; (13) Arbor patio table/chair sets re-welded and powder coated during summer 2009; re-located older concrete patio table/bench sets from UC Satellite Patio to UC North Patio to increase seating in this outdoor location
13. The **UC Recyclers**, a team made up of representatives from several offices and departments within the UC and the UC Satellite won the first campus-wide recycling competition (Recyclemania) helping lead the way to a more sustainable campus.
14. For the twelfth (12th) consecutive year, the UC and Associated Facilities served as a **Table Host Department for Cougar First Impressions in 2009.**
15. A staff member served as the **2009 Cougar Resource Fair Chairperson.**
16. Shasta's Cones & More provided over 9,500 frozen treats for Cougar First Impressions (CFI). Shasta's Cones & More was recognized by the CFI Planning team for their **Outstanding Contributions to the Success of the CFI Program.**
17. Several staff members of the UC and Associated Facilities attended each of the following **Audio-Conferences** (sponsored by various UH departments):
 - Facebook, Myspace & On-Line Communities: What Your College Must Know
 - Sustainability Issues Facing the College Union and Student Activities
 - Starting a Student Leadership Program
 - Millennials In the Workplace
 - 10 Successful Retention Practices
 - Supporting Non-Traditional / Adult Students: Creating An Environment for Success
18. Three (3) of our staff members are serving on the Association of College Unions International (ACUI) **Region 12 Leadership Team.** Region 12 includes Arkansas, Louisiana, Mexico and Texas.
19. One (1) of our staff members was selected to serve as the **Chairperson for the 2011 ACUI Annual Conference** to develop, coordinate, and implement the overall direction and format of the annual conference educational program, including the selection of keynote speakers, sessions, presenters, and entertainment.
20. One (1) staff member served as a facilitator for the **2009 ACUI Institute of Leadership Education and Development (I-LEAD) Program** with the purpose of working with students from around the country to develop personal and organization leadership skills.
21. One (1) staff member was selected to serve as the **Volunteer Center Coordinator** for the 2010 NACA National Convention.

22. Staff members from UC Lesiure Services continue to provide advisement, support (university as well as coordination of external) and leadership for our **Cougar Bowling Club**, including coaching for their 36+ student members.
23. One (1) staff member from UC Lesiure Services is providing leadership for the SWIBC (South West Intercollegiate Bowling Conference) in the form of acting **SWIBC Coordinator**.
24. Several staff members and student leaders have **presented educational sessions** at both ACUI and NACA conferences.
25. Several staff members participated in or chaired **Search Committee** processes outside of our department as well as participation in informal **Program Planning Committees** comprised of representatives from across the Division of Student Affairs and the University as a whole with the goal of providing increased collaborative programs for UH student leaders and employees.
26. Members of our staff served the University of Houston community on the following **Campus-wide Committees**: UH Homecoming Committee (one staff), UH Commencement Committee (two staff), DisABILITY Awareness Week Committee (two staff), Cat's Got Your Back Resource Fair Committee (two staff), UH Food Service Management Team (one staff), UH Food Service Advisory Committee (one staff), UH Bookstore Advisory Committee (one staff), Staff Council (two staff), UH Staff Excellence Awards Selection Committee (one staff) and the Campus Recreation and Wellness Center Advisory Committee (one staff).

4. Please discuss the means that you are utilizing to evaluate both your successes in achieving the aforementioned objectives and their importance as compared to other objectives that you might pursue. Where data exists, discuss the number of persons served by each of your programs and the satisfaction level of those served. Please provide the method for collecting these data.

- A.** Objectives to maintain the University Center and UC Satellite facilities are measured primarily by percentage of time the facilities are fully operational, safety requirements that are being met and the efforts toward maintaining an aesthetically pleasing and corrosion free facility.
- A major renovation was completed in August 2006 for the addition of a fast-casual Chili's Too restaurant on the Lower Level of the University Center. This has improved traffic on the Lower Level of the UC overall which can attest to the increase in revenues that are being seen in Shasta's and the UC Games Room over the last two years.
 - A major/comprehensive renovation effort was conducted to completely refurbish all of the retail dining facilities in the UC Satellite in 2003. This has allowed us, in conjunction with UH Dining Services, to greatly improve our ability to deliver a wider variety of popular food products and improve the quality of customer service and satisfaction.
 - The automatic scoring system and the "Glow Bowling and Billiards" experience in the UC Games Room continue to provide consistent income generation. This has enhanced customer/student satisfaction and we have been able to actualize additional revenue potential – even as other University Center and College Union operations at some peer institutions have removed this program opportunity from their facilities.
- B.** Efforts continue to improve internal revenues and to expand services.
- A new contract for our retail banking services was finalized. The new contract will actualize consistent revenues at the same levels as the previous contract.
 - A new contract for our computer sales and services was completed in 2009. The new contract slightly reduces revenue, but also allows us to re-capture some space by this contract partner for badly needed storage.
 - Bowling income has maintained a consistent peak level of performance since the automatic scoring system was installed and our lease-to-buy agreement on bowling pin spotters was finalized which has saved approximately \$20,000 per year at the end of the amortization period (FY2006).
 - A new five-year contract with Texas Music & Amusements for the amusement game operations offered in the University Center and UC Satellite Games Rooms was re-negotiated in 2007, which has kept the income levels constant, while ensuring we continue to have access to the best games on the market.
 - This is the tenth (10th) fiscal year the UH Bookstore has reimbursed the University Center for a common area charge. FY09 marks the seventh (7th) year the Barnes and Noble contracted Bookstore is compensating the UC for the book storage area they utilize in the University Center Underground.
 - "Sponsored" sales coordinated by the UC CreationStation operation have increased its revenue stream by increasing the volume of sales, as well as identifying more student-oriented merchandise.
- C.** Utilization figures for the UC and Associated Facilities continue to be high.
- The University Center has a daily foot traffic average of 14,500 UH community members per weekday during the academic year.
 - The UC Satellite has a daily foot traffic average of 7,500 UH community members per weekday during the academic year.
 - Shasta's Cones & More sold nearly 20,000 single and double scoop ice cream items; over 2,200 shakes and malts were served; over 10,750 cups of coffee served; and over 2,000 pounds of candy were sold in 2009. The five most requested ice cream flavors at Shasta's are Cookies 'N' Cream, Birthday Cake, Homemade Vanilla, Chocolate Chip Cookie Dough and Triple Chocolate and Coffee are tied.
 - Utilization figures for 2009 in the UC Games Room are as follows: 70,126 of bowling; 16,744 hours of billiards time; 3,793 hours of table tennis time; and 149,593 games played on amusement games.

- Specifically during the UC Student Appreciation Days, the UC and UC Satellite Games Rooms provided 1,314 games of free bowling and 222 hours of free billiards as a “study break” opportunity during the study days prior to the finals periods of the 2008 spring and fall semesters.
- The UC Conference and Reservation Services Office (CARS) worked with student organizations, UH departments and off-campus customers for the effective planning and management of events. Specifically, in 2009, we served 258 UH registered student organizations, 79 UH campus departments and 141 off-campus customers through 8,200 bookings in the University Center and UC Satellite. Some additional facts include:
 - These events equate to over 28,681 of “event hours”, with an estimated attendance figure (as supplied by the event organizers) of over 308,970.
 - Of the above mentioned bookings, student organization events make up 65.27%, campus department events make up 29.63% and off-campus customer events are at 5.10%.
 - The UC and Associated Facilities Department provided \$193,434.96 in discounted facility space and services. Campus Departments were the recipient of 95.88% of these discounts, student organizations represent 3.32% in discounts and off-campus events were the recipient of 0.80% in discounts.
 - The largest portions of discounts outside of the UC and Associated Facilities were provided to the following offices/programs:
 - Dean of Students Office = \$108,155
 - Campus Activities Department = \$13,275
 - Vice President of Student Affairs Office = \$6,920
- UC Building Services completed 1,598 customer-driven work orders and 292 preventative maintenance work orders in 2009.
- The University Center hosts monthly large-scale/theme-based events with an annual attendance of over 12,000.

- D. Results from the SFAC funded Student Satisfaction Survey continues to provide valuable data on students’ perceptions of the University Center and UC Satellite. The purpose of the Student Satisfaction Survey (administered by Learning and Assessment Services) is to measure student satisfaction of selected programs and services at the University of Houston.**
- In terms of Satisfaction, the University Center has an 87.32% satisfaction rating with UH students, while the UC Satellite has a satisfaction rating of 88.99%.

5. Please discuss any budget changes from your last (FY 2010) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY 2009 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

Overall Income and Expenditure decreased by **\$5,600** as explained below. These decrease had no adverse impact on the ability of the Center to fulfill its mission to students.

A. Income

Overall income decreased from the amount on the SFAC request form by a total of **\$5,600** as follows:

| | |
|--------------------------------|--------------------------|
| Decrease in Sales and Services | (\$ 4,000) |
| Decrease in Facilities Rental | <u>(\$ 1,600)</u> |
| | <u>(\$ 5,600)</u> |

B. Expenses

Management adjusted accounts for increases as follows:

| | |
|---|--------------------------|
| Decrease in Utility | (\$300,000) |
| Increase in Salary due to UH mandate | \$ 12,000 |
| Increase in Building replacement parts, repairs and Maintenance | \$ 69,429 |
| Increase in Administrative Charge | \$ 33,865 |
| Increase in Cost of Goods Sold | \$ 26,300 |
| Increase in Renovation Reserve Contribution | <u>\$152,806</u> |
| | <u>(\$ 5,600)</u> |

Our unit Ledger 3 concluded FY2009 with a fund balance carry forward of \$373,500. However, the UC and Associated Facilities completed several projects early in the 2009 Fall Semester which added an additional \$430,000 in expenses to our Fund Equity account. These included:

| | |
|---|--------|
| Purchased New Lane Conditioning Machine for the UC Games Room | 19,000 |
| Purchased Patio Umbrellas for Events - UC Satellite | 21,052 |

The above expenditures were funded from previous years carried forward. In addition, the UC and Associated Facilities have projects which are either "in-process" or have been completed for FY2010 which will cost approximately \$145,000. These include:

| | |
|---|--------|
| Renovate Houston Room Booth to Improve Service | 5,000 |
| Build/Install Awning for Events - UC Satellite | 21,500 |
| Purchase of Large Screen Televisions in UC Food Court and UC Satellite (in conjunction with mtvU) | 27,000 |
| Purchase Display Boards for UC Underground Entrance Corridor | 10,000 |
| Purchase New UC and Replace UC Satellite Information Ticker | 15,000 |
| Convert Main Access Doors to the UC to Card Access | 21,500 |
| Purchase New Cushman/Carryall cart for the UC | 15,000 |
| Purchase New Van for the UC for Cargo and Transportation Use | 30,000 |

The University Center does not receive state funding to address deferred maintenance, emergency issues and capital expenditures. Funding for repair and replacement cost must be accumulated in order to maintain a systematic maintenance program. The center accumulates cash to fund repairs, renovation, and replacement.

Additionally, the University Center maintains contingency funds to cover costs associated with unforeseen events such as hurricanes, fire damage, internal system failure, severe weather damage and the like. Reacting to questions of this matter, the Department of Planning suggests that the Center maintain a reserve of \$200,000 to cover emergencies. The balance in our renovation reserve account at the end of fiscal year 2009 was \$1,736,226. It is important to note the management team for the UC and Associated Facilities are very committed to keeping the facilities in a state of good repair for the comfort of our clients.

6. Please list your 2010-11 objectives in priority order. Larger units may wish to group your responses by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.

Objective: Seek approvals to move forward with the University Center Transformation Project in a two-phased approach (addition/expansion for new foot print, followed by a transformation of current space within the University Center Complex).

Strategy: Work with UH Administration to secure the identified UC Fee increases (FY2010-FY2014) necessary to ensure the University Center Transformation Project will have necessary funding to be actualized.

Strategy: In conjunction with the New UC Committee and other stakeholders (Plant Operations, Student Affairs, etc.) begin the process of advertising for and selection of a Professional Design Team to confirm (or adjust as necessary) the University Center Transformation overall program and begin the actual concept design process.

Strategy: Break ground on the expansion/addition portion of the UC Transformation Project during the summer of 2011.

Objective: The University Center and Associated Facilities and Campus Activities will work toward integrating programs, services, operations and facilities

Strategy: Establish a culture of support and collaboration which will improve accountability and effectiveness while maintaining an educational/student development philosophy.

Strategy: Develop an organizational structure by June 2010 which focuses on enhancing the campus life experience for UH students, and other members of the UH community.

Strategy: Identify potential operational efficiencies and eliminate duplication where possible.

Objective: Continue renovation efforts and sustainability initiatives in the University Center and UC Satellite to maintain facilities and equipment in a fully operational and aesthetically attractive condition.

Strategy: Convert Main Access Doors in the University Center loading dock area to card access.

Strategy: Pending the availability of funds, continue to proceed with renovation/deferred maintenance issues identified on the University Center and UC Satellite project list.

Strategy: Add additional eco-friendly measures and opportunities that can be incorporated into the daily operations of the University Center and UC Satellite.

Objective: Continue to provide advisement, support and leadership for student-oriented programs associated with the UC and Associated Facilities.

Strategy: Provide advisory and operational support for the Student Program Board (SPB) which will improve the accountability and effectiveness of SPB while maintaining an educational/student development philosophy.

Strategy: Provide advisory and operational support for the Dance On Student Organization which will build upon the first years of success in establishing and improving the accountability and effectiveness of Dance On as a campus tradition at the University of Houston.

Strategy: Provide leadership, coordination and advisement for the Cat's Back: Catch the Pride and other campus community building initiatives which are designed to provide academic and social enrichment, as well as build Cougar Pride.

Objective: Explore ways to expand, enhance and/or modify retail services and programs to improve student/customer satisfaction and convenience and/or generate additional revenues.

Strategy: Continue to work collaboratively with UH Dining Services and the Division of Administration and Finance to ensure quality customer service and high quality product standards as related to food service operations and services.

Strategy: Continue to work with the Division of Administration and Finance to ensure food service cost recovery efforts are actualized (costs for utilities, repair and replacement parts, personnel, and other services required to support UH Dining Services).

Strategy: Continue to support the Commuter Student Services and Programs Office and advocate for additional University awareness of and support for this service.

Strategy: Continue to monitor the overall effectiveness (student employment/student development, financial, service opportunities, etc.) of Shasta's Cones and More and continue to refine mechanisms to increase student/customer awareness and ownership.

Strategy: Continue to increase student/customer awareness of the services of UC CreationStation to the UH community, with specific focus on student organizations.

Strategy: Continue to increase evening programming (tournaments, leagues, games, clubs) at the UC and UC Satellite Games Rooms to ensure the "opportunity for participation" is meeting customers/students needs.

Objective: Maintain and increase marketing and public relations efforts for the University Center and Associated Facilities to expand awareness of the services, programs and facilities that exist for all members of the University community.

Strategy: Purchase an Information Ticker for the University Center and replace the infrastructure associated with the Information Ticker at the UC Satellite.

Strategy: Continue to ensure there are consistent updates and information maintenance for websites supported by the UC and Associated Facilities (UCAAF, Vice President for Student Affairs Office, Cat's Back Program, Student Program Board, etc.).

Strategy: Continue to develop unique and innovative marketing-based programming endeavors which will become traditional UC events, and foster campus traditions (Poetry Slam, Pep Rallies, Texas Hold'em Tournaments, Art/Cultural Learning Exhibits, etc.).

Strategy: Continue to produce electronic newsletters, program calendars, press releases and other marketing and promotional materials focused on the UC and Associated Facilities services and programs, while continuing to enhance distribution processes.

Strategy: Continue to provide marketing consultation to vendors, contract partners and other offices within the UC and Associated Facilities to ensure our facilities are seen as "Where It All Comes Together" at the University of Houston.

Objective: Continue to enhance UC Event Services and Technology Support in order to increase efficiency and effectiveness for our various students/customers and departmental (and Division) staff as appropriate.

Strategy: Continue to review/refine all processes, procedures and policies in the UC Conference and Reservation Services Office to ensure services are meeting customers/students needs.

Strategy: Continue to review current Event Management System (EMS) software configuration in order to obtain maximum use of the system, increase and refine levels of quality customer service, and ensure accurate data collection for UCAF assessment purposes for future planning.

Strategy: Work with all offices and departments supported by the UC Technology Support Office to ensure demands are being met and proactive planning is being undertaken at the department level to meet the changing demands of technology.

Strategy: Continue to review The Maintenance Authority (TMA) software configuration in order to obtain maximum use of the system, increase and refine levels of internal quality control and ensure accurate data collection for UCAF assessment purposes for future planning.

Strategy: Continue to provide in-house training for all staff and student employees in technology areas that would enhance efficiency, effectiveness and productivity.

Objective: Maintain current and develop additional assessment measurements of department performance and continue to identify efficient and effective improvements as related to financial, facility, service, programmatic and personnel issues.

Strategy: Continue to conduct benchmarking assessment with peer institutions in the State of Texas, Urban 13, ACUI and ACUI Region 12.

Strategy: Continue to annually update necessary data for the University Center and UC Satellite for inclusion in the ACUI INFO benchmarking project through the Association of College Unions International.

Objective: Support the professional growth and development of staff, volunteers and other stakeholders of the UC and Associated Facilities while empowering ownership for the management of our facilities, programs and services.

Strategy: Continue to support the efforts of the University Center Policy Board and the UC 2010 Initiative/The New UC to ensure maximum student participation and input is gathered in the decision-making process within the department.

Strategy: Continue to support Graduate Assistant positions and Graduate Intern experiences offered through the UC and Associated Facilities, and continue to develop an enhanced relationship with the College of Education to attract students from the Higher Education Program.

Strategy: Continue to support the UC and Associated Facilities Work Teams to address important issues and goals as they relate to: Awards and Incentives Programs, Marketing and Electronic Communication, Safety and Emergency Preparedness, Student Employment Programs and Departmental Policies and Procedures Review.

Strategy: Continue leadership/involvement in ACUI and other professional development opportunities on behalf of the University of Houston.

7. What are the other possible sources of funding available to your unit and what efforts are being made to access them (i.e. grants, donations, etc.)?

Primary source of additional funds are through self-generated income. Efforts have been successful in negotiating a new contract with Jonorr's Salon in 2006, as well as Woodforest National Bank and Cougar Byte Sales and Services in 2009. Although we have been receiving a common area charge from the UH Bookstore/Barnes and Noble operation, through continuing negotiations and discussions with the UH Bookstore and UH Business Services, this is the seventh (7th) year the UC and Associated Facilities will receive funds to off-set the common area charges associated with the space the UH Bookstore utilizes in the University Center Underground. Similarly, the University Center was also able to stabilize the same type of arrangement with the Cougar Card Office to provide funds to cover the common area charge to offset utility and operational expenses. Although, it should be noted, the Cougar Card Office has been re-located to Parking Garage #1 as of January 2010.

There are two (2) areas of concern as related to current funding for the UC and Associated Facilities. These concerns relate to: 1) the financial support the UC and Associated Facilities has provided to the Child Care Center over the last six (6) years; and 2) the ever-growing renovation/maintenance/improvement project list.

The financial plight of the Child Care Center over the last several years has been a concern. The budget for the UC and Associated Facilities has been impacted as a result of administrative financial support. It should be noted that the UC and Associated Facilities has provided funds to support the operational deficits in FY03, FY04, partially in FY05 and in FY06. FY03 saw the UC budget contribute just over \$177,000 while FY04 saw the UC budget contribute just over \$140,000. In FY05 the UC budget contributed \$41,000, while \$62,501.56 was provided equally by the Academic Affairs and Administration and Finance Divisions since the Child Care Center is a service for the entire UH community. However, FY06 marked the beginning of an annual University sponsored grant of \$100,000 to the Child Care Center. Even with this support, and with the conclusion of the CCAMPIS grant (which was through the United States Department of Education), the UC contributed \$67,000 in FY06. The total financial support of \$425,000 from FY03 to FY06 impacted our ability to make aggressive strides in relation to our deferred maintenance list.

In the summer of 2007, the Child Care Center was notified of the reinstatement of the CCAMPIS grant, which provided funding to support the Child Care Center (which ended the FY07 with a balanced budget). Consequently, FY07 marked the first time in five years that the UC and Associated Facilities did not have to cover any operational expenses at the Child Care Center. We have been able to maintain the CCAMPIS grant funds at the Child Care Center through FY08, and are scheduled to receive these funds through September 30, 2010. It should also be noted that the Child Care Center did receive authorization this past Fall, that the CCAMPIS grant has been extended to our campus – now with an end date of September 30, 2014.

We continue to enhance our meeting room rental revenue. This is a direct result of the major renovations completed in the Houston Room in 2001. The Houston Room continues to be a popular venue with student organizations and UH departments and it is very unusual that we have a free day. However, the UC will continue to hold at least two full weekends each month for use of the Houston Room and perimeters by Registered Student Organizations, as has been our past practice.

The second area of concern is the ever-growing renovation/maintenance/improvement project list. Although, with the support of the UC 2010 Initiative, and the successful UC Student Referendum in 2008, we are hopeful to move toward a comprehensive Transformation Project of the University Center in the near future, we always remain mindful of the costs for many of the projects we have identified if the Transformation Project is derailed at any of the points along the approval process. If this were to occur, we would need to piece-meal these projects – both as time and funding is identified. The current UC Project List encompasses \$6,736,365 in needed facility infrastructural upgrades, security, aesthetical and operational improvements, and future long-term projects. Some of these include:

| <u>Facility Infrastructure Projects</u> | <u>Estimated Cost</u> |
|---|------------------------------|
| Replace UC Motor Control Distribution Panel | 425,000 |
| Upgrade Handicap Access to the UC Games Room from the South Hallway | 3,525 |
| Renovate Basin of the UC Arbor to Allow Handicap Access | 7,500 |
| Install Sprinkler Systems - Remainder of the University Center | 165,000 |

| | |
|---|---------|
| Upgrade UC 1 st Floor, Lower Level and Underground Networking and Technology | 150,000 |
| Upgrade UC Plumbing System & Seal Floor between Food Court Seating and Cougar Den | 65,000 |
| Replace Main Entrance Gates to the University Center | 75,000 |
| Upgrade Hot/Cold Water Pump System for HVAC - University Center | 40,000 |
| Repair Roof- UC Underground by Stairs | 18,000 |
| Upgrade Handrails and Steps in UC Arbor (Height -ADA Compliance) | 40,000 |
| Waterproof Back Area of UC Games Room and Install Outside Planters | 52,000 |
| Repair Roof for Entire UC Second Floor | 115,000 |
| Exhaust System for UC Carpenter & Mechanical Shop | 22,000 |
| Repair/Paint Structure of UC Arbor Skylight | 33,000 |
| Abatement - University Center (Cougar Den, UC16, 16A, 16B, 13 & 15) | 34,000 |
| Insulate all of the Mechanical Rooms in UC | 32,000 |
| Repair/Replace Metal Structure of Houston Room Exterior Roof | 122,000 |

Facility Infrastructural Project Total = 1,399,025

| <u>Security, Operational and Aesthetical Improvement Projects</u> | <u>Estimated Cost</u> |
|---|-----------------------|
| Cougar Den Renovation - Meeting Space w/ Lounge Functionality | 225,000 |
| Purchase Cougar Den Chairs | 54,000 |
| Phased Renovation of UC Restrooms | 325,000 |
| Repair/Replace Ceiling Tiles - UC Second Floor Hallway | 52,000 |
| Little Shasta's Cones & More at the UC Satellite | 5,000 |
| Enhance Aesthetics of Second Floor Hallways | 15,000 |
| Install New Games Room Service Counter - UC Games Room | 40,000 |
| Bowling Scoring Upgrades with the UC Games Room | 102,840 |
| Update/Enhance Houston Room Equipment and Audio-Visual Capability | 237,500 |
| Rear Screen LCD Projectors (2) for the Houston Room | 45,000 |
| Digital Projector for the Houston Room | 85,000 |
| 35mm Platter for the Houston Room | 7,000 |
| Replace Tables and Chairs for UC Event Services | 166,500 |
| Upgrade Portable Sound System Equipment | 66,000 |
| Restore Grand Piano | 18,500 |
| Purchase Digital EMS Meeting/Event Listing Display | 15,000 |
| Replace/Purchase Silk Plants | 4,000 |
| Replace Exterior Benches on UC Front Ramp | 12,000 |
| Purchase Directory for UC Satellite | 4,000 |
| Phased Purchase and Installation of Sound and Video System in Large Meeting Rooms (Atlantic, Pacific, Mediterranean, Cougar Den) | 45,000 |
| Re-Design of Area between UC Proper and UC Underground (Entrance Area) | 30,000 |
| Renovate Locker Area UC (North Side) | 13,000 |
| Convert Existing UC Arbor Fountain to a Landscaped Green Space | 18,000 |
| Convert UC Arbor South Landscaped Area to Additional Seating/Programming Space | 13,000 |
| Rework Water Fountain in the UC Underground | 15,000 |
| Carpet Replacement - UC Second Floor Meeting Rooms | 83,000 |
| Finish all Unfinished Areas within the UC Underground (storage, custodial etc.) | 129,000 |
| Repair Main Fountain Water Piping - UC Lower Level | 30,000 |
| Renovate Houston Room Dressing Rooms | 7,500 |
| Renovate Kitchen Space between Tejas and Spindletop Rooms | 3,500 |
| Convert Remainder of UC and UC Satellite to Card Access | 150,000 |

Security, Operational and Aesthetical Improvement Project Total = 2,016,340

Future Large Projected Project Options

| | |
|---|-----------|
| Build/Install Awnings for Events - UC North Patio | 90,000 |
| Renovation to Enclose UC Arbor (HVAC, Sprinklers, Access Gates and Doors) | 525,000 |
| UC North Entrance Covered Patio | 350,000 |
| Renovation of UC Bookstore Space / Relocation of many UC offices | 2,500,000 |

Future Large Project Option Total = \$3,465,000

In addition to renovation/maintenance projects, we have placed carpet, furniture, painting and exterior power washing of the University Center and the UC Satellite on a separate phased/ongoing list which calculates to **\$1,193,000** over twenty (20) years. The amortization for these phased/ongoing projects would require financial support in the amount of \$59,650 annually. The breakout for these projects are located below:

On-Going Long-Term Projects

| | |
|--|---------|
| Phased 20-Year Carpet Replacement for UC | 600,000 |
| Phased 20-Year Furniture Replacement Plan | 400,000 |
| Phased 20-Year Painting Plan for UC and UC Satellite | 145,000 |
| Phased 20-Year Power Wash Plan (Outside UC Facility; cost per every 5 years =\$12,000) | 48,000 |

On-Going Long Term Project Total = \$1,193,000

As the UC Fee was introduced in 1988 (partly to make up for the loss of revenues associated with a UC-run Bookstore), the UC and Associated Facilities has consistently worked to identify a minimum of \$200,000 each year to support renovation and maintenance initiatives. This was a portion of an “informal agreement” as the UC Fee was supported by the Student Government Association, the Student Fees Advisory Committee, and subsequently passed legislatively. When inflation is calculated in comparing 1988 to the present day economy, the required funding allowance to match **\$200,000** in 1988 is approximately **\$364,880** in the year 2008.

An initial survey of peer institutions in the State of Texas, Urban 13, ACUI and ACUI Region 12 illustrates that we are funded at a low level by comparison. Our initial survey sample is below:

| <u>Institution</u> | <u>Fee Amount</u> (Per Long Semester) | <u>Institution Category</u> |
|--|--|---------------------------------|
| California State University – Northridge | \$165.00 | ACUI Peer Institution |
| University of Maryland | \$137.00 | ACUI Peer Institution |
| Louisiana State University | \$135.00 | ACUI Region 12 Peer Institution |
| University of Missouri – St. Louis | \$130.56** | Urban 13 Peer Institution |
| University of Texas – San Antonio | \$120.00** | Texas Peer Institution |
| University of Wisconsin – Milwaukee | \$109.40** | Urban 13 Peer Institution |
| Texas A&M University | \$100.00 | Texas Peer Institution |
| Texas Tech University | \$98.00 | Texas Peer Institution |
| University of Illinois – Chicago | \$87.78 | Urban 13 Peer Institution |
| Stephen F. Austin State University | \$85.00** | Texas Peer Institution |
| University of Missouri – Kansas City* | \$72.24 | Urban 13 Peer Institution |
| University of South Florida | \$70.41** | Urban 13 Peer Institution |
| University of Georgia | \$68.00 | ACUI Peer Institution |
| University of Massachusetts – Boston | \$65.00 | ACUI Peer Institution |
| Texas State University – San Marcos | \$64.00 | Texas Peer Institution |
| University of Memphis | \$62.00 | Urban 13 Peer Institution |
| Sam Houston State University | \$60.00 | Texas Peer Institution |
| University of Missouri | \$59.65 | ACUI Peer Institution |
| University of North Texas | \$48.00 | Texas Peer Institution |
| Wayne State University | \$42.00** | Urban 13 Peer Institution |
| University of Texas – Arlington | \$39.00 | Texas Peer Institution |
| University of Houston | \$35.00 | |

* Fee to increase to \$237.24 in FY2011

** Fee is calculated per credit hour, a full-time credit load of twelve (12) is used for comparison

The above identifies actual dollars in funding. However, when looking at this funding through estimated dollars per square foot of University Center/College Union space the funding support illustrates even a sharper difference as identified below.

| <u>Institution</u> | <u>Fee Amount</u> | <u>Sq. Ft.</u> | <u>Enrollment</u> | <u>Dollar/Sq. Ft.</u> |
|--|-------------------|----------------|-------------------|-----------------------|
| California State University – Northridge | \$165.00 | 273, 000 | 33,198 | \$21.27 |
| University of Maryland | \$137.00 | 286,000 | 37,195 | \$17.82 |
| University of Texas – San Antonio | \$120.00 | 200,000 | 28,955 | \$17.37 |
| Texas A&M University | \$100.00 | 285, 355 | 48,702 | \$17.07 |
| Louisiana State University | \$135.00 | 255,000 | 27,992 | \$14.82 |
| University of Georgia | \$68.00 | 165,742 | 33,826 | \$13.88 |
| University of Missouri – Kansas City | \$72.24 | 82,840 | 14,818 | \$12.92 |
| Texas Tech University | \$98.00 | 246,500 | 30,049 | \$11.95 |

| | | | | |
|-------------------------------------|----------------|----------------|---------------|---------------|
| University of South Florida | \$70.41 | 235,000 | 39,852 | \$11.94 |
| University of Missouri – St. Louis | \$130.56 | 165,000 | 12,569 | \$9.95 |
| University of Wisconsin - Milwaukee | \$109.40 | 352,000 | 29,265 | \$9.10 |
| University of North Texas | \$48.00 | 193,500 | 36,206 | \$8.98 |
| Texas State University – San Marcos | \$64.00 | 220,000 | 30,813 | \$8.96 |
| Sam Houston State University | \$60.00 | 125,000 | 16,798 | \$8.06 |
| University of Missouri | \$59.65 | 249,351 | 31,314 | \$7.49 |
| Wayne State University | \$42.00 | 192,000 | 31,786 | \$6.95 |
| Georgia State University | \$36.00 | 200,000 | 30,431 | \$5.48 |
| University of Illinois – Chicago | \$87.78 | 472,004 | 26,245 | \$4.88 |
| Stephen F. Austin State University | \$85.00 | 224,021 | 12,845 | \$4.87 |
| University of Texas – Arlington | \$39.00 | 240,960 | 28,084 | \$4.55 |
| University of Houston | \$35.00 | 320,354 | 37,000 | \$4.04 |

Both of the funding surveys identify only our designated UC Fee and do not include SFAC funds in the comparison. Only a few of the institutions included above are also the recipients of additional student fee dollars from other sources. If our current UC designated fund income was added to our current SFAC allocation and re-distributed in the form of one singular fee it would amount to \$50.69 per student per long semester. The **\$50.90** per student fee (combined UC Fee and SFAC funding) would calculate to **\$5.88** per square foot. This combined funding figure still results in a lower ranking of fee dollars for the University of Houston’s funding for the UC/UC Satellite in comparison to several of our peer institutions.

8. Please describe any overlap between your unit and other unit(s) providing services to students and the rationale for the overlap.

None applicable to the University Center and Associated Facilities.