

# University Centers

Student Fees Advisory Committee (SFAC)

Presentation for FY 2015 -2016

Tuesday, October 28, 2014



# Mission

In celebration of our diverse campus community, the University Centers (comprised of University Center South, University North and the University Center Satellite)

**enrich the campus life experience by providing quality programs, services and facilities** focused on student involvement, student learning and student success.

# University Centers Link to DSAES – Strategic Initiatives

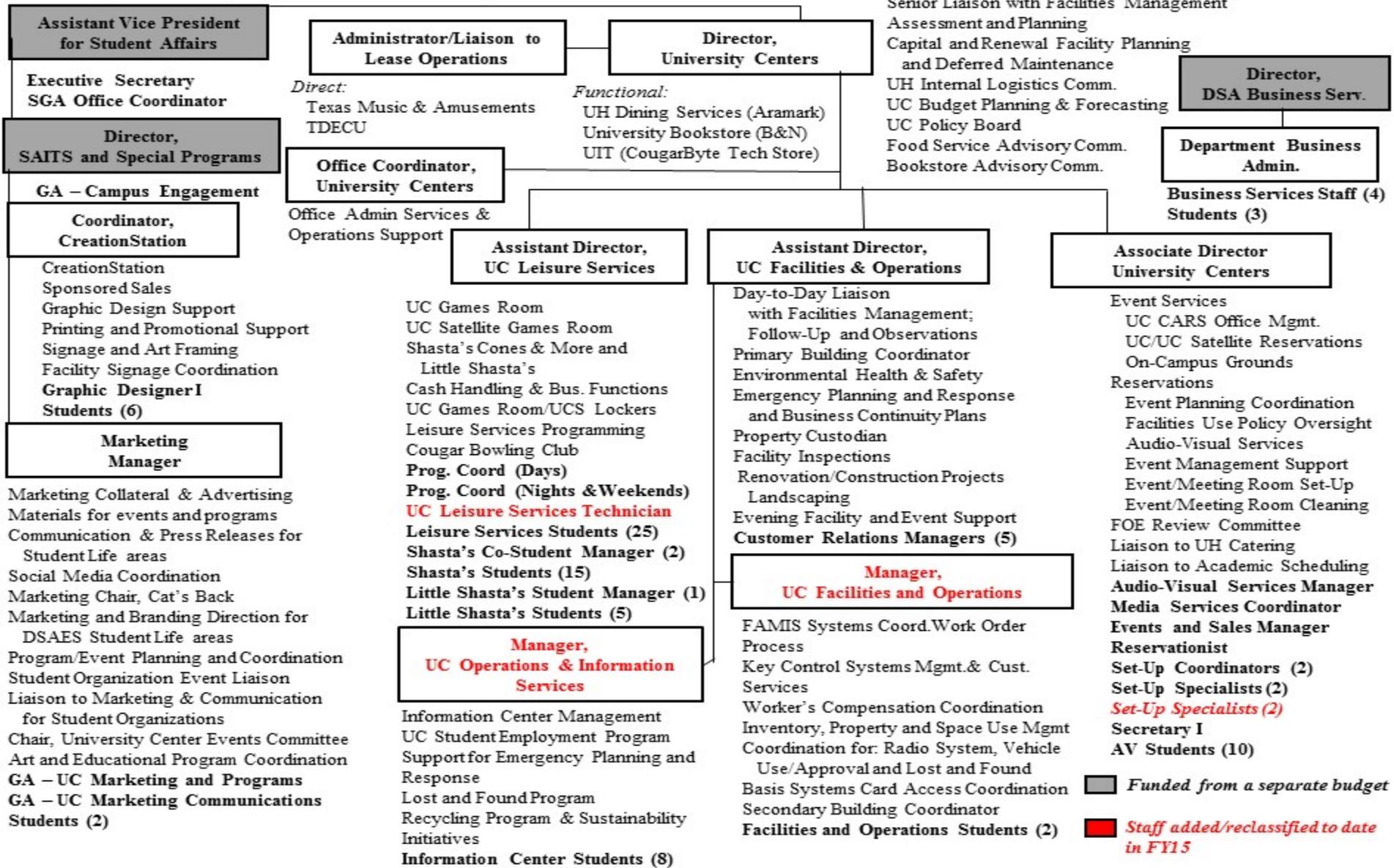
**Strategic Initiative 1:** **Create new opportunities for student success** through learning, engagement and discovery.

**Strategic Initiative 2:** Actualize and leverage the fiscal, human, technological, and facility resources that **enhance the student experience.**

**Strategic Initiative 4:** Develop a **culture of innovation and accountability** in the redesign of Division policies, processes and procedures.

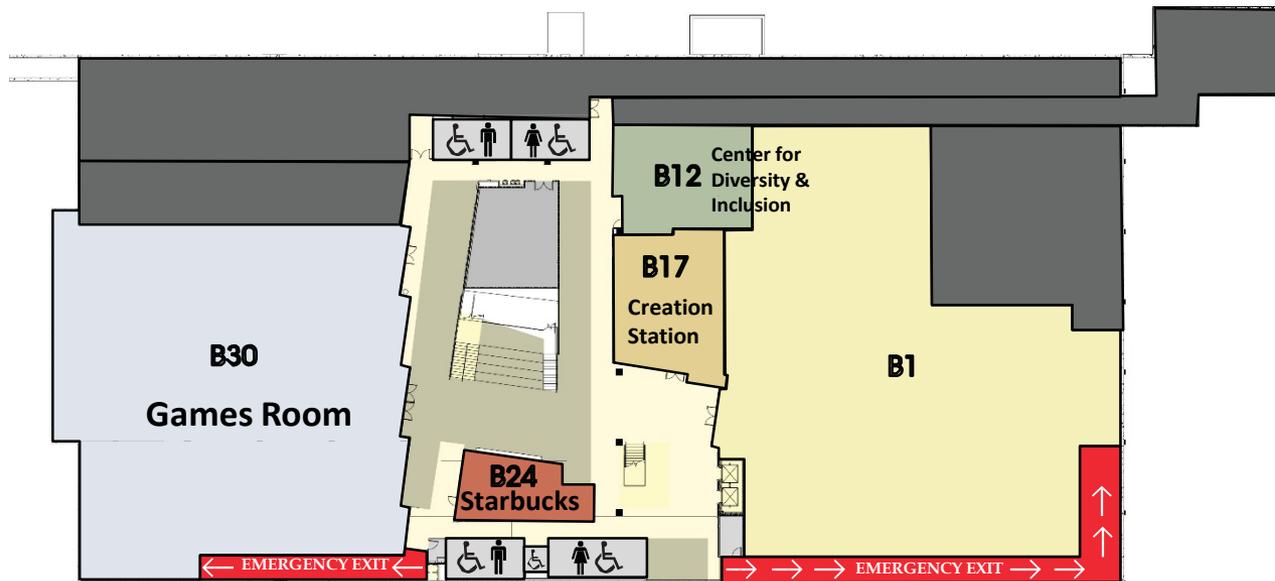
**Strategic Initiative 6:** Create and engage in **strategic partnerships.**

# University Centers Organizational Structure as of 10-2014

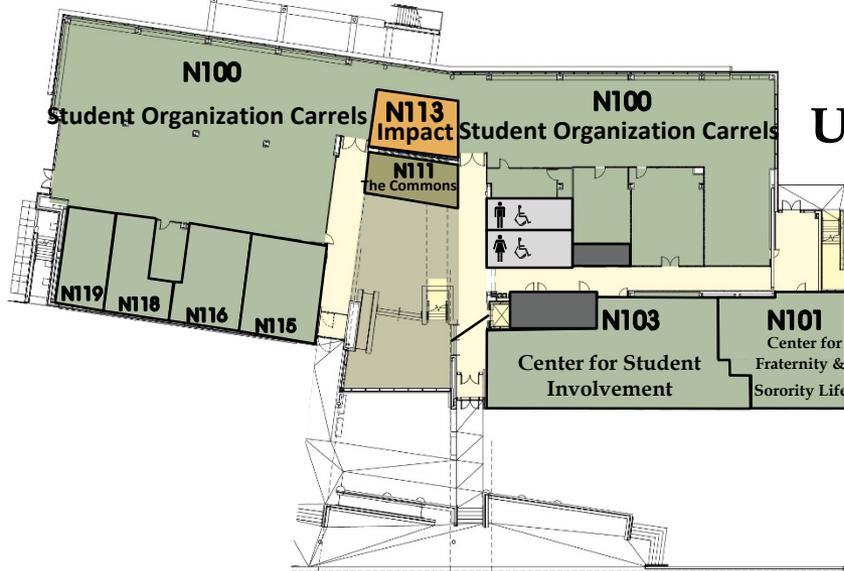


# UC Project – Phase 1 & Phase 2

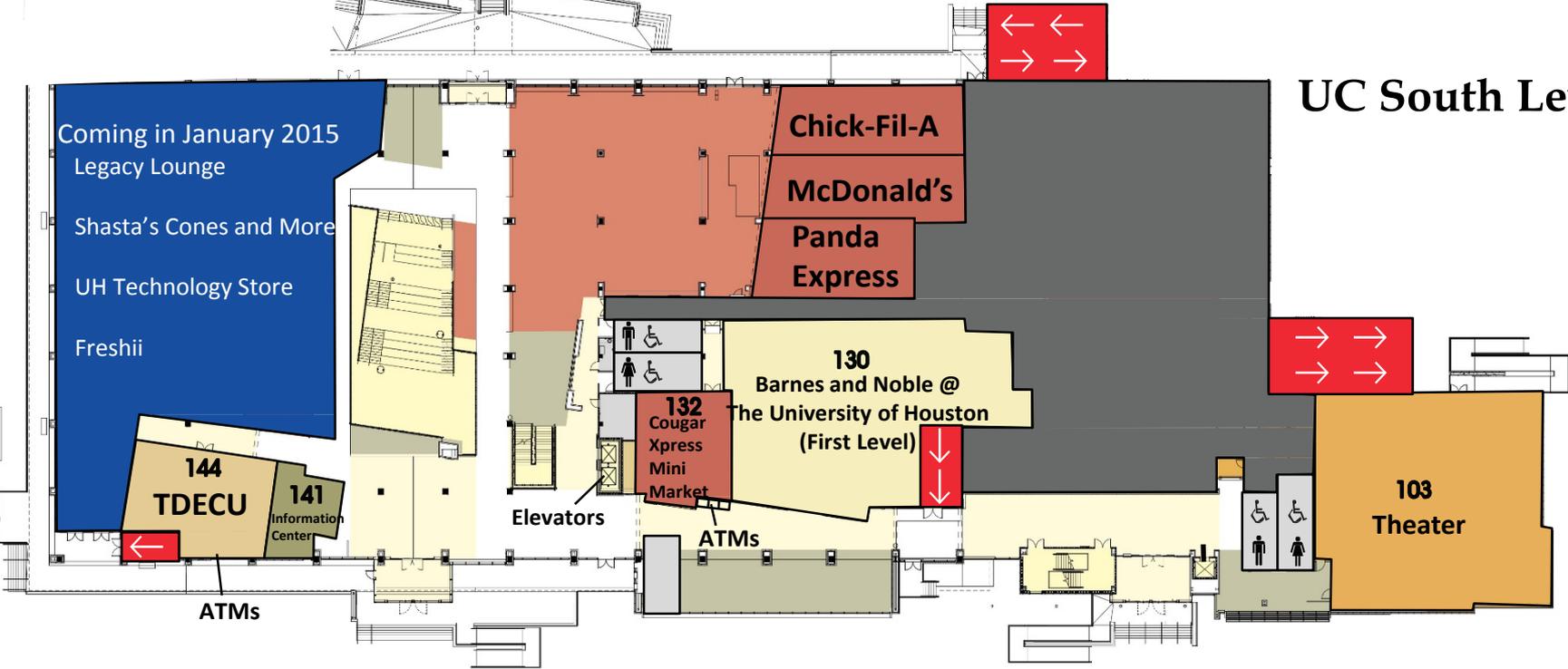
## UC South Basement

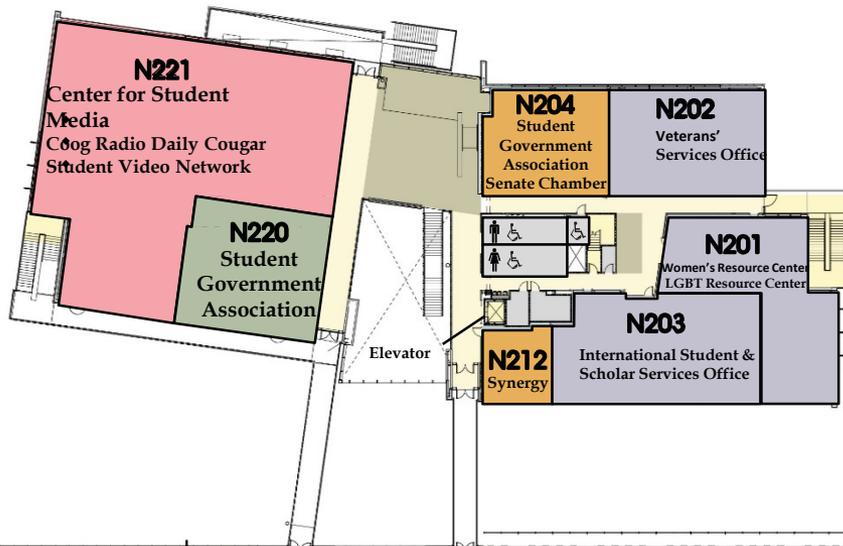


# UC North Level 1



# UC South Level 1

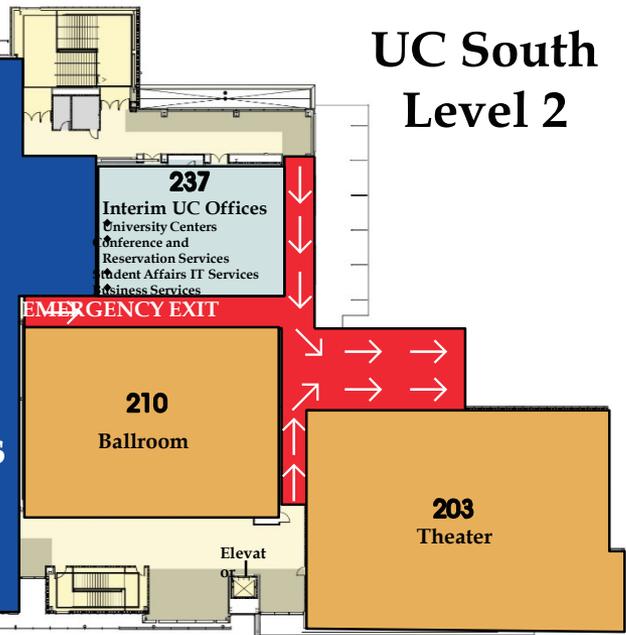




## UC North Level 2

## UC South Level 2

Coming in January  
2015  
Renovated Houston Room  
20 New/Renovated Meeting Rooms  
Drop-In Study Rooms Dean of Students  
Office  
Administrative/University Centers Offices



# UC Transformation Project Priorities

- Enhanced dining options (shorter, faster, & more efficient lines)
- New study areas and relaxing lounges
- Safe and secure 24-hour zones
- Centralized conference center
- New student organization center – the new home of student involvement at UH
- One-stop-shop retail corridor
- Enhanced shaded outdoor lounge spaces
- New outdoor amphitheater
- Improved natural light and a new building skin
- The most updated technology
- A more eco-friendly University Center
- A point of pride for the Cougar Nation

# Department Major Accomplishments

- Completed and opened Phase 1 of the UC Transformation Project in January 2014 (on time) which included: the UC North Building and most of the UC South building with the new East Addition.
- Coordinated transition plans for all Student Life departments, UC departmental units, and fee-funded organizations to relocate from the University Center second floor to new and renovated space. Transitions began in mid-December and were completed in January 2014.
- Hosted ceremonies of celebration for the UH community. Opening festivities included: UC North Ribbon Cutting, World Trade Center Artifact Dedication, UC Theater Opening, and Open Houses.
- Completed equipment and furniture purchases for departments and general UC space for the UC Transformation Project Phase One.

# Department Major Accomplishments

- Successfully transitioned Phase 1 facility space from an in-house UH staffing model to a contracted model for all housekeeping services.
  - Estimated cost savings for the initial time period of January – August 2014 for this new staffing model was just under \$70,000. Added benefits included: increased quality and consistency in the level and frequency of services and greater accountability.
- Completed the construction and installation of four additional COUGAR RED bowling lanes for the Games Room. Opened for business on August 25, 2014.
- Completed the installation of a new UC Marquee located in front of the UC South near the newly configured Circle Drive. This marquee will feature UH campus community sponsored events primarily targeted to the entire UH student body.

# Enrich and enhance the campus life experience in the UC North

- Improved Visibility and Access for New Student Life Offices
- Improved Visibility, Access and Expanded Offices for Fee Funded Organizations
- Improved Support for Registered Student Organizations at the Commons Desk
- Increased RSO Mailbox Capacity from (300+) to (720)
- Student Organizations Room – Carrel Work Stations Increased from (35) to (106)
- Expanded Storage Locker Capacity for RSOs – (82) Units



# New Lounges & Gathering Areas

Pre-Project Square Footage:  
20,400

Post-Project Completed  
Square Footage: 26,600  
(30% Increase)



# Art & Leadership Recognition

- Former Cougar Den Mural (protected during project and restored) – now part of the campus art collection and located within the Barnes and Noble @ UH Store; now also placed in space providing greater access, visibility, and potential for greater awareness of the piece's historical significance
- Additional campus collection piece coming to UC South Level 2 as part of Phase 2



# UC South Information Center

## Building & Campus Information Services Improvements

- New Center supports more effective way finding
- Provides information (7) days a week Mondays – Saturdays (16) hours a day; Sundays (10) hours a day



# Improved Retail Spaces - Games Room



# Games Room Revenue – FY 12 vs. FY14

Fiscal Year 2011-2012		Fiscal Year 2013-2014	
MONTH	TOTAL	MONTH	TOTAL
January-12	\$21,320.19	January-14	\$23,239.62
February-12	\$23,674.88	February-14	\$36,373.13
March-12	\$21,368.86	March-14	\$24,827.02
April-12	\$19,193.78	April-14	\$28,040.52
May-12	\$15,935.29	May-14	\$19,325.82
June-12	\$14,677.62	June-14	\$18,426.80
July-12	\$19,069.62	July-14	\$16,969.24
August-12	\$16,317.79	August-14	\$23,548.68
<b>TOTAL</b>	<b>\$151,558.03</b>	<b>TOTAL</b>	<b>\$190,750.83</b>

\*UC Games Room was closed from November 2012- January 2014 during renovation.

# Improved Retail Spaces – CreationStation

## CreationStation Revenue Comparisons Showing Continuing Increases

9/01/2013-8/31/2014	\$151,836.44
9/01/2012-8/31/2013	\$117,017.57
9/01/2011-8/31/2012	\$128,881.60
9/01/2010-8/31/2011	\$ 94,604.60



# A More Eco-Friendly UC

- Improved Office Recycling
- Paperless Hand Drying in Restrooms
- LED Lighting Fixtures (energy savings over time; reduced maintenance costs)
- Motorized Light Rigging (reduced repair/replacement labor costs)
- Lighting Sensors in meeting rooms, offices, lounge spaces and gathering/seating areas
- More Efficient Building Mechanical Systems & Direct Metering Capabilities
- Water Fountain Bottle Fillers: Since January 2014 usage has eliminated waste of over 63,900 plastic bottles



# Safety, Security, Access Improvements

- Direct ramping to building entrances
- Improved exterior building lighting
- (60) total security cameras to be installed by end of Phase 2
- (11) WON fire/smoke isolation doors to be operable by end of Phase 2
- Total of (6) AED units to be installed by end of phase 2; compared to (1) unit prior to UC Transformation Project
- (3) basement level areas of refuge w/ Emergency call boxes for evacuation in the event of a fire
- Improved emergency lighting in the event of a power outage
- Electronic displays networked with UH system to display emergency alerts
- Major entrance doors electronically programmed for opening and closing
- Cougar Card door access – provides safe and secure 24 hour access for Fee Funded student leaders & staff; tracks access after hours; provides for greater control of back of house service areas
- (6) Key Watcher Systems - increased building security; reduction in key loss and lock replacements resulting in cost savings for departments and student organizations

# Conference Venues, Meeting Rooms, & Event Services Efficiencies

- Built in AV projection and screen systems; less wear and tear on equipment
- New Ballroom and Multi-purpose rooms with built in sound & portable wall systems to maximize usage and provide greater flexibility to support events
- Added mid-sized event venues to more effectively accommodate varying event capacities
- All large event venues and all meeting rooms share same type of chairs –greater efficiency using shared inventory; space maximization for storage
- (3) Shared Use Conference Rooms designed adjacent to offices for weekday business hours usage and open for reservations during evenings and weekends
- Transition from flat day rate billing to hourly rate based billing
- Event Management System Software Upgrade –Transitioning to Online Reservation Capability; Pilot with fee funded student organizations in progress; full implementation in 2015; increased paperless processes and increased access to the reservation request process (24 hours a day)
- New Conference & Meeting Room furniture sizes to maximize seating
- More Efficient and Versatile Portable Staging

# 2014 Summer & Fall Accomplishments

## Preparation of Space for Opening of New Center

CENTER FOR  
DIVERSITY AND  
INCLUSION



# 2014 Summer & Fall Accomplishments

**Cougar RED Bowling Lanes** Opened for Business on August 25, 2014

(4) Additional Bowling Lanes and New Seating Area was constructed and installed



# 2014 Summer & Fall Accomplishments

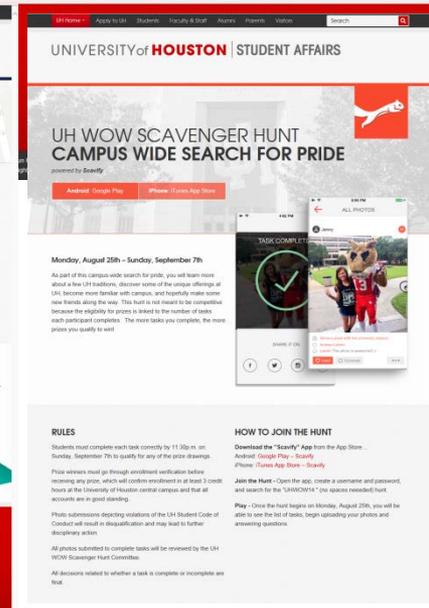
## Prepared for new transition of bank space and remote serving ATMs:

- Woodforest National Bank vacated their new Phase 1 on September 30<sup>th</sup>
- TDECU began move into space on Oct. 1<sup>st</sup>.
- TDECU was open for business on Monday, Oct. 6<sup>th</sup>.



# Program Successes in 2013-14

- UH Weeks of Welcome 2014 – Included utilization of technology in promotion (i.e. Guidebook, & Scavify)
  - UH Weeks of Welcome 2014
  - UH WOW14 Events – 97
    - 2013 -93 & 2012 - 65
    - UHWOW Website Hits - 15,000
  - UHWOW Guidebook downloads – 1589
  - UHWOW Scavenger Hunt
    - 2014 - 670 participants
    - 2013 - 506 participants
  - Campus Prowl Event
    - Centralized 26 Department Open Houses into one single day event



# Program Successes in 2013-14

- **The Cat's Back Event**
    - **Spring**
      - 2013 - 2,300 students attended
      - 2014 – 3,650 students attended
    - **Fall**
      - 2013 – 5,600 students attended
      - \*2014 – 6,532 students attended
- \*First year without UH Pep Rally



# Program Successes in 2013-14

- University Centers Sponsored Events – Relocated with Success
  - UC Welcome Back/Open House
  - Cougar Resource Fair
  - UC Octoberfest
  - Poetry Slam
  - Safe Spring Break
  - Stress Free Finals Week (Fall & Spring)



# Program Future Objectives

- Expand Assessment Measures to include
  - Increased event assessment collection during events versus post event
- Increase Collaborative Evening Events
  - Working with other departments and Student Organizations
  - Capitalize on the new prime location in the New UC
- Re-Brand the New **Student Center**
  - Launch new marketing campaign that highlights all offerings (resources & services) in the new center



# Building, Services, & Program Stewardship – Future Objectives

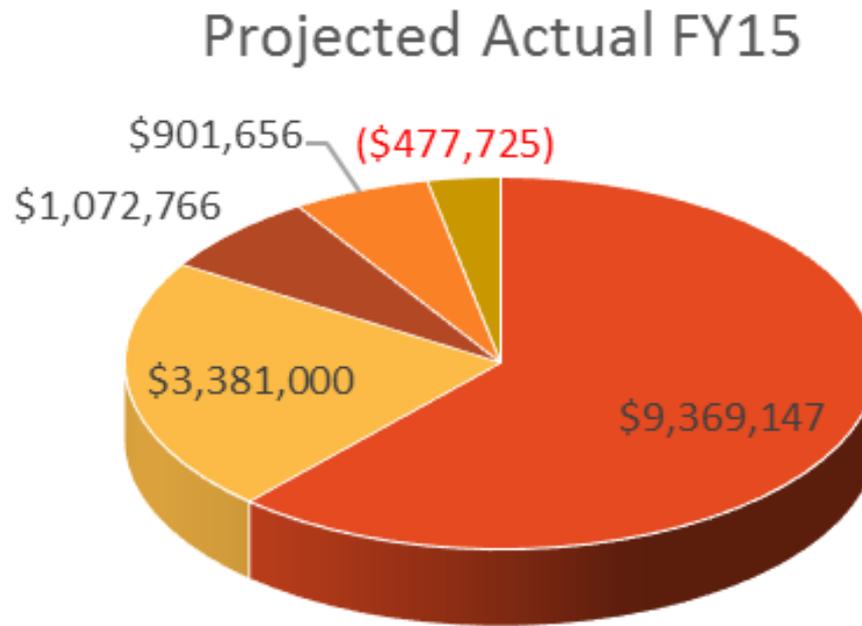
- Departmental organizational shifts will continue to meet the needs of our new and expanded buildings
- Increased support for additional event venues and coordination of event logistics and services
- Dedicated responsibilities focused on planning for the future
- Development of improved preventative maintenance programs
- Development of new long term repair, replacement and capital improvement plans

# Challenges

## UC Satellite - Facility Condition Report

- Pending full roof repairs
- Interior systems to be further reviewed for repairs
- Interior upgrades and space redesign for more efficient use of space
- Need for increased lounge and seating
- Building Access Improvements
  - Review for feasibility for ramping improvement
  - Review for feasibility for addition of public elevator

# UC INCOME SOURCES



- UC Fee Transformation – (Debt Service)
- UC Fee Operations (Dedicated Fees)
- UC Generated Income
- SFAC Fee Support
- UC Fee Waivers

# Questions and Answers

**THE NEW UC  
GRAND OPENING**



**RIBBON CUTTING & OPEN HOUSE**  
Wednesday, January 21, 2015