The University Commons and Student Activities Office is a unit of the Division of Student Affairs and is responsible for the administration and/or advisement and support of several major functions organized into three primary categories: Student Programs and Activities, University Commons Operations and Services, and Administration. The goals and objectives of the department are aligned with the goals and objectives of the division. The chart below provides current organizational detail by function.
Vision

We aspire to the "College Union Idea" -- that is, the University Commons is the community center for the University of West Florida. The University Commons unites the delivery of programming, activities, facilities, services, and amenities in order to facilitate a campus community that supports the mission of the University.

Mission

The University Commons and Student Activities Office will provide the daily administration of the University Commons facility as well as provide the variety of event programming and student activity support that is traditionally hosted by the college union and is essential to student satisfaction and community building. Active and meaningful involvement of both student volunteers and student staff is essential to the college union concept and therefore we will seek to organize our operation to facilitate this participation.

Values

• We reject the "freedom to fail" concept which suggests that students might be allowed to experience failure as a learning device. While occasional failure is unavoidable, especially if you are trying new things, we do not willingly predicate failure. Rather we believe in an active student/staff partnership (both with our student volunteers and our student employees) rooted in the situational leadership model. More simply put, demonstrate ability and you will likely be rewarded with responsibility.

• Customer Service is a high priority. Our goal is to treat all "customers", whether they be students, faculty, staff, or the community in the manner we would like to be treated.

• Student employees are important to us. Without them we can not function. We want them to have a positive experience because campus employment is an important aspect of their university career.

• Student volunteers are important to us. Without their leadership and vision we risk losing our student centered perspective. We want them to have a positive experience because campus life leadership is a learning laboratory for a successful life and career. We will give them access to all levels of planning and administration of our campus life program.

• We will give student employees and student volunteers realistic responsibilities and will have real expectations of their performance -- which will result in real experience for resumes and letters of recommendation.
• We desire that all our staff and volunteers be prepared to articulate the mission of the department.

• There are no small jobs or minor responsibilities. Posting flyers is as important as cleaning the University Commons which is as important as planning a program series. Everything we do relates to a customer and satisfying that customer’s real and perceived needs: a roommate wanted ad posted in a timely fashion; the restrooms clean and well stocked; a good selection of entertainment and cultural opportunities. Therefore, all jobs are worthwhile and worth doing well.

• We strive to provide a community center for campus life and activity with exceptional customer service to students, faculty, staff, student organizations, university departments, and the community at large.
Student Programs and Activities

Program Administration

Campus Activity Board (CAB)

The Campus Activity Board (CAB) produces social, cultural, recreational, and educational programs for the University community. CAB also provides leadership and organizational experience for its student leaders and general membership.

General plans for CAB in 2002-2003 include:

- Enhance CAB recruitment by developing innovative and creative promotional items and printed material.
- Increase student attendance at CAB events by promoting and advertising CAB events with creativity and effectiveness.
- Promote team spirit and enhance community among CAB committees. Continue working to unify CAB members.
- Enhance leadership skills of CAB executive officers by providing additional training and motivation.

CAB has five program committees with individual goals and responsibilities:

**Catch A Rising Star** (CARS): This series includes a wide variety of "up and coming" contemporary artists, bands, comedians and novelty performers.

In 2002-2003 the CARS Committee plans to:

- Continue and improve the very successful Laugh Attack Series (comedy).
- Continue and improve promotions for the Variety Series (novelty acts and solo or duo musical artists).
- Partner events from the Variety Series with other events to achieve programming synergy.
- Produce at least one major talent event (a well-known artist/group) in the Field House.
- Continue to produce low priced touring and local bands in select outdoor venues and establish Argos’ as a venue for musical events.
- Include hospitality (food and refreshments) of a diverse nature at select events to enhance the impact of the event.
- Identify co-sponsorships with campus and/or community organizations to produce popular, higher priced artists.
- Continue to develop new and effective promotional techniques for all program series; increase lead time for marketing larger events.
• Utilize logo promotional items to enhance campus awareness of CARS and to support effective recruitment and retention of members.

**Center Stage:** This committee is responsible for producing opportunities to showcase student talent.

In 2002-2003 the Center Stage Committee plans to:

• Continue booking professional comedians to host the Talent Show and the Lip Sync Competition.
• Continue to aggressively recruit applicants to audition for the Talent Show.
• Expand Open Mic Night.
• Develop other program formats that feature aspects of student talent.
• Include hospitality (food, refreshments, and decorations) to enhance the overall ambiance of each program of the event.
• Utilize logo promotional items to enhance campus awareness of Center Stage and to support effective recruitment and retention of members.

**Cinemagic:** This committee presents a wide variety of films for the enjoyment of the University community including foreign films, classics and first-run movies.

In 2002-2003 the Cinemagic Committee plans to:

• Accommodate the increasing residential and traditional-age commuter population, increase film showings to an average of three times per month by scheduling approximately thirty films in general release.
• Enhance community building and participatory aspect of film programming by continuing to provide hospitality (food and beverages) at all film screenings; purchase specialty equipment to facilitate this effort.
• Incorporate various themes with holidays and events.
• Identify co-sponsorships with appropriate UWF departments and/or organizations to help support special film events.
• Include at least one film per semester that represents the interests of a special population while programming to appeal to the broadest spectrum of students.
• Produce a week long movie event (such as a foreign film series, a James Bond series, etc.).
• Utilize speciality advertising items to help promote the series and the committee; purchase a “MOVIE TONIGHT” marque sign.
**Special Events:** This series includes some of the more popular student participation programs sponsored by CAB such as The Roommate Game, Exam Jam, and Twister Competition.

In 2002-2003 the Special Events Committee plans to:

- Continue the quality production of traditionally successful and popular programs such as Exam Jam, Two Steppin’ Tuesday, and Love Fest; implement improvements and refinements to these events as appropriate to remain current with audience interests.
- Develop new program formats including on-going theme activities.
- Continue to solicit successful and beneficial co-sponsorships with appropriate University organizations and departments for selected events.
- Evaluate appropriate themes for summer programming connected with Freshman Orientation.
- Work to maintain and increase committee membership and productivity.
- Utilize logo promotional items to enhance campus awareness of Special Events and to support effective recruitment and retention of members.

**Spectrum Productions:** This series includes a broad range of programs in the fine and performing arts.

In 2002-2003 the Spectrum Committee plans to:

- Continue to schedule summer programming utilizing outside venues when possible.
- Continue to seek increased funding, outside grants and co-sponsorship opportunities.
- Increase name recognition for Spectrum Series through use of promotional items and creative advertising.
- Increase student interest and build additional audience support for arts programs by instituting “Arts Encounters,” a series of small mobile programs staged in various locations throughout campus on the same day.
- Sponsor receptions following performances to enhance ambiance, promote social interaction, build community, and encourage interaction between students and artists/performers.
- Include multiple programs which feature a culturally diverse variety of artists; facilitate artist involvement in the broad scope of campus life including classroom appearances, “informances,” media events, workshops, and concerts or performances.
**UC Gamesters Program**

The Gamesters Series provides student-union-style recreation programming such as card game tournaments, pool tournaments, table tennis competitions and other indoor recreation activities. Additionally, Gamesters coordinates novel activities such as Corporate Monopoly (a life size monopoly game).

Goals for the Gamesters Series for 2002-2003 include:

- Continue to offer new and diverse gaming venues to attract a broader range of students.
- Continue to examine more effective methods for event advertising.
- Utilize logo promotional items to enhance campus awareness of the Gamesters Series.

**Homecoming Committee**

The Homecoming Committee includes student leaders appointed by SGA, ex officio members from various campus departments including Student Affairs, UCSA, Recreation, Housing, Alumni Affairs, Public Affairs, and Athletics. The committee plans and produces a week long homecoming celebration each year. Members of the UCSA staff will serve as ex officio and ad hoc members of the Homecoming Committee assisting in programming, promotions, and other essential operations.

For the coming year, the Homecoming Committee plans to:

- Continue expanding hospitality activities (food, beverages, and decorations) to accommodate the ever increasing aggregate attendance at events.
- Increase production and distribution of promotional items (t-shirts and novelties).
- Send a representative to the NACA National Conference to view talent and learn about new programming and promotional ideas.
- Book and effectively promote an upscale musical attraction (i.e. “Big Show”) as part of the week.
- Develop new program elements such as a formal dance and a grand prize giveaway.
- Continue to enhance and improve traditional program elements (such as the addition of fireworks at the tailgate party/soccer game).

**Fall Frenzy**

Fall Frenzy is a cooperative program between UCSA, Recreation and Sports Services, and the Housing Office. Planned for the first or second week of fall term, Fall Frenzy is a
festival type program designed to expose new and returning students to a range of fun activities and to each other. Program components include free food, music, recreational sports exhibitions, fun competitions, and a number of special attractions.

Goals for Fall Frenzy in 2002-2003 include:

• Review scheduling options depending upon Welcome Week funding, the timing of Labor Day, and other campus events.
• Review mission of program as impacted by Welcome Week.
• Continue basic concept and program elements as a weekend festival highlighting recreation, campus activities, and residence life.

College Bowl

Co-sponsored with the University Honors Council, the College Bowl is a nationally recognized program known as “the varsity sport of the mind.” Collegiate teams compete locally for the University championship and are then eligible for regional and national competitions.

Plans for College Bowl in 2002-2003 include:

• Expand number of teams competing in campus tournament. Purchase sufficient supply of official questions to support at least a 24 team tournament.
• Provide promotional t-shirts for Honor’s Council members and for members of first round winning teams.
• Begin purchasing essential support equipment (lock out buzzers, timers, and so forth).
• Plan for travel to College Bowl Regional Competition.

Welcome Week

Welcome Week is a University-wide programming effort that is planned by a committee made up of representatives from both Student Affairs and Academic Affairs. The purpose of Welcome Week is to provide a selection of fun and interactive programs during the first week to ten days of the fall term. Planning for Welcome Week is contingent upon approval of special funding from the University Administration.

Student Development
The Student Development division of Student Programs and Activities includes Student Involvement, Greek Affairs, Leadership Services, and the Lagniappe Series. Student Development is focused on providing advice, support, programs, and services to increase meaningful student involvement in a variety of clubs and organizations and to cultivate opportunities for student leadership.

The general goals for Student Development in 2002-2003 are to:

- Establish a professional full-time position to be responsible for coordinating advising and support of Student Involvement and Greek Affairs and supervising appropriate graduate student staff.
- Continue to support the development of various opportunities for student leadership development and student integration into campus life.

**Student Involvement**

The University Commons provides a Student Involvement Advisor (Graduate Assistant) to work with a variety of student involvement programs and services.

**Student Organizations**

The University Commons Student Activities Office oversees over 100 registered student organizations arranged in a variety of categories: Academic, Professional, Greek, Honor, Religious, and Special Interest. Membership in these organizations provide students with the opportunity to make friends, participate in service activities, support their academic department, make connections within their profession, practice their personal faith, work toward social or political goals, or just have fun.

**Club Council**

The Club Council is an advisory board jointly maintained by the University Commons and Student Government. The Council is made up of student representatives from the various student clubs and organizations. The University Commons Student Involvement Advisor coordinates Club Council meetings with the SGA Student Relations Committee.

**Club Fair**

The annual Club Fair is hosted jointly by the University Commons and Student Government. It is an opportunity for interested organizations to set up display tables and market themselves to students at the beginning of each fall term. Generally, two sessions are offered. One is scheduled for mid-day in or around the University Commons and the second, scheduled for the evening, is hosted in the freshman residence hall.

2002-2003 goals for Student Involvement include:
• Continue to provide support services to student organizations such as leadership consulting, fundraising activities, and personal development speakers.
• Continue to provide Club Council meetings in partnership with Student Government.
• Continue to improve communication with student organization leaders and advisors.
• Co-sponsor student organization handbook with Student Government Finance Committee.

Greek Affairs

The University Commons provides a Greek Affairs Advisor to work with the various local and national Greek organizations and their coordinating boards. The University is committed to providing a variety of developmental programming for the Greek system on topics including:

• Drug and alcohol education
• Leadership and organizational management
• Risk management and liability
• Hazing
• Multicultural Issues
• Campus violence and date rape
• Health Issues

The Order of Omega, the national Greek leadership honor society, has been re-activated under the sponsorship of the University Commons. The Greek Affairs Advisor serves as the group’s staff advisor. In addition to its traditional role of recognizing top fraternity and sorority leaders, the Order of Omega will assist with a variety of Greek life issues such as leadership training and with other educational programs targeted to Greek organizations.

The University and the Greek system has agreed to a developmentally oriented “relationship statement.” This relationship statement addresses both preference and policy issues. Most of the issues are related to the University’s preferences for the conduct of Greek Affairs: a commitment to scholarship, leadership, and service; a commitment to meaningful goal setting and evaluation; and a commitment to maintaining sustained performance and moving beyond to measurable growth and development. A few of the issues are related to rule and policy: compliance in recruiting activities and practices; compliance in initiation activities and practices; compliance in social and cultural activities and practices; and compliance to an academic standard designed to increase the success of individual members of the Greek community.

2002-2003 goals for Greek Affairs include:

• Continue to utilize the Greek Affairs Advisory Board (GAAB) as a mechanism for two-way communication.
• Increase compliance with the University Greek Relationship Statement.
• Enhance the role of Order of Omega in strengthening Greek life.

Leadership Services

Leadership services are provided through several channels. The University Commons staff maintains a menu of presentation topics that are available to student organizations. Topics include "Parliamentary Procedure and Other Meeting Management Skills," "Communication and Conflict Resolution," "Goal Setting and Planning," and "Leadership in Volunteer Organizations." We invest in subscriptions to Florida Leader and Student Leader Magazine which we distribute to all student organizations.

The Annual Student Affairs Student Leadership Awards Banquet recognizes those student leaders and organizations which have demonstrated excellence in what they do. In addition, the University Commons and Student Activities Office coordinates the “Who’s Who Among American Colleges and Universities” selection process.

Omicron Delta Kappa (ODK), the national leadership honor society, has been re-activated under the sponsorship of the University Commons. The Coordinator of Student Involvement serves as staff advisor and the Director serves as Faculty Secretary. In addition to its traditional role of community service, ODK will assist with a variety of leadership development services including the Lagniappe Series and various recognition programs.

Our goals for Leadership Services in 2002-2003 include:

• Continue and enhance recognition programs.
• Formalize leadership consultation process.

Web Spinners

Web Spinners mission includes developing and maintaining World Wide Web sites for student activities and organizations. Web Spinners will provide a basic template or a customized web site for any interested student organization.

In 2002-2003 Web Spinners plans to:

• Maintain and update existing software as needed.
• Develop new client sites; maintain and update existing client sites.
• Upgrade hardware to better handle development of client sites.

Lagniappe
Lagniappe (a Cajun term meaning a little bit extra) is organized as an agency or brand function of the department and serves as the label under which the department sponsors or co-sponsors events and activities outside the scope of existing activities. The primary function of Lagniappe is a student development lecture series featuring speakers on academic, professional, and personal leadership and success.

For 2002-2003 Lagniappe will:

• Produce two guest lecture events focused on leadership, campus life, personal development, or career issues.
• Partner with other sponsors to host appropriate programs and activities.
Operations and Services

The University Commons is equipped to meet the needs of student organizations, university departments, and community businesses and organizations for meeting and special events facilities and services.

University Commons Service Desk

The University Commons Service Desk provides a variety of useful services to UWF students, faculty, staff, and guests. Services include facility reservations; general campus information; event information; a public fax machine; banner-making supplies for student groups; and a full range of ticket services for the Campus Activity Board, the university’s theater and music departments, athletics, and other event sponsors. Additionally, the Service Desk coordinates curriculum material distribution for Kaplan test preparation services.

General plans for the Service Desk in 2002-2003 include:

• Upgrade (replace and/or refurbish) aging equipment.
• Expand operating hours to increase the level of customer service and to improve availability of Cyber Lounge.
• Continue to support the various functional areas of the desk including reservations, ticket services, information services, and checkout management.

Meeting Rooms and More

The University Commons offers a variety of spaces that may be booked for meetings and special events.

• The Commons Auditorium is a general purpose facility suitable for all sorts of activities from comedians and other performances to luncheons or banquets to exhibits and receptions. The Auditorium features a curtained stage, a large movie screen, stage lighting, a good quality sound system, and two small dressing rooms.
• The Nautilus Chamber is an ideal room for lunch or dinner meetings or other special functions. Overlooking the Great Hall, the Nautilus Chamber’s high ceiling and upgraded furnishings make it a unique venue.
• The University Commons Meeting Rooms (259, 260, 265, 268, and 272) offer a variety of sizes and set-ups. UC 259 seats 8-10 in a fixed conference table set-up. UC 260 can seat up to 40 with rows of chairs facing a head table. UC 265 will accommodate 20 people around a folding conference table set-up. UC 268 will seat 10-12 around a fixed conference table. UC 272 will seat up to 40 with rows of chairs facing a head table. UC 260, 265, and 272 are available for alternate
set-ups. Most of these meeting rooms feature dry erase boards, TV’s and VCR’s, and mounted projection screens.

- The Conference Center includes a ballroom type set of three rooms that can be used individually or opened to create a large space suitable for banquets and other special events. In addition to the three conference rooms, the Conference Lounge offers a variety of alternative set-ups for receptions, meals, and meetings.
- Vendor tables are available in the Commons west hall. Student organizations and departments can reserve tables to promote their activities and services or to distribute literature. Commercial vendors may rent table space within the scope of the UC Vendor Table Policy.
- The UC Great Hall is primarily a public use space but can be reserved for special events and activities. By its nature, the Great Hall is not suitable for events that require privacy or quiet nor for events that generate excessive sound. Private use is guaranteed only after published operating hours. Reservations for the Great Hall are subject to considerations of how the event or activity will affect other activities already scheduled for the facility.
- Argos’ Stage (in Argos’ Grill and Gameroom) is primarily a public use space but can be reserved for special events and activities. By its nature, Argos’ Stage is not suitable for events that require privacy or quiet nor for events that generate excessive sound (except for authorized special events). Private use is guaranteed only after published operating hours. Reservations for Argos’ Stage are subject to considerations of how the event or activity will affect other activities already scheduled for the facility.
- The UC Cafeteria is available for usage after operating hours and for limited usage during regular operating hours. Such usage must be approved by the UCSA Director and the Director of University Dining Services. Usage is generally limited to catered events.

Reservation Services

Student organizations can reserve any available space in the University Commons or in any other campus facility by contacting the UC Service Desk. The Service Desk serves as a one-stop-shop for student groups making reservations, initiating appropriate permission forms, and processing work orders and service requests necessary for the event or activity.

University departments can reserve any available space in the University Commons by contacting the UC Service Desk. Generally the UC Service Desk does not assist departments with reservations for facilities other than the University Commons.

Individuals, businesses, and community organizations can reserve any available space in the University Commons or in any other campus facility by contacting the University Commons Conference Services Manager. Rental rates are organized into different categories that provide for discounted rates to schools and non-profit entities. Conference Services serves as a one-stop-
shop for non-University sponsors making reservations, initiating appropriate permission forms, and processing work orders and service requests necessary for the event or activity. Additionally, the Conference Services staff will coordinate contact with the University’s catering office.

Plans for Reservation Services in 2002-2003 include:

- Continue to provide quality service to both on campus and off-campus constituents.
- Increase the use of feedback forms to better understand where improvement can be made.
- Continue to improve reservation procedures for both customer and reservationist, to include web-based reservation requests.
- Publicize the new service of grill rental.
- Develop a routine method of billing customers monthly for staffing fees and miscellaneous charges.

Event Services

University Commons Event Services provides facility and technical support for special events.

For student organizations Event Services will, at no charge:

- Perform set-ups and strikes for events to include chairs, tables, stages, and other common items. Excessive clean up, extraordinary requirements, or late requests may result in penalty charges.
- Provide necessary equipment and furnishings as available to include sound systems, tv’s, projectors, screens, and other audio visual items. Loss or damage to equipment or furnishings may result in penalty charges.
- Provide technical support staff at events until midnight to include delivery, operation or supervision, and return of technical equipment. An hourly fee applies after midnight.

For University departments Event Services will, at no charge:

- Perform set-ups and strikes for events in the University Commons to include chairs, tables, stages, and other common items. Excessive clean up, extraordinary requirements, or late requests may result in penalty charges.
- Provide necessary equipment and furnishings as available to include sound systems, tv’s, projectors, screens, and other audio visual items for events. Loss or damage to equipment or furnishings may result in penalty charges. (Academic activities are the responsibility of IMC.)
University departments will be billed for the following Event Services:

- Providing technical support staff at events.
- Providing Building Manager for events in the University Commons (M-F after 5 pm and on Weekends)
- Significant reset required to a standard set-up.
- Excessive clean-up due to food (excluding catered events), decorations, or other activities.
- Any charges from other departments (police, facilities management, etc.) will be charged directly to the department.

Event Services will coordinate with Conference Services to provide for the needs of non-University sponsors according to established fee structures and rentals.

Plans for Event Services for 2002-2003 include:

- Upgrade and expand technical services equipment and furnishings to include dimmer packs for stage lighting, portable theatrical stage lighting, and mobile bases for equipment. Eliminate interchange of equipment by providing adequate and quality components.
- Upgrade EMS reservation system to provide daily display of activities and meetings on wall-mounted televisions.
- Provide additional training hours for staff, focusing on cross training.
- Upgrade sound system in auditorium to support and enhance discrete programming venues.
- Continue to replace dilapidated tables with quality Mitylite tables.
- Reconfigure storage areas utilizing table racks to make efficient use of existing space. Assign storage areas on priority requirement and use basis.
- Add additional vehicle for transporting equipment to locations outside the University Commons.
- Establish a systematic equipment inventory maintenance/replacement schedule.
- Increase budget to include repairs and replacement of furnishings and other necessary items.
- Provide periodic refinishing of dance floors and stage sections, as needed.
- Continue bi-weekly meetings with Building Managers to communicate and clarify reservations and building operations, identify problem areas, and to generate suggestions for improvements.
- Continue monthly crew meetings to identify problem areas and to facilitate suggestions for improvement.

Facility Services (Housekeeping)
The facility services (housekeeping) staff is supervised by the Assistant Director for Operations and consists of one full-time Senior Custodian, one full-time evening/weekend Custodian and two - three student OPS employees. New equipment purchases have assisted in improving and maintaining the high standards of cleanliness in the facility. The staff continues to do a remarkable job of maintaining a facility of this size with limited staff and resources.

Plans for Housekeeping for 2002-2003 include:

- Upgrade and replace old equipment with newer, more efficient quality items.
- Establish another full-time custodian position.
- Encourage staff to attend local workshops and trade shows to ascertain what new products and equipment are available, to demonstrate proper or better methods of cleaning, and to improve the quality and efficiency of the operation.
- Institute a routine schedule for large-scale cleaning projects (strip/wax floors, shampoo carpets and upholstery, clean walls, upholstered furniture and windows, etc.).

Argos’ Gameroom

The University Commons and Student Activities Office operates the Argos’ Gameroom as a programming service to encourage community and participatory activity. While the Gameroom generates some revenue, the costs of operation exceed the current revenue predictions.

Goals for the Gameroom in 2002-2003 include:

- Continue to explore methods for making Argos’ more of a “lounge” type hangout.
- Continue to offer new video games and diverse gaming venues to attract more students to the Gameroom.
- Install a display case or sign board to publicize upcoming events.
- Continue to provide current board games for check-out.
- Install a computer at the desk so managers can send and receive messages pertaining to all staff and Gameroom issues.
- Expand the mini-tournament offerings to at least one tournament per week.

University Commons Conference Services

University Commons Conference Services works with non-University event sponsors who wish to use University facilities (the University Commons and all other University venues). Rental rates are organized into different categories that provide for discounted rates to schools and non-profit entities. The Conference Services unit is not supported by A&S fee allocations.
Administration

Administrative functions include office management, business services, strategic planning, and graphic design services. These services and activities provide essential support to the programming and operations elements of the department and enable efficient and effective functioning of all areas. Support staff handle daily details of traffic management, file maintenance, information technology, payroll, accounting, and general assistance. The complexity of fiscal operations requires considerable attention and resources. The department functions in a complicated budget environment with three different account fund sources. The largest portion of the budget is allocated from the A&S fee fund and supports programming, student development, and aspects of operations and administration. The next largest segment of the budget is allocated from the E&G fund and includes salaries for several staff, some OPS, and expense money to support housekeeping. The smallest portion of the budget is generated revenue including facility rental, summer camps, vendor tables, gameroom concessions, and miscellaneous activities.

Goals supporting the administrative function for 2002-2003 include:

• Transition one existing graduate assistantship to accounting support to work with UBIT reporting and daily ledger maintenance.
• Provide 15 hours weekly for computer support staff to assist with departmental information technology needs.
• Upgrade IT equipment and software: replace some aging monitors with flat screens, replace some aging desktop systems with laptops or new desktops, and upgrade hubs.
• Budget to increase number of users on EMS software license.
• Purchase and install additional storage cabinets.
• Evaluate placement of an ice machine.
Planned Operating Hours and Service Levels

Our operating plan and the related budget requests are predicated on the timely and proficient delivery of the various programs and services described in the goals and objectives. In terms of certain services (and related costs), operating hours are of essential importance and ultimately drive the level of funding requested for staffing (full time and OPS).

Proposed University Commons general operating hours:

- **Sunday**: 11:00 a.m. - 1:00 a.m.
- **Monday - Thursday**: 7:00 a.m. - 1:00 a.m.
- **Friday**: 7:00 a.m. - 8:00 p.m.
- **Saturday**: 8:00 a.m. - 8:00 p.m.

Proposed University Commons Service Desk operating hours:

- **Sunday**: 11:00 a.m. - 10:00 p.m.
- **Monday - Thursday**: 8:00 a.m. - 10:00 p.m.
- **Friday**: 8:00 a.m. - 8:00 p.m.
- **Saturday**: 8:00 a.m. - 6:00 p.m.

Proposed Argos’ Gameroom Attendant hours:

- **Sunday**: 1:00 p.m. - 11:00 p.m.
- **Monday - Thursday**: 11:00 a.m. - 11:00 p.m.
- **Friday**: 11:00 a.m. - 8:00 p.m.
- **Saturday**: 1:00 p.m. - 8:00 p.m.

Other program and service areas’ schedules are based either on standard office hours (M-F 8:00 a.m. - 5:00 p.m.) or on demand (i.e., event and technical services). The number of hours required for event and technical services are directly driven by the level of activity in the University Commons by all users and by the level of student organization events all over campus.
Staffing

The University Commons and Student Activities staff is composed of Administrative and Professional Staff (A&P), University Support Personnel Staff (USPS), OPS Staff, Graduate Assistants, OPS Student Staff, and College Work Study Staff. The role of student staff is very important to the department both as a cost effective solution to service needs but more importantly as a developmental opportunity. Student employees are given the opportunity to manage and/or direct program and service areas.

The various positions and major responsibilities are listed below by category.

A&P

The Director is responsible for the overall administration and strategic planning for the department.

The Associate Director is responsible for the Student Programs and Activities unit and tactical administration.

The Assistant Director is responsible for the Operations and Services unit.

USPS

The Program Director is responsible for advising various student programming agencies within the department and managing the operational aspects of many campus programs and activities.

The Manager of Business Services is responsible for managing the Central Ticket Services program, coordinating payroll functions, and overseeing all cash collections and accountability.

The Manager of Conference Services is responsible for dealing with all facility rentals (by non-UWF sponsors) and for managing the summer camp program.

The Manager of Event and Technical Services is responsible for coordinating the various elements of the event services process including reservations, set-ups and strikes, and equipment inventory.

The Office Manager is responsible for support staff, departmental accounting, and the vendor table program.

The Secretary provides general support to all staff, maintains the filing system, and is responsible for departmental inventory.

The Senior Custodian and Custodian are responsible for housekeeping and assist with other special activities as necessary.
OPS Staff

The Graphic Artist is responsible for all design work related to campus activity promotion and, in particular, produces the semester activity calendar.

Graduate Assistants

The Campus Programming Advisors (2) assist the Program Director and are assigned special advisory and management duties related to student programs.

The Accounting Manager assists the Associate Director and is responsible for a variety of accounting duties including preparing various reports.

The Greek Affairs Advisor is responsible for working with the various fraternities and sororities and their coordinating bodies.

The Student Involvement Advisor is responsible for working with student clubs and organizations and for supporting leadership development activities.

The Service Desk Manager is responsible for staffing and supervising the Service Desk and the various activities coordinated there.

The Operations and Services Assistant works with the Assistant Director handling special duties and projects and providing leadership to the gameroom staff.

The Reservations Coordinator reserves University Commons facilities for all users, reserves facilities campus wide for student organizations, and assists the Manager of Conference Services as needed with campus reservations.

The Assistant Manager of Conference Services provides customer service to various facility rental customers, assists with contract administration, and works with summer camp directors.

OPS Student Staff/CWS Student Staff

The Assistant Manager, Business Services provides assistance to the Manager of Business Services, coordinates information and customer service related to ticket and other sales, and serves as onsite liaison for Manager of Business Services at the Service Desk.

The Event Services Coordinator staffs and coordinates set-up and/or clean-up operations for all appropriate events and works with appropriate staff to maintain equipment and supplies to support operations.

The Building Managers (4) are multi-function positions with responsibilities related to Event Services, Facility Services, and general operations; they provide services for evening and weekend operations in the University Commons.

The Secretary (1-2) assists the USPS secretary and office manager in providing secretarial support for professional staff.

The Office Assistants (3-4 CWS funded positions) assist the departmental secretary and provide general office support.
The Information Technology Coordinator manages hardware and software installation and maintenance issues for the department and trouble shoots systems and the local network.

The E-Promotions Coordinator creates and maintains departmental web sites, enters calendar information onto the Nautical Calendar, and works with the Graphic Artist to publish various promotional pieces to the web including the semester calendar and CAB events.

The Tech Specialist coordinates technical operations and services for events handled by department: student organization activities, Campus Activity Board programs, University Commons events, and facility rental events.

The Service Desk Clerks (4-5) provide information and customer service related to facility reservations, ticket sales and other sales, the University Commons and campus activities and services.

The Posting Assistant works from the Service Desk (is cross-trained as a Clerk) and is responsible for sorting, approving, and posting materials on the official UCSA bulletin boards located around campus.

The Gameroom Managers (4) are responsible for the daily operation of the gameroom including customer interaction and service, security, and cash accountability.

The Event Crew (6-8) provides set-up, strike, and technical operations for events handled by the department: student organization activities, Campus Activity Board programs, University Commons events, and facility rental events.

The Housekeeping staff provides custodial and other special services to the University Commons and assists the Custodial staff with set-ups and special projects.

The Community Events Coordinator is a limited time appointment designed to assist with summer camp production and other conference service events during the peak late spring and summer period.

### Strategic Plan for Permanent Staff Expansion

We believe that staff expansion in key areas of the operation is essential. Two new full-time positions and one part-time position are included in the staffing plan along with proposed implementation dates:

- **Coordinator, Student Development**: The need for full time professional support for student organizations and, in particular, fraternities and sororities will soon be critical. (FY2002-2003)

- **Service Desk Manager**: The Service Desk operation is fast becoming a key element of our “student center” operation with responsibilities for facility reservations, customer relations, fax service, Kaplan Test Prep activities, building supervision at night and on weekends, and several other services. In particular, the facility reservations process is complex and requires more continuity and professionalism than can be guaranteed with student staff. (FY 2003-2004)
• Maintenance Person (part-time): The University Commons is a highly utilized facility which requires regular maintenance and repair of furnishings, equipment, and the facility. (FY 2004-2005)
University Commons and Student Activities Departmental Goals
within the Context of Divisional Goals

Divisional Goal: Articulate the mission and goals of Student Affairs to the University Community.

Departmental Goal: Continue to publish and distribute comprehensive, semester based calendar of activities and events featuring materials from Student Activities, Recreation, Athletics, Housing and others. Continue to incrementally increase print run and circulation and improve distribution process.

Departmental Goal: Develop advertising and publicity elements promoting the UC, student life, and facility rentals and camps. Continue to plan enhancements for graphics and general promotional support. Provide staff, equipment and training necessary to produce quality advertising materials for departmental activities, including CAB programs.

Divisional Goal: Continue to provide responsive, quality programs and services for students.

Departmental Goal: Establish and maintain appropriate staffing levels to achieve goals and to provide services essential for the growing and evolving student population.

Departmental Goal: Improve efficiency and effectiveness of various service delivery processes and mechanisms by regularly reviewing and adjusting all departmental service delivery processes.

Departmental Goal: Enhance student activity/student involvement and stimulate growth and development of Greek Affairs and student organizations by creating a full-time position to be responsible for coordinating advising and support of student organizations and Greeks.

Departmental Goal: Provide quality housekeeping and building services for the University Commons by utilizing industry standards for housekeeping and maintenance and by proposing additional housekeeping staff funded from E. & G. resources.

Departmental Goal: Provide efficient and effective event services for all users.

Departmental Goal: Provide consultation and/or full-service event decoration services for student programs; special holidays; departmental, divisional, or university
wide special events; facility rental customers; and members of the University community.

Departmental Goal: Continue to provide central ticket services for University sponsors while assessing the future of ticket services to determine the feasibility of decentralizing ticket services to more effectively meet expanding programming plans of CFPA and growth in the Athletic program.

Departmental Goal: Continue comprehensive assessment program to include management and operational benchmarking projects and periodical review CAS Standards Assessment.

Divisional Goal: Work collaboratively with the Division of Academic Affairs

Departmental Goal: Actively participate in the development of comprehensive retention strategies and programs.

Departmental Goal: Participate in and coordinate planning and production of Welcome Week activities.

Departmental Goal: Continue the partnership with the Honors Council to plan and host the annual UWF College Bowl and support championship team travel to Regionals.

Departmental Goal: Continue the partnership with the Office of Multicultural Studies to support a variety of campus diversity initiatives and programs.

Divisional Goal: Seek ways to increase student involvement in campus life.

Departmental Goal: Plan, implement, and promote an ongoing series of programs, activities, and services including film, performing arts, entertainment, special events, student talent, student development, and “union” recreation; schedule events in sufficient quantity and quality to create an atmosphere of vitality on campus.

Departmental Goal: Continue to investigate new program formats and promotional activities to increase student involvement and improve student access to programs.

Departmental Goal: Utilize program venues and times that make activities accessible to the widest range of students.

Departmental Goal: Continue to develop new methodology to enhance publicity of events.
Departmental Goal: Provide support, advice, and continuity to student Homecoming Committee; continue integrating Homecoming into the UCSA structure.

Departmental Goal: Support the maintenance and programming efforts of student organizations; promote the development of student organizations by articulating the University's position that student organizations are an important aspect of campus life.

Departmental Goal: Maintain the process of registering student organizations; provide current and accurate information to organizations, prospective organizations, and student organization advisors in the Student Activities Handbook.

Departmental Goal: Continue to provide services and facilities including but not limited to: technical equipment and staff support for programs, setup/strike services, room reservations and related services, banner paper and markers, and central billing administration for motor pool, police, and other charge back services. These services will be provided free or at a nominal recovery cost.

Divisional Goal: Demonstrate the Division’s commitment to diversity and equal opportunity.

Departmental Goal: Support programs and activities which contribute to a sense of campus diversity by continuing the “Diversity in Student Activities” promotional support program.

Departmental Goal: Continue the partnership with the Office of Multicultural Studies to support a variety of campus diversity initiatives and programs.

Divisional Goal: Work cooperatively with Administrative Affairs to enhance campus safety.

Departmental Goal: Operate and staff University Commons in such a way as to enhance patron safety in and around the facility.

Departmental Goal: Provide sufficient night and weekend staff to supervise the University Commons.

Departmental Goal: Maintain quality and timeliness of event information communicated to campus police.
Divisional Goal: Support and participate in the planning and implementation of the “Students First” Project.

Departmental Goal: Assess programs, services, and facilities in the context of change and improvement.

Divisional Goal: Maintain a campus climate conducive to learning and responsible citizenship.

Departmental Goal: Continue to articulate the “College Union” philosophy that guides the programs and operations of the University Commons and Student Activities Office.

Departmental Goal: Provide students with leadership opportunities in both volunteer and staff situations.

Departmental Goal: Provide a safe and comfortable environment for study and fellowship.

Divisional Goal: Ensure the efficient and effective management of the Division’s resources.

Departmental Goal: Diversify funding sources by requesting funding for operations staffing and equipment from A&S, seeking ways to access or create auxiliary revenues, and requesting additional E&G funding for operational activities.

Departmental Goal: Establish a UCSA Alumni Directory in preparation for future development efforts.

Departmental Goal: Provide administrative support for all functions of the department.

Departmental Goal: Create Information Technology Services Coordinator (student OPS) to assist with all IT functions including equipment and software inventory, web page design and maintenance, and troubleshooting basic problems.

Divisional Goal: Improve, expand, and renovate other physical facilities.

Departmental Goal: Develop long range plan for continued expansion and renovation of the University Commons.
Divisional Goal: Maintain current position with regard to technology resources.

Departmental Goal: Provide, via Web Spinners, website technical support and development to client student organizations.

Departmental Goal: Upgrade workstations on an annually rotating basis, ensuring that approximately 12 primary workstations are upgraded every 3 years.

Divisional Goal: Continue and enhance opportunities for growth of staff through professional development activities.

Departmental Goal: Continue to provide professional development opportunities for all staff.

Divisional Goal: Provide personal attention to students.

Departmental Goal: Utilize a variety of graduate assistant positions to provide essential personal attention to student life issues and to support programming efforts.

Departmental Goal: Deliver programs, services, and facilities within the context of a student centered orientation.

Departmental Goal: Articulate the role of student development in all of our processes.

Divisional Goal: Continue and enhance student involvement in University decision-making.

Departmental Goal: Provide training and direction to Campus Activity Board and Homecoming Committee leadership/membership and to various student employees.

Divisional Goal: Work closely with Pensacola community.

Departmental Goal: Provide a comprehensive, customer centered program of space reservations, event planning consultation, and event services to local and regional area; generate facility use and revenue.

Departmental Goal: Coordinate and/or produce a series of University and contractor sponsored youth camps that expose the University's staff, students, and facilities to the local community; contribute to the enrichment of the community; generate facility use and revenue.