

2019-2020
Diaz Compean
Student Union, Inc.
ANNUAL REPORT



Mission Statement

The Student Union Corporation offers quality services and programs that promote social, recreational, cultural and educational development. The Student Union Corporation of San Jose State University is committed to operating a financially responsible business, facilitating and enhancing the learning experience of a diverse campus and community. The Student Union Corporation invests in the well-being of San Jose State University students to be socially responsible leaders and productive individuals who meet the challenges of an ever-changing world.



Director's Message

Tamsen Burke

Executive Director of SJSU Student Union, Inc.



Upon reflection, the Student Union, Inc. at SJSU started off strong in September 2019, renewing its continued sense of commitment to the campus community through programming, events, and facilities that offered a meaningful experience to our Spartans.

Our facilities, the Spartan Recreation and Aquatic Center, the Provident Credit Union Event Center, and the Diaz Compean Student Union provided rich social, recreational, and educational spaces for all students, in addition to providing services and programs to meet campus community demands. Student Union, Inc. continues its investment in the well-being of San Jose State University students and helps them to be socially responsible leaders and productive individuals who meet the challenges of an ever-changing world.

The Student Union is coined as 'the living room of campus' with a plethora of opportunities and experiences where students could socialize, study, meet with friends, and above all, be themselves. As the home of many student organizations, cultural centers, and campus departments, the Student Union offers a safe space for individuals to be themselves, celebrate, and identify with those around them.

Through strong partnerships across campus, we have hosted over 2,000 events, programs, and services in the fulfillment of our mission to student education and leadership. As significant partners to the campus, we forged strong relationships and bridged collaboration to support the Spartan Speaker series with Student Affairs, Apple Corporation Talk with the Office of the President, and 1,400 other student organization events with Campus Life.

As the new executive director of Student Union, Inc. in September 2019, I had the incredible opportunity to reflect on the rich history of the organization and identify key areas of growth and opportunity for our business model. We conducted two program reviews with key stakeholders that focused on Spartan Recreation. We participated in a SJSU Space Utilization study to identify dedicated space for student collaboration, growth, and programming needs, and to ensure quality use of spaces that support various campus departments including Kinesiology, Athletics, Club and Intramural Sports, and student organizations.

In addition, to honor the past legacy of the Student Union, our Special Events team hosted the 50th year anniversary in which current students learned about the history of Student Union, through our Did You Know? media campaign. When the student body voted for the creation of the Student Union back in 1963, no one predicted how the building would transform into a cornerstone of the university, drawing in all walks of campus life into its doors.

We successfully fulfilled our first and second financial revenue goals by 185% through SRAC memberships, events, and concerts in order to support student programming throughout the year. We hosted our free student concert with over 6,000 students in attendance. In addition, students attended the sold-out famous comedian JoKoy's Just Kidding World Tour event with 4,834 tickets sold.

In March 2020, the COVID-19 pandemic hit and we made the decision to close our doors – the same doors that we had opened and celebrated just six months earlier. I have never been more certain of the urgency of our mission to support the development, growth, and well-being of students and of our team's commitment to fulfilling it. Our business was immediately impacted in mid-March as COVID-19 forced campuses across the country to lock down. As the pandemic greatly impacted the financial wellbeing of our students, the Student Union Board of Directors committed to paying all student employees their average work week wages through May 31, 2020. In response, we remained considerate to the needs of our students, employees, and campus; we adjusted our expenses and pivoted to focus on long-term goals and initiatives to support sustained growth.

As the Executive Director, I am incredibly proud of the Student Union and Spartan Recreation teams and the Board of Directors which showed tremendous resilience, responsibility and resolve to support one another, our students, staff, and our community.

Sincerely,

Tamsen K. Burke
Executive Director

Table of Contents

- Board of Directors 5
- Financial Summary 5
- Administration & Operations 14
- Facilities and Maintenance 15
- Information Center and
Marketing 16
- Graphics 17
- Provident Credit Union Event Center 20
- Event Services 24
- Information Technology 26
- Student Union Events 28
- Human Resources 30
- Fitness and Wellness 34
- SRAC Guest Services 35
- Outdoor Adventures and
Climbing Wall 37
- Club Sports 39
- Intramural Sports and Camps 41
- Aquatic Center 44
- Bowling Center 46



Board of Directors

The Student Union, Inc. is governed by a Board of Directors composed of eleven voting members:

- Students - Six
- Administrators - Two
- Faculty - Two
- Community Member - One

The Student Union's Executive Director acts as the Board Secretary, which is a non-voting position. The Board of Directors meets at least once quarterly, reviews and develops policy, and approves the annual budget. There are four subcommittees of the Board that address personnel, facilities & programs, the annual audit, and finances & reserves of the corporation.

The Student Union financial reserves consist of Local Reserves held by the Student Union and the balance of the collected Student Union fees held in trust by San José State University. These reserves are reviewed regularly by the Board of Directors to maintain a solid financial position as well as ensure adequate funding for future capital improvements.

Providing quality programs and services continues to be a priority for the Student Union staff and the Board of Directors. With the opening of the new Spartan Recreation and Aquatic Center, the Student Union now offers a complete set of facilities, services, and programs that meet the needs and expectations of students and enhances campus life at the university.

Financial Summary

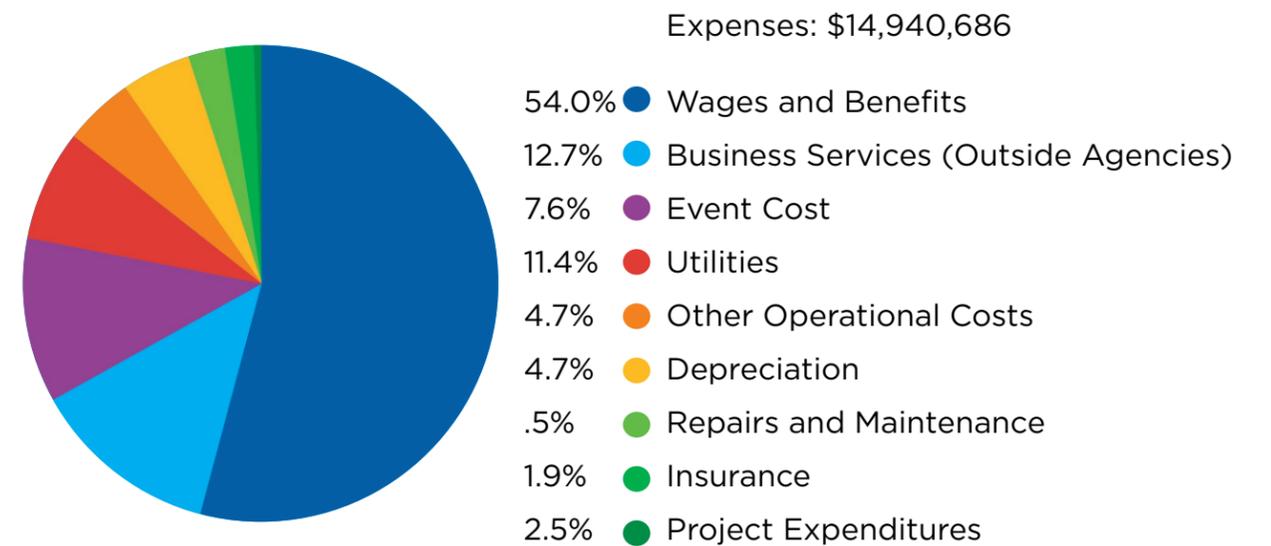
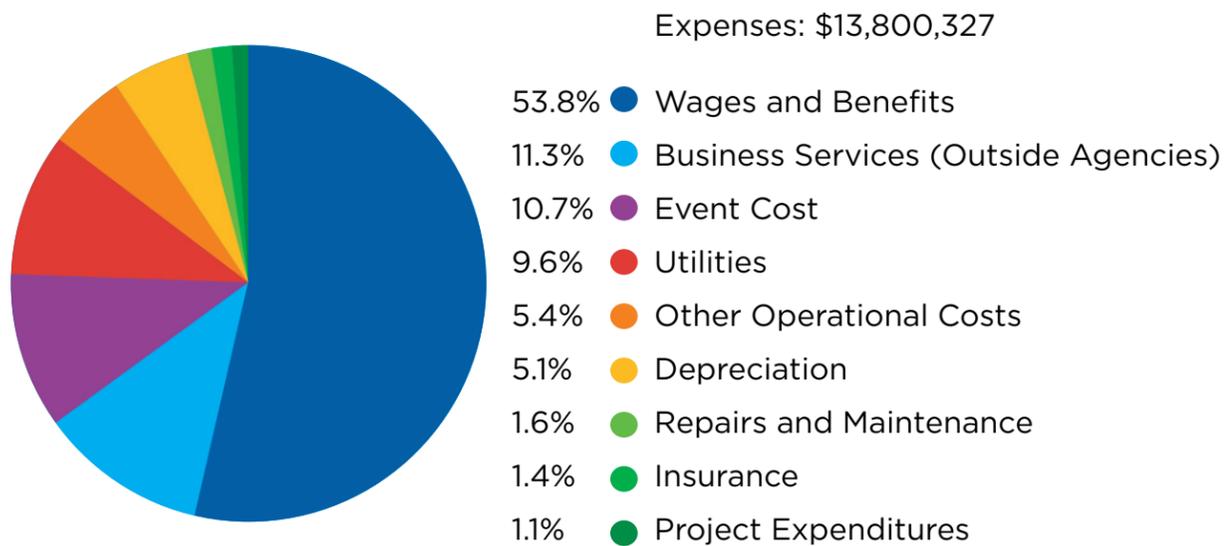
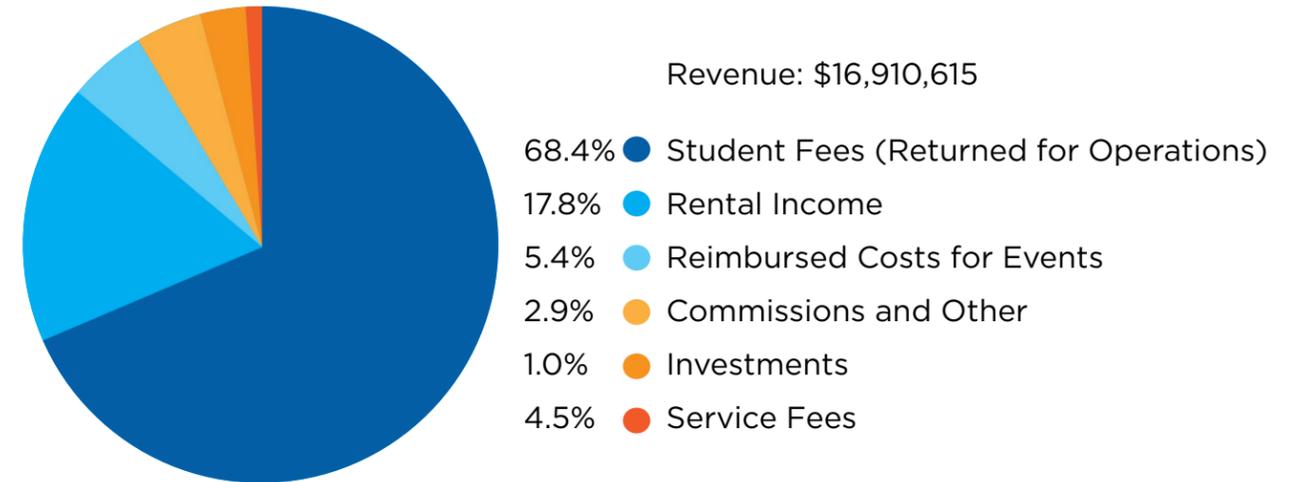
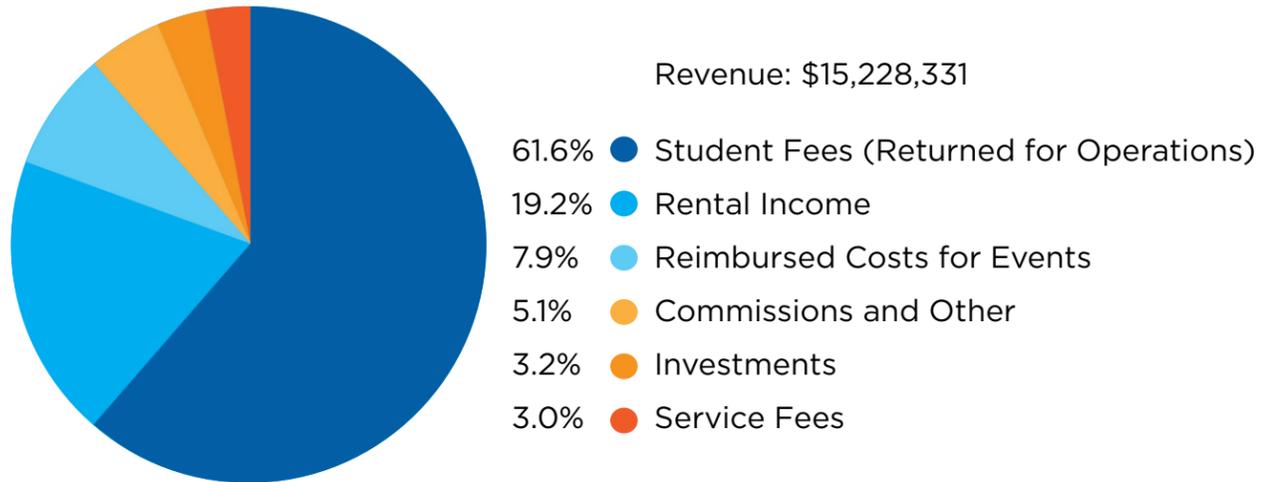
The Student Union of San José State University is a California State University auxiliary organization that manages and maintains three major facilities at the San José State University (SJSU) campus. The Student Union began operations at SJSU in October 1969 and became incorporated in March 1982. The facilities include the Diaz Compean Student Union, the Event Center, and the Spartan Recreation & Aquatic Center. The non-profit corporation has been in business for 50 years and receives no state funding. Revenue is derived from Student Union fees collected as well as revenues earned from various service fees and rental of the facilities. Students interact with the Student Union on a daily basis, either through the use of facilities or participation in sponsored events and programs. The Student Union also acts as a conduit to the greater campus community, who utilizes the various recreational facilities and attends the diverse concerts and events on campus.

Revenue and Expenses Comparison (continued)

Revenue and Expenses Comparison (continued)

FY 2018-2019

FY 2019-2020



Statement of Net Position

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2020 & 2019

ASSETS	2020	2019
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 1,532,502	\$ 904,307
Investments	5,529,175	2,678,047
Accounts Receivable	56,258	254,689
Receivable from the University	495	136,294
Prepaid Expenses and Other	127,338	131,294
Total Current Assets	<u>7,245,768</u>	<u>4,104,931</u>
NONCURRENT ASSETS		
Restricted Cash	-	25,000
Investments	7,242,179	7,220,271
Fund a Held in Trust	57,468	66,186
Capital Assets, Net	2,829,383	3,668,490
Total Noncurrent Assets	<u>10,129,030</u>	<u>10,979,947</u>
Total Assets	<u>\$ 17,374,798</u>	<u>\$ 15,084,878</u>
DEFERRED OUTLOWS OF RESOURCES		
OPEB deferred outflow	<u>\$ 300,000</u>	<u>\$ 243,796</u>

Statement of Net Position (continued)

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2020 & 2019

LIABILITIES & NET POSITION	2020	2019
CURRENT LIABILITIES		
Accounts Payable	\$ 340,765	\$ 1,088,347
Accrued Payroll and Related Expenses	507,556	736,341
PPP Note Payable	1,514,421	-
Other Accrued Liabilities	275,356	346,932
Total Current Liabilities	<u>2,638,098</u>	<u>2,171,620</u>
Net OPEB Liability	673,175	878,658
Funds Held in Trust Liability	57,468	66,186
Total Noncurrent Liabilities	<u>730,643</u>	<u>942,844</u>
Total Liabilities	<u>3,368,741</u>	<u>3,114,464</u>
DEFERRED INFLOWS OF RESOURCES		
OPEB deferred inflow	<u>\$ 599,604</u>	<u>\$ 477,686</u>
NET POSITION		
Investment in Capital Assets	\$ 2,829,383	\$ 3,668,490
Unrestricted:		
Board-Designated	497,820	1,280,404
Unallocated	<u>10,379,250</u>	<u>6,787,630</u>
Total Net Position	<u>\$ 13,706,453</u>	<u>\$ 11,736,524</u>

Full and complete audited financials are available at www.sjsu.edu/studentunion

Statement of Revenues, Expenses, and Changes in Net Position

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2020 & 2019

OPERATING REVENUES	2020	2019
Student Union Fees	\$ 11,564,085	\$ 9,376,315
Service Fees	762,225	461,827
Reimbursement of Event Costs	917,077	1,208,374
Rental Income	3,008,288	2,921,423
Reimbursed Wages and Benefits	348,544	510,167
Commissions	105,349	208,383
Other	31,200	59,461
Total Operating Revenues	<u>16,736,768</u>	<u>14,745,950</u>
OPERATING EXPENSES		
Wages, Benefits, and Payroll Taxes	\$ 8,064,982	\$ 7,423,266
Insurance	283,451	191,634
Supplies	414,225	397,710
Communications	202,602	199,845
Repairs and Maintenance	82,883	217,044
Utilities	1,700,230	1,321,442
Event Costs	1,134,780	1,475,405
Small Equipment Purchases	35,631	77,539

Statement of Revenues, Expenses, and Changes in Net Position (cont.)

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2020 & 2019

OPERATING EXPENSES (cont.)	2020	2019
Depreciation and Amortization	\$ 699,124	\$ 705,072
Business Services	1,894,928	1,559,359
Miscellaneous	51,520	75,766
Project Expenditures	376,330	156,245
Total Operating Expenses	<u>14,940,686</u>	<u>13,800,327</u>
Operating Income	1,796,082	945,623
NONOPERATING REVENUE		
Investment Income, Net	173,847	482,381
Increase Net Position	<u>1,969,929</u>	<u>1,428,004</u>
NET POSITION		
Beginning of Year	11,736,524	10,308,520
End of Year	<u>\$ 13,706,453</u>	<u>\$ 11,736,524</u>

The Student Union

The **Diaz Compean Student Union** is the *center of campus life*, supporting students through its state-of-the-art facility offering study spaces, lounge areas, eateries, campus services, and recreational events. Beyond its facility, the Student Union provides event services for student organizations and campus departments.



Administration & Operations

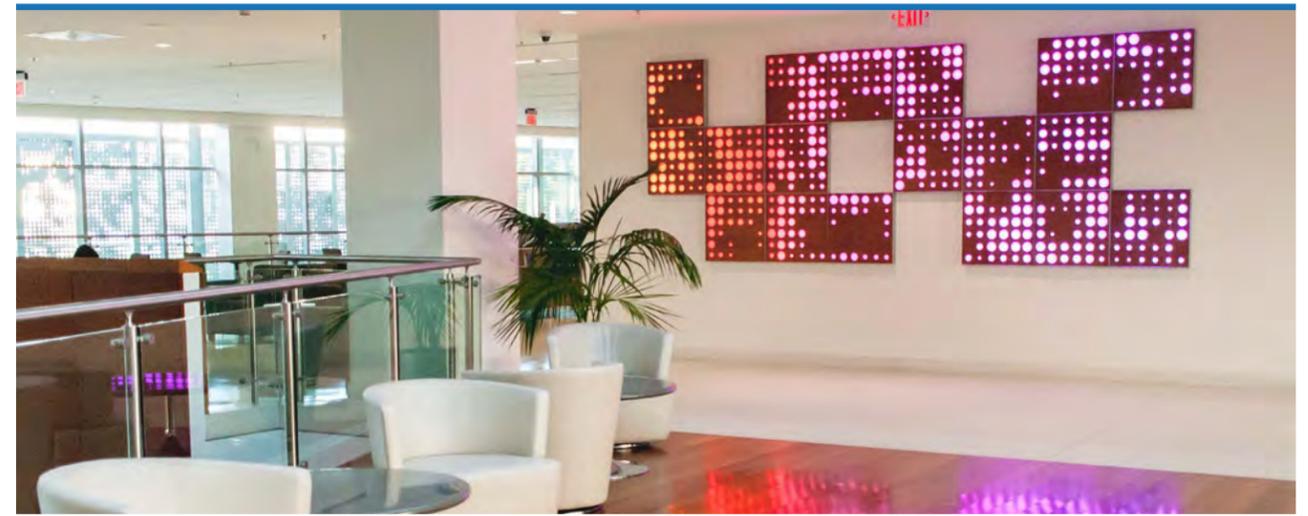
The Student Union (SU) Administration Department is responsible for daily operational and event activities within the Student Union building. The Student Union Associate Director oversees the work of the SU Event Services Department and, through the SU Operations Manager, oversees management and operations of the Student Union building. A dedicated staff of 8 full-time Operations Assistants, and 24-30 Student Building Assistants receive trainings throughout the year in proper cleaning processes, hazardous materials and communications, personal and customer safety, along with many other procedures and work diligently to provide and maintain a clean, safe, and comfortable environment for all those who enter the building.

The SU Associate Director maintains cooperative relationships with Union Square and Spartan Eats Catering, the Spartan Bookstore, Associated Students, the College of Professional and Global Education, and various Division of Student Affairs partners who operate spaces within the SU building. Critical to the operation and management of the SU building is the staff of 14-16 Student Building Supervisors who report to the Operations Manager, open and close the SU building daily, enforce building policies, perform event set-ups, coordinate emergency evacuations, ensure lessee partner satisfaction, and provide support for many other building functions.

Consistent with the Student Union's mission to support student development, the Student Building Assistant and Student Building Supervisor staffs are trained in a myriad

of skills that promote leadership opportunities and the ability to provide a high level of customer service. These opportunities lead to experience that will serve these staff members well in their pursuit of future post-graduate careers.

In addition, the SU Associate Director manages the SU Administration Office student staff to ensure delivery of quality service to both internal and external customers for the benefit of SJSU students and the campus community. The SU Administration Office staff continued to provide a valuable service to the University, maintaining the central Lost and Found site for SJSU during 2019-20, and handling lost and found transactions for all areas of campus other than the MLK Library and the SU Event Center.



Facilities and Maintenance

Overseeing the day-to-day maintenance of the Student Union, Event Center, and Student Recreation and Aquatic Center buildings, Facilities Maintenance provides support for every department and campus partner who operates within Student Union, Inc. facilities, including plumbing, painting, doors, hardware, domestic water checks, HVAC, and other building systems. Maintenance also works with construction teams and vendors to provide critical support during construction and during concerts at the Event Center or high-profile events in the Student Union.

Projects

- Power for the Chartwells' kiosk project, coffee maker, and two ice machines
- Retrofits to infrastructure to support a new pizza oven, changes to Taco Bell, Paseo Fresh, Arroy & Boba Power
- Supported CPGE, Chicanx/Latinx, AABSSC furniture moves, mounting equipment, added seismic bracing, drywall repairs, locker repairs
- Railing system installed for Chicanx/Latinx Center

Event Center

- HVAC System Maintenance
- AED inspect and service
- Fire system inspection for the quarter, bi-annual, annual, 5 year.
- Spartan Recreation and Aquatic Center

- Anti-Slip coating applied to Athletics pool storage room
- Damaged pipe repaired to stop groundwater intrusion
- Fire system inspection for the quarter, bi-annual, annual
- Pool Maintenance: monitor and adjusting pool chemicals, coordinating with chemical contractors to maintain supplies, adjust heating, cleaning pools, fixing mechanical system.

Student Union

- Major preventative maintenance on cooking exhaust system including the replacement of a large exhaust fan
- HVAC preventative maintenance and repairs on air handlers, fan coils, exhaust fans
- Plumbing repairs on toilets, sinks, enzymes, drains, water filters
- Sump pumps serviced twice during this fiscal year
- Repaired exterior doors and bathroom doors damaged during a break-in
- Meeting room partition preventative maintenance

Staff Development

The maintenance department trains operation staff and junior maintenance staff on the following topics: Ballroom & Meeting Room Partition Usage, Fire Panel Operation, Test Scissor Lift Operation, Painting and Plumbing Repairs, and Aquatic Center Maintenance.



Information Center and Marketing

Located in the center of the building in the interstitial space between Subway and US Bank, the Information Center offers an easily accessible point of contact between students, faculty, staff, the community, and the university. Information Center staff are trained to be welcoming and courteous, but above all, knowledgeable, answering questions on everything ranging from academic resources to best dining locations on campus. The Information Center does an excellent job of offering valuable up-to-date information and they proved to be a valuable point of contact for questions regarding departments, change in hours, events, and campus services.

Marketing

The Student Union Marketing Team ventures through campus, downtown San Jose, and beyond to distribute flyers, put up posters, and interact directly with students and the community. They head into downtown to put up posters for nearly every Event Center concert and can regularly be seen outside engaging students about Student Union events, programs, and services. These efforts help keep students engaged on campus, drive participation in programming, and maintain the positive image of the Student Union, Inc.

Sudent Highlight Zainab Nisa



“Working at the Student Union has been an invaluable experience for me. I’ve been working as a Technical Writer for over a year now and I’ve gained so many interpersonal skills, technical skills, and marketing experience. As someone with a passion for writing, I was really able to shine through and learn how to create engaging marketing copy that the entire campus community will see. I learned how to work with content management systems and I picked up a lot of on-the-job event marketing experience as well. Throughout my time at the Student Union, I’ve been granted so many opportunities for personal and career growth, and for that, I am so very grateful.”



Graphics

Creating everything from signage to collateral packages spanning multiple print and digital mediums, Graphics is a complete advertising, design, and publication department within the Student Union, Inc. Graphics creates numerous marketing materials to be distributed within the Student Union, including brochures and flyers, sunglasses, mousepads, stickers, and more. They are the brand designers who craft the image of the company.

Highlights

The leading sources of work were marketing materials for Student Union Events, marketing and informational materials for the Event Center, and signage and technical materials for the Student Union building. Posters, digital pieces, and other assorted handouts are created for each event within each department. The largest single source was Student Union Events, which hosted over three dozen events, leading the creation of over 100 pieces of marketing material. Additionally, Graphics also produced monthly and semesterly calendars for events occurring inside the Event Center and events within Student Union Events programming.

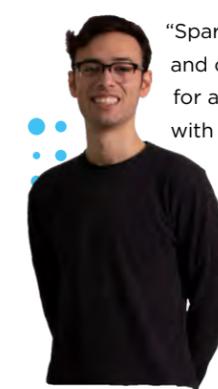
Department Transition

In January 2020, the Student Union Graphics team merged with the Spartan Recreation Web, Social Media, and Marketing Team to create one cohesive branding team and image across all Student Union facilities. The transition enabled better communication and marketing efforts across the Spartan Recreation and Aquatic Center and Student Union. Additionally, the transition into one department allowed for better collaboration efforts and resource utilization.

Looking Forward

The Student Union Graphics department is expanding their focus from digital and print marketing materials to video content, analytical marketing, and an upcoming website redesign.

Sudent Highlight Mateo Garcia De la Quintana



“Spartan Recreation has provided me with skills and connections that I know that will last me for a lifetime. I am grateful for the opportunity with the Marketing Department. I was able to expand my creativity and work with a team that understood what students wanted to see and hear. One of my favorite parts was getting creative and bumping heads of ideas with my team. The future of the SRAC is so bright when it comes to working with students. With amazing marketing & advertising skills, any student on this team will have work that will be seen by other students.”

A wide-angle photograph of the Provident Credit Union Event Center. The arena is filled with rows of blue seats, facing a stage area. The stage is lit with bright blue spotlights, and there are several large pillars with circular logos in the background. The ceiling is high and features a complex network of metal trusses and lighting rigs. The overall atmosphere is professional and ready for a large-scale event.

Provident Credit Union Event Center

The **Provident Credit Union Event Center** is the biggest source of entertainment on campus with a ***multimillion-dollar complex***. It can hold over 6,000 people and regularly hosts on-campus events, athletic events, and off-campus events including concerts, wrestling, notable speakers, comedy shows, and more. In 2019, the Event Center hosted and sold-out famous comedian JoKoy's Just Kidding World Tour event with 4,834 tickets sold.



Provident Credit Union Event Center

As a major concert and sporting venue in Northern California, the Provident Credit Union Event Center at SJSU brings a wealth of entertainment to the university, enhancing campus life. The premier venue hosts a variety of entertainment from big names in music and comedy to theatrical productions and cultural shows, community conferences and competitions, university sporting events, and graduations, commencements, and celebrations.

Provident Credit Union Partnership

In the summer of 2019, San Jose State University and Provident Credit Union forged an \$8.1 million, 20-year partnership agreement to rename the Event Center at SJSU to the Provident Credit Union Event Center. The funds from this partnership will be used for continual improvements, upgrades, renovations, and maintenance to the Event Center in the years to come.

Major Events

2019		
JUNE 20		Casting Crown
OCT 05		Rahat Fateh Ali Han
OCT 10		Waka Flocka Flame Sage the Gemini
NOV 15		WWE Nxt
2020		
FEB 13		Stray Kids

Sold Out Concerts

2018		
APR 26		Jonathan Lee
2019		
JULY 12		Dude Perfect
OCT 12		Jo Koy
OCT 19		Gryffin

Technical Services

Technical Services is a highly trained in-house production team involved in nearly all audio and visual needs throughout campus, apart from the Student Union Building and classroom demands. Technical Services events range from full-scale concerts in the Event Center to other organized large-scale and smaller events around campus. Technical Services assists not only the Event Center with production, but also the entire university. Technical Services handles production for Spartan Athletics, as well as major campus events including Fire on the Fountain.

Box Office

As a complete ticketing solution, the Box Office prints tickets for all concerts and shows in the Event Center and works with other departments and student groups to provide ticketing for their events. The Box Office coordinates student-only presales, special ticket prices, and ticket giveaways all while providing quality customer service to all.

Staff Development

In January 2019, Event Center Box Office Supervisor, Joei Feke, visited the INTIX Annual Conference & Exhibition for Ticketing Professionals and Box Office Operators.



JoKoy

Just Kidding World Tour



4,834 tickets sold



WWE Nxt

NxT Live



1,613 tickets sold

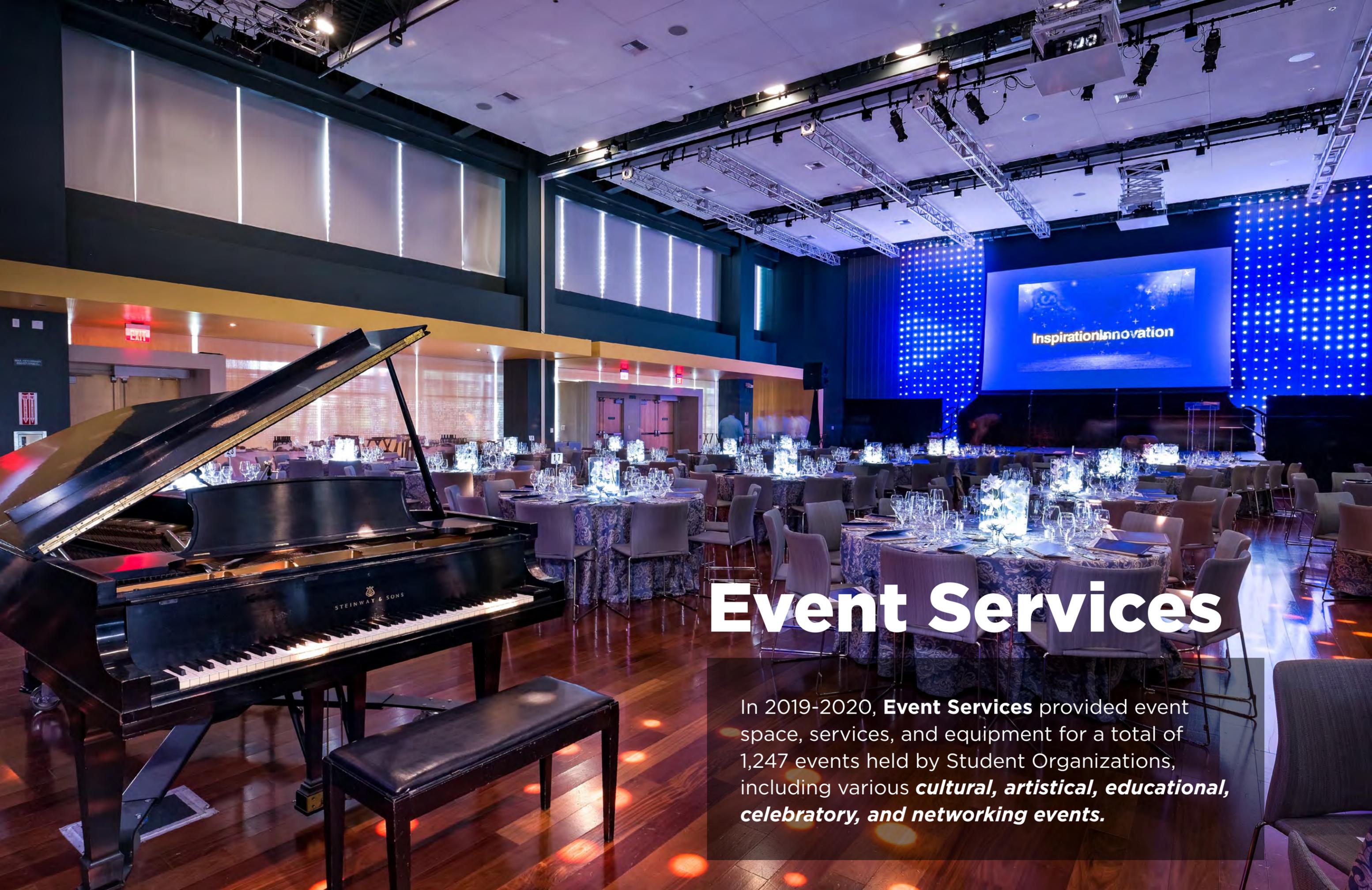


Spartanfest

Waka Flocka Flame and Sage the Gemini



4,257 tickets sold



Event Services

In 2019-2020, **Event Services** provided event space, services, and equipment for a total of 1,247 events held by Student Organizations, including various *cultural, artistic, educational, celebratory, and networking events.*



Event Services

The Student Union Event Services department provides scheduling, event planning and coordination as well as set up and operation of audio-visual technologies for all events occurring at the Student Union. Event Services provides a unique event space with a 16,400 square ft. Ballroom, 9 meeting rooms and a 312-seat Theater. We partner with Student Organizations, Campus Departments and Off Campus groups to give the best event experience for our customers and their guests. Our goal at Event Services is to provide top notch quality facilities and event production services. We execute all various types of events from a small meeting of 5 to a large conference for 750 plus. Event Services planned and executed 2,013 events with a total of 109,228 attendees in 2019-2020. However, our event season was cut short due to the pandemic in March, where we were forced to cancel events mid-March 2020 through June 2020.

Highlights

Most events were hosted by Student Organizations for a total of 1,247 events of various cultural, artistic, educational, live performances, celebrations, business and networking events. The Student Organization event highlight this year was the Science Extravaganza, with up to 750 people in attendance. Young students from elementary and middle schools came to listen to keynote speakers talk about their experiences in related fields in the Science, Technology, Engineering and Mathematics industries and participate in workshops with volunteers from the STEM industries. The event is held to inspire youth from all communities across San Jose, to excel within the Jay Pinson STEM Education Program and to encourage the young students to explore their interests within STEM.

Projects

Event Services has been working on various projects this year to include updates on Reservation Request forms for all our event space inside and outside of the Student Union as well as updating Policies and Procedures in order to provide online reservation forms for our clients to access. The updates of our various forms and policies for scheduling events at the Student Union will streamline our scheduling processes for clearer communication between the Event Services department and our customers. We are also working with our Graphics and IT team to provide our customers with the ability to request their reservations for their events online.

Programming

Center for Inner Resources Development North America – Global Bhagavad Gita Convention The Bhagavad Gita addresses any individual who seeks clarity, contentment, and knowledge to navigate the unpredictable vicissitudes of life. This client had a lot of details regarding their event with a full program of various key note speakers and panel discussions. The event was also recorded for documentary purposes

VPSA – Division Holiday Meeting (Harry Potter theme) This event is held yearly, but this year was special because the client wanted a “Harry Potter” theme for their event, which was a new challenge for the Event Services AV team, but the SUAV team did a tremendous job on the lighting and visuals for the event. It was a sparkly and glowing event that was enjoyed by all.

Office of the President – Apple We were contacted about this event with less than a week’s notice due to the fact that a very high profile person would be speaking at this

event and the client was not allowed to say who it was. Under short notice, we were able to pull it off without a hitch collaborating with Apple’s event managers and their AV Technician staff. The speakers were Tim Cook and Malala Yousafzai who joined SJSU president Mary Papazian with a discussion about Apple’s partnership with the Malala Fund, which aims to provide secondary education to girls who would otherwise be unable to attend school.

Athletics – NLI Signing Day This event is held yearly for the “Signing Day Celebration” whereby the unveiling of the Spartan football recruiting class takes place. This year the event included a silent auction, private reception and program. Coach Brennan moderated a panel with three of San Jose’s greatest quarterbacks of all time; Jeff Garcia (’91-’93), Mike Perez (’86-’87) and David Fales (’12-’13). It was a fun and exciting night for the SJSU Athletics and Football team.

Student Union, Inc. – eSports Exhibition & Tournament Club Sports and Student Union, Inc. Events collaborated to put on an all-day eSports event from 10 AM -1 AM, with the Event Services AV Team and Event Center Production Crew working together to create a video game competition set-up, with an exhibition-style display for viewing within the Student Union Theatre, and an outdoor 12 by 12 viewing screen in the Courtyard. The event was also live streamed so that viewers at home could watch the tournament.

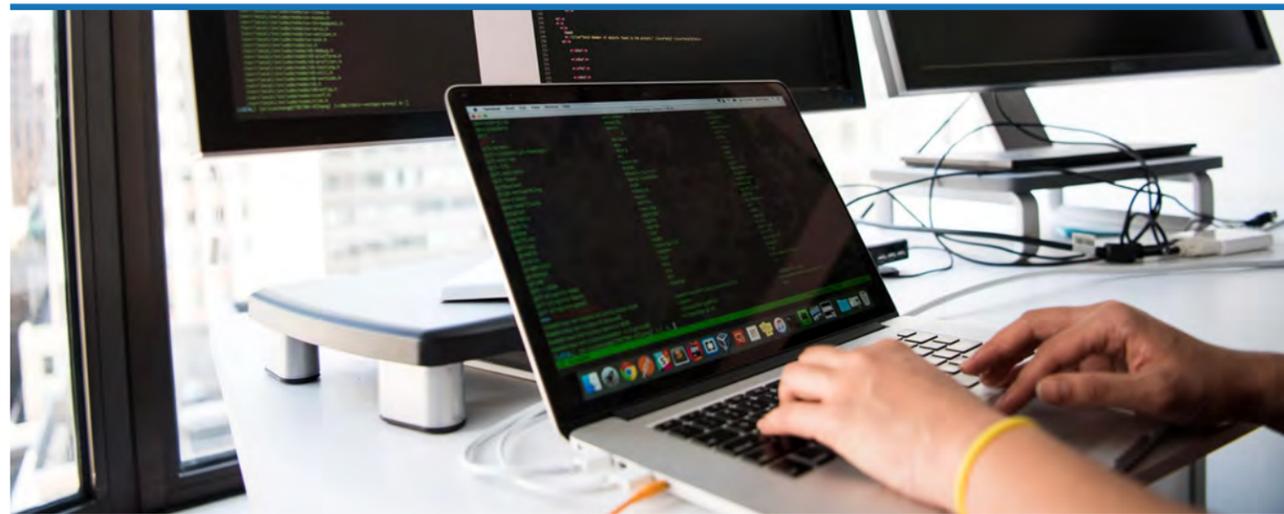
Staff Development

Event Services worked on updating training materials and guidelines for the Ballroom, Theater and Meeting Rooms as well as focusing on specific AV equipment technical training guides for our AV Technicians. The Event Services Office Training Guide for our Student Office assistants was

also updated to better instruct them on all the various scheduling responsibilities and customer service practices. The ES team worked on updating the training instruction sessions to include power point presentations and live demonstrations on how to operate specific AV equipment for various event spaces within the Student Union.

Looking Forward

Event Services focus this year was to upgrade all of our processes for scheduling reservation services and preparation for meeting with our clients as well as updating all of our reservation request forms, policies and procedures to enhance our customer service experience as well as streamline our operations for better communication with our partners. We are improving our knowledge and technical services for video conferencing and live streaming events for virtual communication as we know that this type of technology will be utilized much more in the near future. We hope that with all of our improvements and upgrades that we will be able to enhance our customer experience and clearer communication as well as make the process of scheduling easier for our customers.



Information Technology

The Student Union IT Department provides technology services within the Student Union and across the services our department provides to students, faculty, and staff. Students, faculty, and staff use the services IT deploys at Event Services, Spartan Recreation and Aquatic Center, Bowling Center, and more. By maintaining a secure corporate infrastructure, our systems provide reliable and confidential electronic data transfer. Student Union IT partners with university departments and central IT, to address general technology concerns and improvements. The IT Department works collaboratively to discuss & employ common security best practices, allowing the Student Union to focus on its own unique services. Ongoing collaborations include assisting campus departments and the SJSU community with system upgrades and troubleshooting.

Highlights

Support Tickets

Throughout the 2019-2020, 197 support tickets were completed, not including projects and preventative maintenance. 96% of respondents indicated their request was fully resolved. A 3% increase over the previous year.

Genetec Camera Server Upgrade and Migration

The Genetec Camera Server underwent a major upgrade and migration to maintain compatibility with newer client versions on UPD workstations, expand existing storage capacity, and extend resource utilization. Along with Genetec, the Student Union IT Department configured and deployed a brand new, physical server with a faster processor and increased storage space to over 72

Terabytes. The increase in storage space improves storage capacity and retention ability (i.e. archiving CCTV camera feeds for future use by SUI departments, Building Ops, physical security, and the campus community at large). This project includes creating and configuring a total of 3 new virtual servers that are to operate as Archivers which handle CCTV video storage.

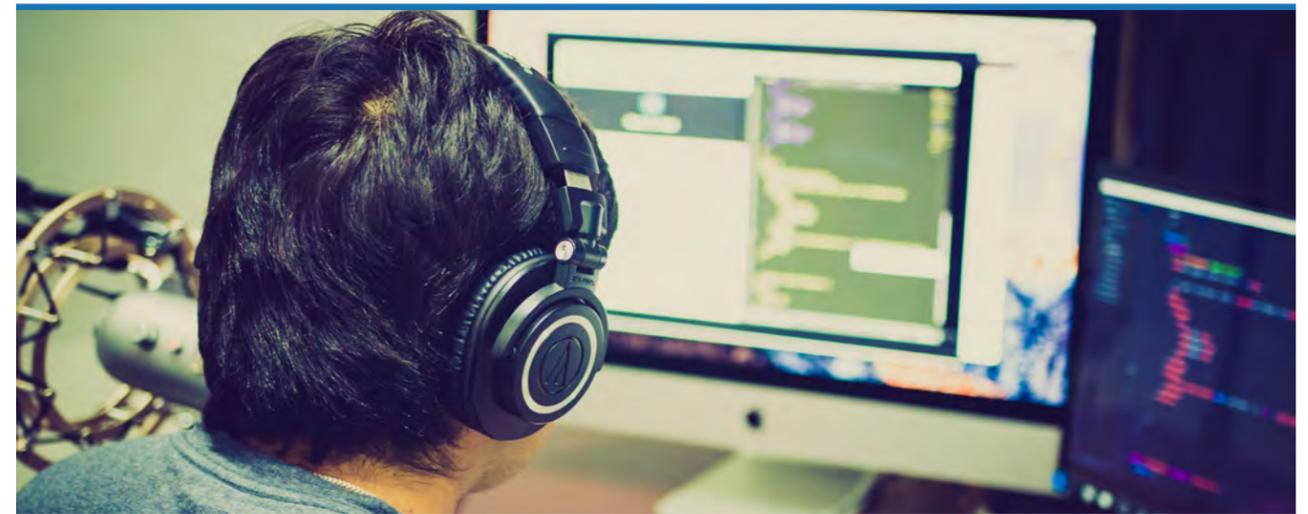
COVID-19 Work at Home Migration

During the COVID-19, there was an urgent need to keep students and staff safe from the spread of this virus that proved to be highly contagious and deadly. The Student Union IT group quickly mobilized and assisted staff with working off-site. Tasks performed include the following.

- Configured computers for remote access
- Trained staff on how to access resources using VPN and Remote Desktop
- Change permissions to allow staff to gain access to these resources

Spartan Recreation and Aquatic Center Scoreboard

Upon the completion of the Spartan Recreation and Aquatic Center, there was a need to refresh the scoreboard system at the Competition pool, used for several sporting events including Women's Swimming & Diving, Water Polo and Men's Water Polo. Student Union IT staff configured the system to meet campus standards. In addition, the IT staff created training documentation and labeled components to make it easier for staff to deploy the system during games. In-person training was provided to ensure the system would work as designed and to provide customers with an enjoyable experience.



Projects

- Configured new Windows Server Update Service server to streamline process of updates and hotfixes for Microsoft products to computers in a corporate environment.
- Configured and deployed new micro PCs to SRAC to provide Digital Signage throughout the building, allowing for distribution of important programming, policies, and Student Union information to entire campus community as they visit the SRAC facility.
- Deployed JAMF, an Apple Device Management solution for enterprise.
- Revised internal IT policies and procedures to improve clarity, depth, and scope.
- Updated IT reference documentation on Confluence
- Completed Windows 10 upgrade project

Staff Development

Student staff completed SUI internal training where each student was given manuals on IT installation procedures, instructions for pushing out security updates and troubleshooting computers. This training is followed up by hands-on training.

Student staff completed online CSU Learn courses pertaining to Data Security, Networking, Microsoft Windows 10: Supporting OS, Configuring Windows 10 Devices & Disks, and Configuring Windows 10 Devices: Networking

AOA IT Meetings: Discuss solutions for common security best practices, technology used on other campuses to support the auxiliary business units.

Staff members attended campus wide IT Meetings, learning sessions, IT Division meetings, annual 2-day Campus IT Summit, BigFix Patch Management Console Overview, JAMF Overview for Apple & mobile device management

Looking Forward

- Migrating Fusion application server to cloud-hosted architecture with Innosoft, allowing users access to new features, allowing SRAC staff to manage programming and memberships better with the Fusion platform
- Streamline employee onboarding/offboarding policy with HR and SUI departments so access to work resources can be easily changed and audited.
- Increase the storage capacity of our Network Attached Storage devices and configure them as additional backup repositories in order to comply with Disaster Recovery Plan and ensure that important SUI data is replicated across several mediums and locations.
- Upgrade server infrastructure to keep server systems and services from being rendered obsolete; Newer OS versions also provide new functions and capabilities to maximize server utilization.
- Install and start testing the use of VMware products on our servers; it will allow us to better manage our server systems and infrastructure.



Student Union Events

Student Union Events and Programs organizes and executes a wide breadth of events and programs catering to student engagement, diversity, inclusion, the campus community, and Spartan Spirit. These events and programs are organized to attract a campus-wide audience and uses student feedback to improve existing events and create collaborations with campus partners to meet student needs and interests. Student Union events and programs enhance the student experience before, between, and after classes to create exciting, fun, and sometimes relaxing breaks to create a balanced student experience.

Highlights

- 24 Unique Programs and Events Offered
- Over 6000 Student Attendees
- 4 Movie Events
- Aladdin (2019)
- Us (2018)
- Spiderman: Far from Home (2019)
- Harriet (2019)
- 7 Live Music Events
- String Beans Experience
- Jonah Cabral Trio
- Addison Rifkind Trio
- Life Size Models

- 2 Game Events
- 2 Dance Events
- 2 DIY Activity Events
- 2 Legacy Events
- Student Union Open House event
- Student Union's 50th Anniversary Celebration event

Programming/Events/Offerings/Usage

The Student Union Events & Programming Department created key events that recur from year to year such as the Live Music and Movie Events. Through collaboration, the Department introduced several new events such as a roller skating event, two dance party events, and a video game pop-up event.

- This is How We Roll: A roller skating event with 90's and early 20's dance music and unlimited kettle corn flavors to welcome students back to campus.
- Open Mic Night: A partnership with MOSAIC Cross Cultural Center and periodic collaborations with the student centers in the Student Union, in which students could freely take the stage to show off their vocal talents, poetic works, and other forms of free speech in front of peers. Periodic collaborations also offered students an opportunity to hear from guest speakers and engage with each other to make new connections on campus.
- Night Market: A street market style event, in collaboration with Student Involvement and Associated Students, offering free t-shirts, live screen printing, music, and food to over 1500 students.

- All That! 90's Throwback Hip-Hop Dance Party: A themed dance party, in collaboration with Associated Students and MOSAIC Cross Cultural Center, offering a space for students to relax, unwind after midterms, eat food, and dance in the Student Union Ballroom to 90's throwback hip-hop songs.
- Marvel Trivia Night: A Marvel themed trivia event, hosted by Risky Quizness, where students were put into random teams, played two rounds of trivia, and competed for prizes.
- Video Game Pop-Up: A video game truck pop-up event, in collaboration with Student Involvement, where students got to play a variety of games on various gaming consoles and enjoyed free snacks and beverages.
- Silent Disco: A dance event, in collaboration with Student Involvement, where students were able to listen to three different channels on wireless headphones, dancing to their favorite songs while enjoying free pizza from 4th St. Pizza and mini donuts from T's Mini Donuts.
- Student Union Open House: 2,500 SJSU students attended our annual Student Union Open House. This event strives to help students familiarize themselves of the various departments and services located in the Student Union facility.
- Student Union's 50th Anniversary Celebration: In 2019 the Student Union celebrated 50 years of contributing to SJSU students' educational journeys. In November 2019, the Student Union hosted an event for all students, faculty, and staff, where we had 2,500 attendees. The celebration showcased the Student Union's history and contributions to the campus over the last 50 years.

Looking Forward

What plans does your department have for the future? Are there any specific projects, upgrades, or events that will be happening? What are the future aspirations and hopes for the department?

For the 2020-2021 year, we have a line up of movie nights, music at noon series and a variety of other collaborative events with various departments like Campus Recreation, Student Involvement, Athletics, and the Veteran's Resource Center to name a few.



Student Union Events



Family Movie Night
"Aladdin"



Live Music at Noon
"The String Beans Experience"



Game Truck
"Video Game Pop Up"



Dance Event
"All That! 90s
Throwback Hip-Hop
Dance Party"



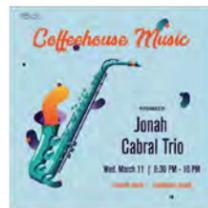
DIY Event
"Snow Day Kick-Off"



Legacy Event
"Diaz Compean Student
Union Open House"



Movie Night
"Us"



Coffeehouse Music
"Jonah Cabral Trio"



Movie Night
"Harriet"



Live Music at Noon
"Lifesize Models"



Game Night
"Marvel Trivia
Night"



Dance Event
"Silent Disco"



DIY Event
"Hot Cocoa & Coloring"



Legacy Event
"Diaz Compean Student
Union 50th Anniversary"



Movie Night
"Spider-Man
Far From Home"



Live Music at Noon
"Addison Duo"





Human Resources

The Student Union Human Resource group is passionate about fostering the talents and aspirations of others, enabling them to be their best and contribute to our culture of excellence. We are a resource for engaging and educating, growing and thriving, connecting and contributing, and rebuilding and renewing.

Engaging and Educating

Human Resources strives to engage and educate the entire workforce, both full time staff and students alike, through numerous events and programming:

- Help Them Grow or Watch them Go: a communication training workshop for full-time staff
- June - August 2019: English as a Second Language (ESL) classes
- August 2019: Supervisor training was conducted to focus on individual growth opportunities and tactical HR practices along with interview training and conflict resolution.
- A special staff appreciation event was held.
- Student Union Human Resources also collaborated with University Personnel on the Benefits Fair and Flu Shots.

Growing and Thriving

- Spring Orientation - An all company event was held for 2 hours talking about the strategic direction for SUI
- Rolled out CSU LEARN Training to all 56 full time employees and 31 part time non-students. 70% of managers have completed training and 40% of employees.
- Updated hourly rate for 70 Student employees on Jan 1st to accommodate San Jose City's minimum rate increase.
- Under ORD. NO. 29829, the San Jose City Minimum Wage increase was announced. Starting 1/1/2020 minimum wage will be \$15.25 per hour.
- Transitioned 37 Work Study students to ADP payroll due to funding for Student Union
- Recruitment of new employees as well as new SJSU students



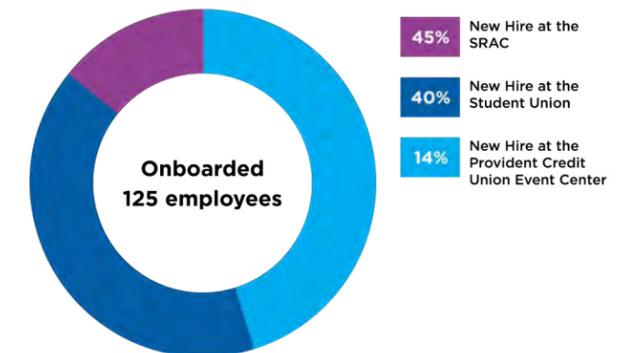
Connecting and Contributing

The Human Resources team volunteered throughout the semester at various Student Union events as well as SJSU community, educational, and celebratory events.

- Ask Me Tables
- SU Pumpkin Carving Contest - Coordinated contest for all employees, with 21 teams that participated.
- Ronald G Lohr Scholarship planning
- Victory Pep Rally
- Career & Job Fair
- Homecoming week events: New Student and Family Programs; AskMe Tables; SHRM; Staff Bowling; Tailgate; Career Center events; ASI events

Rebuilding and Renewing

- Turnover: 205 student employees and 11 full time staff that transitioned out of the Student Union.



- As the university transitioned into COVID-19 Shelter-in-Place Guidelines, the Student Union continued to pay several of its student employees from the March closure of the building throughout the end of the semester, supporting students through a critical time.

Spartan Recreation and Aquatic Center

The Spartan Recreation and Aquatic Center took the stay-home pandemic as an opportunity to expand its virtual programming, offering a variety of engaging classes, programming, and events to keep students moving no matter where they were. In addition, when students were still on campus, group fitness numbers increased by over 1,400 participants and SRAC Membership had a 140% increase compared to last year.





Fitness and Wellness

Part of being a Spartan means activating both the mind and body. Fitness and Wellness provides events, programs, and training to help students meet their goals, bettering themselves personally and professionally.

Highlights: While this year's shelter-in-place brought a new set of challenges, it also brought new opportunities for growth. In Spring 2020, Fitness & Wellness launched its virtual fitness program, made possible by fitness instructors teaching classes from their homes.

While we were still on campus, group fitness numbers increased by almost 1,400 participants (from Spring 2019 to Fall 2019). Fall 2019 generated \$15,890 in Personal Training Revenue, with over 50 people on the waitlist due to high demand for training.

Programming/Events/Offerings/Usage: Fitness & Wellness offers more than 100 hours of fitness classes per week while on campus, from Aqua to Zumba. During shelter-in-place, we shifted to virtual programming to keep students active and moving wherever they are.

In Fall 2019, the annual Rec the Night event gave students the opportunity to participate in different activities and learn more about fitness programming. During Spring 2020, Spartan Recreation has also been hosting webinars as part of orientation so students have a chance to learn about the facility and what programs and services we have to offer.

Staff Development: By working at the SRAC, students can build professional skills and relationships that will benefit them during their time in college and beyond. In

order to maintain excellent student-centered staff and knowledgeable employees, Fitness & Wellness conducted a variety of workshops throughout the year. Staff development is also facilitated through group activities and team building exercises during staff meetings throughout the semester.

Looking Forward: In January, Spartan Recreation hired a Fitness and Wellness Coordinator to run fitness programming and development, and in July, the Spartan Recreation and Aquatic Team got a new Director. As a new virtual semester approaches, Fitness and Wellness is working daily to create new ways to keep students involved, healthy, and interactive through virtual platforms. A Fitness Challenge and Wellness Program are in development along with in-house personal training and group instructor courses.

Student Highlights: Gabi Trakhter



The Spartan Recreation & Aquatic Center has held a special spot in my heart since before it opened. Initially, I was just a student looking for a job that related to my interests and career, but after over a year of working in the SRAC, I have developed many skills and life lessons. I learned what it meant to broaden my horizons and challenge myself. Originally starting as a Fitness Floor Attendant, I quickly learned how to manage my time to fit school, work, and extracurriculars. Here at the

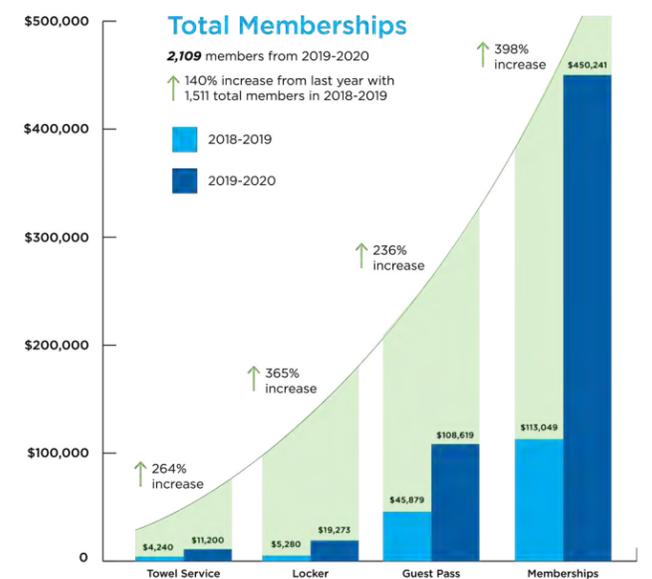
SRAC, I learned how to embody professionalism, learning how to make connections with staff members and patrons that provide opportunities to learn.

My drive and passion for exercise eventually led me to apply to be a personal trainer. I challenged myself to learn through not just my job but through all our patrons, coming into the gym with different backgrounds and goals. I was ecstatic to be teaching myself and others new things about exercise and fitness. My determination to continue learning has allowed me to not only better myself, but others' lives too. Continuing to challenge myself now has allowed me to incorporate work with play by teaching virtual fitness classes, another thing I never pictured myself doing.

Working with SRAC has challenged and pushed me in ways I never imagined. I love educating and motivating individuals through exercise. I use the skills I learned at SRAC into my everyday life, constantly researching how to better myself as a trainer, as an employee, and as a student.

SRAC Guest Services

SRAC Guest Services is dedicated to assisting our students, faculty/staff, and visitors with access through memberships and guest passes. Our Guest Services Attendants are here to provide information regarding programs and top tier customer service on behalf of SRAC and the Student Union, Inc. During 2019-2020, we focused on assessing the building's strengths and our policies as it would have been our first full year in SRAC. We accomplished this by increasing our memberships and our overall revenue by 349%.



Programming/Events/Offerings/Usage: Guest Services offered numerous tabling events throughout the Fall and Spring semester get the SJSU community acquainted with our facility and programs. The SRAC participated in general tabling at the Graduate Resource Fair, New Student Orientation, and tabling inside and outside the facility.

Staff Development: During the fall semester, we launched the Student Development workshop series. The goal of this series is to provide a workshop once a month for our student staff that focuses on a professional and personal development topic. On October 18th, we partnered with the Career Center to host an Internship Prep & Search workshop. We had 20 students attend and they learned about strategies for finding internships, utilizing job search.



websites such as LinkedIn, and the different services that the Career Center provides. Our December workshop focused on rest and Relaxation techniques led by the Student Wellness Center had to be postponed due to scheduling constraints.

In February, we officially held our second workshop called Budgeting 101. This workshop was led by Financial Educators from Sacred Heart Community Service and they taught our students about how to create a budget and tips for getting out of debt. Due to COVID-19, we had to postpone our workshops in March and April led by the Career Center on Resume Tips and Networking & LinkedIn.

Looking Forward: We are looking forward to increasing training and development for the Guest Services student staff that will focus more on preparing them for life after SJSU. This will include professional skills as well as life skills that are not normally taught in the classroom setting.

Student Highlights: Zariah Williams



My name is Zariah Williams and I am currently a 4th-year student at SJSU, studying kinesiology. I began working at the SJSU Spartan Recreation and Aquatic Center in January of 2018 with Guest Services. Also, I am one of the program assistants for the SRAC Guest Services Coordinator, Schafaris Turner. While working

with Guest Services, one skill that greatly improved is my ability to create interpersonal interactions and relationships with pro staff, co-workers and patrons. It is important for individuals to have good interpersonal communication skills in various aspects of life, not just the workspace, especially being that human interaction is an inevitable factor in life. As an SRAC employee who works under Guest Services, being able to effectively communicate with individuals, while being welcoming and personable, is essential in order to properly do our job. Guest Service Assistants are considered the 1st line of assistance for patrons. We are constantly interacting with individuals whether its answering questions, making a purchase, giving tours, providing patrons with SRAC information, greeting patrons, etc. Hence, why being able to create a pleasant, interpersonal interaction or relationship with individuals (e.g. patrons, coworkers, loved ones, etc.) is essential in the SRAC workspace as well as life, because you should always be able to properly and respectfully communicate with people.



Outdoor Adventures and Climbing Wall

Outdoor Adventures enriches the student experience through excursions and trips into the great outdoors. Research shows that students who participate in outdoor activities are better able to handle the day to day stresses of college life. Students who have explored California with OA can attest to the positive effects of outdoor programming and return for multiple trips. As of February 2020, we took 200 students into the outdoors on 18 different trips, programs, and teambuilding activities.

In April 2019, we opened the "Spartan Summit" Climbing Wall in the Spartan Recreation and Aquatics Center. In our first year of opening, 4,211 different students have gone through the safety orientation and regularly climb our 13-foot-tall boulder. Of those students, 405 of them have taken one of our in-person belay classes and are allowed to tie in and climb our 30-foot and 40-foot tall walls. The Spartan Summit has been a good outlet for students to not only get a good workout in between classes but to also connect and develop friendships with other students in the community.

Highlights: Opening the Spartan Summit Climbing Wall was by far the largest highlight of the year. For us to allow those 4,211 climbers mentioned above to climb at our wall, countless hours of work were spent behind the scenes to ensure that they had a safe and fun experience doing so. We hired and trained 17 student leaders to not only to become excellent climbers, but to also manage the safety of all participants and facilitate a welcoming community where students would feel encouraged to challenge

themselves in a supportive and inclusive environment. In addition to the staff, daily procedures, marketing plans, and operations had to be developed, equipment had to be ordered, risk management plans had to be created, and curriculums had to be designed for our safety orientations and climbing classes.

Within Outdoor Adventures, we saw a 36% increase in participation on our trips from the previous year and introduced two new trips to our assortment including a backpacking trip to Desolation Wilderness and a "volcano themed" camping trip to Lassen National Park. We additionally partnered with the African American/Black Student Success Center to participate in the National Brotherhood of Skiers event in Lake Tahoe, and partnered with the Educational Opportunity Program to run some teambuilding programs and invited their students to climb on our wall. We are looking forward to continuing our partnerships with these groups as well as other campus organizations moving forward.

Programming

Outdoor Adventures

- Hiking in Pinnacles
- Water Rafting
- Camping in Big Sur
- Backpacking Yosemite
- Kayaking Elkhorn Slough
- Hiking at Año Nuevo
- Surfing in Santa Cruz
- Camping in Yosemite
- Skiing/Snowboarding
- Mountain Biking in Santa Cruz
- Snowshoeing in Yosemite
- Camping in Lassen
- Backpacking in Desolation
- Kayaking Elkhorn Slough



- Hiking at Año Nuevo
- Mountain Biking in Santa Cruz
- Surfing in Santa Cruz
- Snowshoeing in Yosemite
- Camping in Yosemite
- Camping in Lassen
- Skiing/Snowboarding
- Backpacking in Desolation

Climbing Wall

- Halloween
- Women's Climb Nights
- Freshmen Orientation
- Adaptive Climbing

Staff Development: Both our Outdoor Adventure Staff and Climbing Wall Staff are extensively trained in outdoor technical skills, risk management, emergency management, leadership, and communication. We take the physical and psychological safety and wellbeing of all of our participants very seriously while also facilitating fun and welcoming experiences to all students regardless of their experience level or background. All student employees also complete CPR and First Aid training, and all five of our climbing wall supervisors have completed their "Climbing Wall Instructor Certification" through the American Mountain Guide Association. Beyond operational skills, we place a heavy emphasis on career development beyond the Climbing Wall. Students learn essential transferable skills including communication, giving and receiving constructive feedback, navigating different learning styles, and leadership skills in the workplace and community.

Looking Forward: Despite the challenges that have arisen throughout the COVID-19 pandemic, we are eager to kick off the Fall 2020 semester through a variety of fun and interactive virtual programming. Connecting with other students and the environment is just as important now as always, and these virtual programs are designed to allow students to continue building new friendships and learn how to recreate responsibly.

In addition to these virtual programs, we are in the process of designing an assortment of on campus workshops that will allow students to learn new skills such as how to use a map and compass or fix a flat tire on a bicycle. Simultaneously, we are also working on putting together an equipment rental program that will allow students to rent tents, sleeping bags, and other outdoor equipment for their own personal adventures.

Opening the Spartan Summit Climbing Wall was our largest project in the 2019-2020 academic year, and we are still learning about and improving upon this program every day. We are in the process of developing three new climbing classes and a variety of different events designed to invite SJSU students from all backgrounds to join us and give climbing a try.



Club Sports

Club Sports supports all non-varsity intercollegiate athletics at San José State University with an emphasis on leadership development to enhance the college experience of students. The program provides the opportunity for students to join a competitive team and compete as Spartans against other colleges and universities. Club Sports comprises of 35 student-funded and student-organized intercollegiate teams competing in an array of sports and athletic competitions with skill levels ranging from recreational to the national elite. Students who otherwise would not have the opportunity to pursue competitive sports beyond high school can continue their passion for athletics while benefiting from the camaraderie and active student life within a team atmosphere. Participants gain knowledge and skills in their respective sports while building character and leadership skills to take with them after college and well into their professional lives.

Student Development

The Club Sports Administration provides support and advice for over 750 student-athletes of our 35 competitive, intercollegiate teams. Our teams competed in over 170 competitions locally and nationally and traveled over 53,000 miles. Club Sports is most proud of the opportunity it gives to students in their first leadership roles. This past year, 44% of presidents were filling the position for the first time. After conducting a pre- and post- assessment, presidents reported that they gained proficiencies in time management and communication, organization, leadership, and finances/budgeting. Similarly, 79% of treasurers were in their first year, and after the post-assessment, they reported gaining proficiency in finance/budgeting, organization, communication, leadership, and time management.

Esports Showcase

Club Sports, in partnership with Spartan Esports, hosted an esports showcase at the Student Union. The event began with tabling opportunities for student groups of the gaming community as well as outside vendors. Student organizations participating were Spartan Star League, Table Top Club, Smash Club, Game Dev Club, AR/VR Club, and Pokemon Club. The vendors that were in attendance were Patriot, SF Shock, Corsair. KSJS provided music and over 250 free tacos were given out to students on behalf of the Student Union. Kevin "Kebunbun" Hoang, Account Manager for Twitch, served as a keynote speaker for the event. There were close to 100 students, faculty and staff in attendance to hear about the amazing opportunities available to students and universities in competitive gaming around the world.

The main event of the evening was a 64-person, double-elimination competitive bracket of Super Smash Bros. Ultimate. After close to six hours of gameplay, the final came down to a showdown between "Bingsu" and the eventual champion, "SaNTa!!!". Over \$500 in prizes were awarded to participants of the SJSU student-only tournament. The event was a great success in large part to great collaborative efforts of multiple Student Union departments such as Student Union Presents, Event Services, Event Center, and Intramurals.

The October 2019 esports showcase kicked off a great relationship with Smash Club, San José State's competitive club for Nintendo's Super for Smash Bros. Ultimate. In early spring, the team qualified and competed in the 2020 Collegiate StarLeague Western Regional held in Seattle, WA at University of Washington.



Programming

Men's Ice Hockey hosted three teams in Las Vegas at SoBe Ice Arena for an intercollegiate showcase in the first weekend of December. Six games were played over three nights between San José State University, University of California, University of Cincinnati, and Northern Arizona University. It was the University of Cincinnati that proved to be the best team competing at the event as they went 3-0 on the weekend while justifying their #2 ranking in the Southeast region of the American Collegiate Hockey Association. Our Spartans unfortunately went 1-2. Their one win came against Bay Area rival, University of California.

Looking Forward: Competition for the fall semester is suspended due to COVID-19 concerns around travel. Club Sports is targeting a return to competition in the spring semester of 2021. The goal will be to create a safe environment through the development of policies and procedures that follow federal, state, county, and university guidelines. Club Sports is targeting October 2020 to begin physical practices using practice plans adapted with COVID-19 in mind.

Club Sports will have an opportunity to provide support to the development of intercollegiate esports with the current landscape of traditional sports. Esports has operated virtually since its inception and will continue to do so this season. Club Sports will focus on the development of live streaming and coverage through Twitch and will aim to partner with Intramurals to showcase other student competitions.

Club Sports will be moving its administrative office from Spartan Recreation and Aquatic Center back to Provident Credit Union Event Center. Club Sports will work towards housing a large majority of its team's practices and other operations under the same roof by using the building's existing recreational spaces.

Student Highlights:
Corey Semmelmayr



“Working for Club Sports was a tremendous learning experience for me. Balancing school, work, and life gave me real-world, time-management skills and helped me learn how to prioritize my time. I am extremely grateful to have worked at the Student Union for the past four years.”



Intramural Sports and Camps

Intramural Sports focuses on providing recreational and competitive programming for students mainly through sports and activities. IM Sports is committed to student development and learning among a diverse campus community and in preparation for a diverse and changing society. Our goal in providing this service is quality game play, good sportsmanship, and for student leaders to grow and learn within the program. We serve the SJSU campus and our students by working to inspire growth as leaders in collegiate recreation and challenge norms to awaken potential and change lives.

Highlights: In the school year 2019-2020, the Intramural Sports department focused on expanding our activities and outreach to the student community. The program was able to schedule and offer more varieties of activities based on additional facility space on campus with the new SRAC facility being open all year. The department was able to adjust scheduling and provide more offerings to students at desirable times. One of the biggest adjustments in the department this year was the ability to offer more programming during weeknights and times that students are heavily engaged with recreation.

In 2019-2020, 294 teams were formed by 2,125 unique participants, with a total tally of 536 games played across 25 unique sports and activities.

- Co-Ed activity and participation increased from Fall to Spring across multiple leagues within IM Sports.
- Held our first Indoor Soccer League in the MAC - with 36 teams, it was one of the bigger leagues of the Fall 2019 semester.

- Hosted our first Northern California officiating workshop in February 2020 for basketball officials. We hosted 7 different schools, 38 student officials, and 12 clinicians to create a day long basketball officiating clinic. Utilizing the SRAC and being able to host such a large event was a great accomplishment for the department and student development.
- Plans were in place to host first women's league in Volleyball, though plans were cut short due to Covid-19 guidelines.
- Coordinated our first all-star game for the Spring IM Basketball league, though plans were cut short due to Covid-19 guidelines.
- Two full time staff and three student officials traveled to Grand Canyon University in early March 2020 for the NIRSA Regional Basketball tournament. This was a massive development opportunity as the officials worked games for numerous teams across the West Coast and were strictly evaluated by officiating experts.

Projects

- Summer Camps: our department is working to develop a comprehensive summer camp program for youth ages 7-12 which will be hosted in the Spartan Recreation facilities. This camp provides opportunities for student leadership and exposes children to our campus and extracurricular learning opportunities.
- Virtual Offerings: Our department developed ESports programming for students, accelerated in part due to the rise of esports during the Covid-19 pandemic. ESports, along with other virtual offerings, will be a part of the program for the foreseeable future as we expand programming opportunities for students.



• Spartan Recreation Field at South Campus: The Intramural Sports department has assisted in the planning for a new recreation field at South Campus which is anticipating an opening in the school year 2020-2021. This field space will provide expanded program options for competitive sports which will assist to serve the SJSU student body and their recreational needs.

Programming

Intramural Sports offered (or planned to offer) the following program league and tournament options during the 19-20 school year:

- Basketball
- Volleyball
- Archery Tag
- Badminton
- Dodgeball
- Flag Football
- Indoor Soccer
- World Cup Indoor Soccer
- Softball
- Tennis
- Team Handball
- Wiffleball
- Outdoor Soccer

- Spikeball
- Floor Hockey
- Flag Football Tournament
- Beach Volleyball
- Softball
- Tennis
- Basketball All Star Game (cancelled two days before event due to pandemic)
- Rec the Night event (September 2019)
- Virtual Programming (Spring 2020) featured Esports activities
- FIFA 20, Madden 20, NBA 2k, MLB The Show, Rocket League

Staff Development

Along with the expansion of the Intramural Sports and Camp Program in September 2019, one full time professional staff member was hired along with 11 student staff members. Intramural Sports conducted intensive training programs throughout the year, including: Sport specific training; Conflict Resolution; CPR, First Aid, and AED Training; Concussion Management; and Policy Discussions and Review. Student supervisors received training on evaluation and feedback for student staff, and supervisors led training on participant safety management. Several student staff members were selected to attend the NorCal Basketball Clinic for learning and advanced development on basketball officiating. Of the 38 total

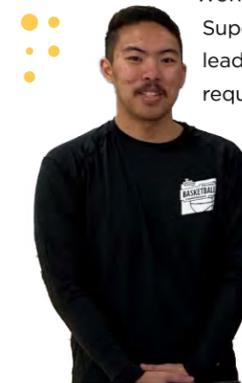


student officials that were part of the clinic, 13 of the officials were from our very own Intramural Sports program.

Looking Forward

While the Spring 2020 semester yielded a variety of challenges including closures and shutdowns, we are optimistic in our plans for 2020-2021. We plan to develop and run our Summer Camp Program in Summer 2021. The Intramural Sports department will have a key role in helping to plan and coordinate usage of the Spartan Recreation Field at South Campus. Additionally, plans are in place to create more offerings for faculty and staff to participate in sports and activities. We are working to promote our sport leagues to SJSU Student organizations to encourage more team participation among the entire student body. Similarly, we will continue our work with SJSU Housing to develop housing league programming targeted at students living on-campus, providing free sports and activities for housing residents.

Student Highlights Garrison Fong



Working as an Intramural Official and Supervisor has helped me improve as a leader and as an individual. This job requires you to handle a multitude of different situations. As an official, you are put into a fast paced, high intensity environment and through my time in the program I have grown into someone who is not afraid to face these things head on. As a supervisor, it is a different challenge that makes you tap into the social side of yourself.

You interact with everyone and make sure everything is running smoothly but sometimes you are forced to take charge and deal with conflicts when they arise. The way this job constantly puts you outside of your comfort zone is one reason I love it. It fosters so much growth to the students who work it because of the challenges that naturally come with the job, and that is why I continue to come back every year to continue my growth."



Aquatic Center

The Aquatic Center is a primary destination for recreation on campus. Complete with an Olympic lap pool, diving boards, recreation pool, basketball hoops, lounge chairs, volleyball, inflatable obstacle course, and deck space, the Aquatic Center attracts a wide variety of students, faculty, staff, and community members. The Aquatic Center is a popular place for students to swim laps, study, socialize, and relax by the pool. Both open recreation and structured programs are offered. It provides students who live both on and off campus a place to enjoy and improve fitness, learn and practice swim skills, and a place to simply enjoy campus life. Beyond student recreation, the Aquatic Center also serves as a venue for all aquatic team sports including Intramural Sports and Club Sports programming.

During 2019-2020, the Aquatic Center focused on the overall operation of the NCAA aquatic sports team practice and events. The Aquatic Center hosted the SJSU home team swim meets and water polo matches, that included other universities within California and across the country.

Staff Development

The Aquatic Center offers numerous opportunities for student employment through its Lifeguard and Swim Instructor positions. Students can participate in certified American Red Cross Training programs to become certified to ensure a safe environment in the swimming pool area. The Aquatic Center offers the American Red Cross Learn to Swim program in the summer for community members to participant in through our swim lesson program.

Management provided employment and training to 100 students for the opportunity to work on campus as well as

provide a safe environment for all participants. Student staff created a variety of in-service training programs in and out of the water so that the employees could participate in the most up to date safety training.

- American Red Cross Lifeguard Training
- First Aid/CPR Training
- Monthly In-Service Training
- Emergency Action Plan Training
- Swim Instructor Training
- COVID-19 Training
- Customer Service Training
- AED Training
- Backboard Training - Training is offered both in the classroom and in the pool. Instruction includes video, written exams, practical skills, scenarios, and lecture

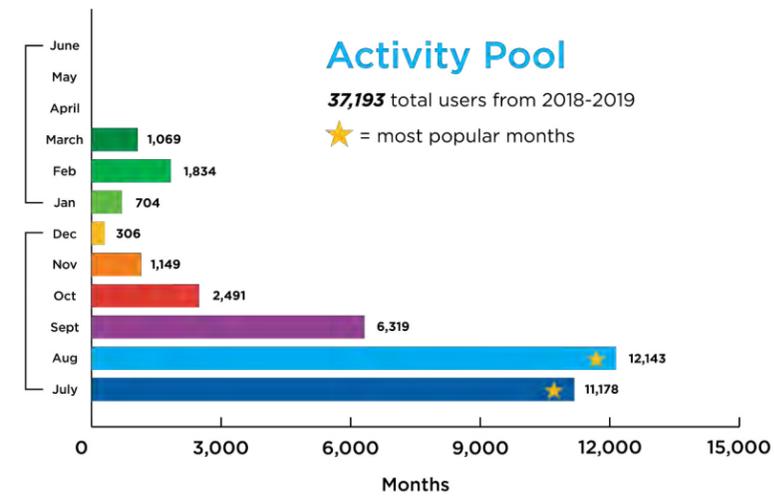
Programming

- Youth Dive team
- Youth Swim team
- Youth Water Polo
- Water Aerobics
- Club Sports Water Polo
- Club Sports Swim Team
- NCAA Women's Swim Team
- NCAA Women's Water Polo Team
- NCAA Women's Dive Team
- NCAA Men's Water Polo Team
- Notre Dame High School Swim Team

Activity Pool

37,193 total users from 2018-2019

★ = most popular months



Looking Forward

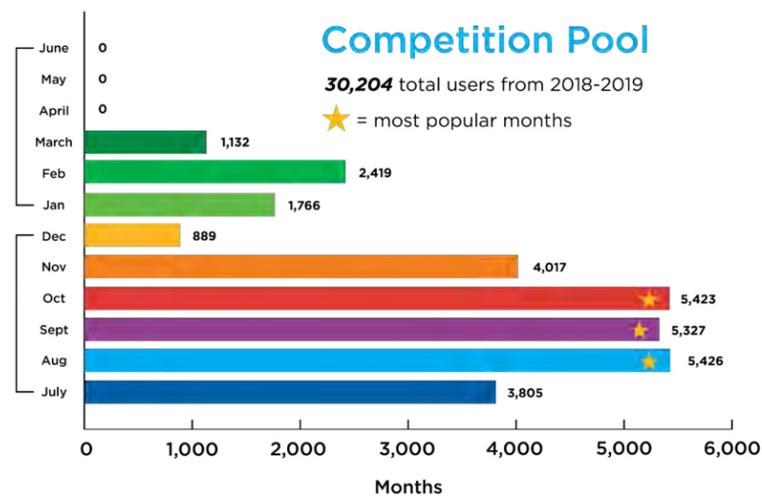
The Aquatic Center seeks to refine and expand a variety of swimming and fitness programs for all students, faculty, staff, and community members. We will continue to:

- Offer professional NCAA tournaments and matches for our sports teams
- Provide quality staff training to give the students a chance for on campus employment and the opportunity
- Expand our Learn to Swim program to include even more youth and adult participants.

Competition Pool

30,204 total users from 2018-2019

★ = most popular months





Bowling Center

Established as both recreational and lounge area, the Bowling Center has it all with an area to relax, study, and bowl. In addition to hosting bowling classes on weekday mornings, the Bowling Center provides recreational bowling and billiards seven days a week in line with the academic schedule. The Bowling Center has extended hours at night, allowing students to maximize their recreation and unwind through the night.

The Bowling Center regularly attracts student organizations, staff and faculty team building events and groups from the community. The Bowling Center will host bowling and billiards events throughout the year and some organizations hold more than one event each year. There are a couple of leagues that keep growing, one for students and one for faculty and staff.

During daytime hours, the Bowling Center is often packed with students meeting with friends, study groups, and individuals studying. The evenings bring more students socializing.

Staff Development

In preparation for graduating seniors leaving their positions in the Bowling Center, new staff were hired and trained during the winter break. Training employees during the down time within the Bowling Center proved to be beneficial and effective, allowing employees to be well prepared for the launch of the Spring Semester, in both operations and customer service.

Programming

This year saw an increase in one-time special events

adding to a number of returning events. During the summer months we were able to accommodate a variety of groups outside the regular hours of operation. That gave student staff more opportunities to work while providing more flexibility to faculty, staff, and student organizations for team building events. There was also an increase in community events as well.

Weekly Events

- Kinesiology Classes
- Bowling Team Practice
- Faculty/Staff League
- Student League

Special Events

- 4 Faculty/Staff Events
- 59 Student Events
- 38 Community Events

Usage

In Fall 2019 and Spring 2020, the Bowling Center had over 50,000 visitors and totaled \$164,000 in sales. Usage was lower in comparison to the previous year due to construction of a new Snack Bar, the subsequent closure of the Billiards Room, and the end of the Spring Semester, with sales ending in March as per shelter-in-place guidelines.

Looking Forward

Construction of a new food and beverage area was completed during the Fall 2019 semester. Plans to open the new area in Spring 2020 were halted due to shelter-in-place guidelines. Moving forward, the Bowling Center hopes to launch the new food and beverage service with the facility's reopening. The new area of the Bowling Center will create a full-rounded recreational experience, expanding the food options within the Student Union.

Student Highlights



Anna Thomasdotter

My work with Outdoor Adventures and the Climbing Wall has helped me develop my communication skills and make new connections. Our focus is always on our guests' comfort and wellbeing, and we continuously try to establish a connection with anyone visiting the wall or going on a trip. We find common ground in various things (not just climbing or camping), and often make friends who return many times after that initial connection. In addition to Outdoor Adventures and the Climbing wall benefiting me in working with other students and professors, these programs have also set the stage for my continued success in my career.

Christian Giovani Femat-Gomez

"Working for the Aquatics department is an honor I will hold in high regard, and as an example for any future career. The work environment created by the supervisor is one that values work ethic and promotes a healthy living. Communication is key when working at the aquatics center and as Lifeguards we are taught to communicate entire messages with little words or hand signals. This type of clear cut message allows for direct communication if any confrontation or issue may arise, and with this skill in mind, I have also adapted it to my academic studies. Anything from communicating to a professor or proposing a research topic. These indispensable values are some that take years to hone alone, but the aquatics center ensures that these life skills are endorsed to all employees. With this in mind, the life lessons that surrounded the aquatics center are some that I have embedded in the foundation of my character. A special thanks to all the aquatics employees that have influenced my life, they are amazing individuals with great aspirations that inspire."



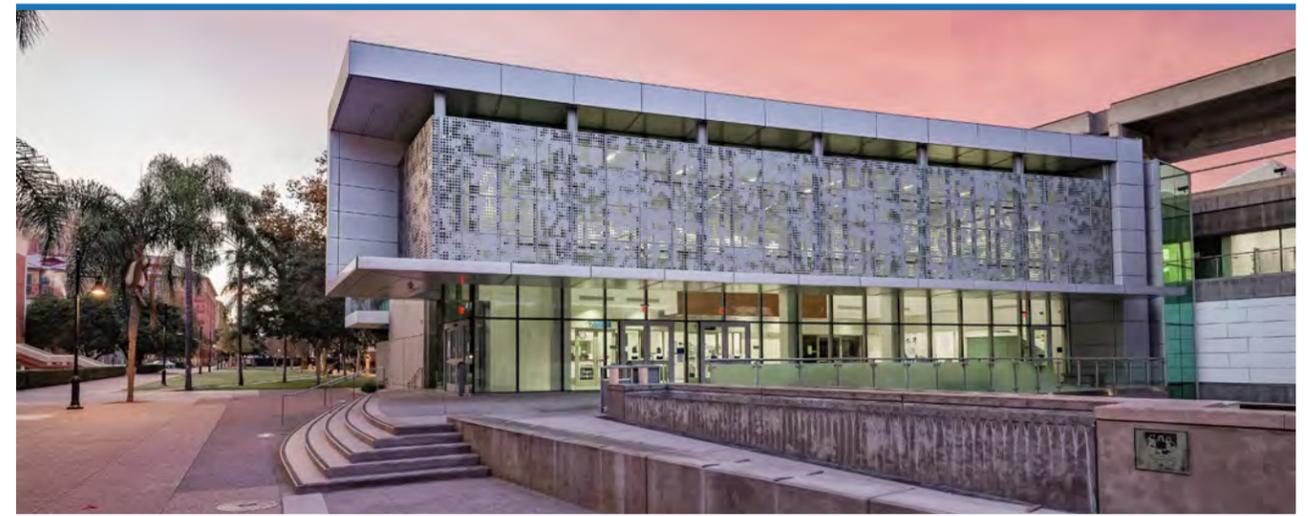


Student Highlights



Czarina Catalogna

"I've worked as an AV technician for about 2 years now with Event Services and what this job has taught me is the importance of time management. It is very important for the AV technicians to arrive at the job on time so that they can efficiently use their time to set up and troubleshoot problems with the AV system. If an AV technician is late to set up a meeting room, for example, the client's event will be delayed. The client has a set time when the event ends and if that start time is delayed, due to the technician, the client will be unsatisfied. However, it is just as important for the client to show up on time to their scheduled event. Whenever clients are late, the event gets delayed which delays other people, such as the operations crew for the student union, who have to set up the room for the following event. I underestimated this skill before having this job and now I can say this is a very important life skill that everyone should prioritize."



Board of Directors

Nicholas Ayala

Community Representative

Antonio Bustamante

Student-at-Large Representative

Dr. Sonja Daniels

Designee for the Vice President for Student Affairs

Charlie Faas

Vice President for Administration and Finance

Cynthia Fernandez-Rios

Board Chair,
Student-at-Large Representative

Ellen Middaugh

Faculty Representative

Saw Yan Naung

Student-at-Large Representative

Branden Parent

Associated Students President

Yissel Reyna

Student-at-Large Representative

Jeanne Trang

Board Vice-Chair,
Student-at-Large Representative

Emily Wughalter

Faculty Representative



Contributors

Zainab Nisa

Technical Writer

Leila Dela Cruz

Graphic Designer

2019-2020 Diaz Compean Student Union, Inc. ANNUAL REPORT



SJSU | STUDENT UNION, INC.

sjsu.edu/studentunion