

**University Memorial Center
And
Associated Departments
(EMS-Campus, Campus Manager of Alcohol Service)**

Annual Report

Fiscal Year 2018-2019



University of Colorado
Boulder

UNIVERSITY MEMORIAL CENTER

Prepared September 30, 2019

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University Memorial Center and Associated Departments 2018-2019 Annual Report

The University Memorial Center (UMC) is the living room of the University of Colorado Boulder. As the best place on campus to grab a bite to eat, meet with classmates and friends, hear music, take care of business, or just relax between classes, approximately 10,500 people visit the UMC every day. Though the building is owned by the University of Colorado Board of Regents, it is funded by students through student fees and operated as a cost center of the University of Colorado Student Government (CUSG). This student involvement keeps the UMC on the cutting edge of student trends and needs. Designated as a multicultural center, the UMC strives to create an atmosphere where diversity is celebrated through food, dance, art, music, and the free exchange of ideas.

The UMC is also the State of Colorado's official memorial to those who served and those who died defending our country. We honor those brave Coloradans with our collection of WWII artifacts, as well as memorial plaques listing the fallen service men and women from World War I through the present. During the 2013 Veteran's Day ceremony, which coincided with the 60th anniversary of the UMC, Governor John Hickenlooper issued a proclamation rededicating the UMC as the official State of Colorado memorial.

This 262,869-square-foot facility houses approximately 30 student groups, several restaurants (university owned and privately owned), meeting rooms and lounges, the CU Book Store, a credit union, multiple ATMs, a variety of student service offices, a night club, a games room, and a computer lounge. Approximately 55 full-time staff and 130 student employees and part-time staff keep the UMC running smoothly 117 hours a week. The UMC was the first building on the CU Boulder campus to receive a LEED (Leadership in Energy and Environmental Design) certification from the U.S. Green Building Council and only the second in the State of Colorado to receive the prestigious LEED-EB Silver rating at the time.

As a CUSG cost center, the UMC reports administratively to the Vice Chancellor for Student Affairs through the Associate Vice Chancellor, and is governed by the UMC Board, an extension of CUSG Legislative Council. In congruence with its student development mission, the UMC works with the UMC Board to advance the UMC mission. In cooperation with the Director of the UMC, the Board develops long-term goals and short-term objectives, which provide the operational framework of the UMC in accordance with the Laws of the University of Colorado Board of Regents. The UMC Board reviews, recommends, and approves the allocation of resources and the implementation of services, programs or activities it deems necessary to achieve the goals and objectives of the UMC.

The Director of the UMC also provides administrative oversight for the Campus Manager of Alcohol Service (through the Assistant Director for EP&C) and the CUSG office staff. Although they are separately funded, one additional campus program is presented with the UMC budget because it is part of the UMC's administrative structure: EMS-Campus¹. In addition, the UMC houses the Dennis Small Cultural Center, and the DSCC is managed by the Center for Student Involvement.

¹ EMS-Campus is funded by VCA special funds.

MISSION STATEMENTS

UMC Mission Statement

As the heart of campus, the UMC supports students' academic success by providing opportunities for student involvement, leadership development, and entertainment in a welcoming and inclusive environment.

Values

The following core values guide the decision-making and planning of the UMC:

- Diversity and inclusivity
- Engagement with the CU Boulder community
- Honoring veterans
- Quality facilities, programs, and services
- Student development
- Sustainability

CU NightRide Mission Statement

CU NightRide is a student-operated program dedicated to meeting the safety needs of CU students, faculty, and staff by providing night-time transportation to support a safe academic and socially responsible environment both on campus and in the community.

UMC LEADERSHIP

Executive Management Team (EMT)

- Andrea Zelinko, M.S., UMC Director
- Jimmie Baker, Senior Associate Director for Operations & Services
- Peggy Tucker Ortega, B.A., Associate Director for Budget & Finance
- Heather Winner, M.S., Assistant Director for Administration
- Roxane Ruggles, B.A., Assistant Director for CU Events Planning & Catering
- Lauren Fichtner, M.S., Executive Assistant to the Director

First Tier Managers

- Catherine Horning, B.S., Marketing Manager (Marketing Mgr.)
- Sean Pease, B.S., IT/Network Services Manager (IT Program Mngr.)
- Nate Koenig, B.A., Connection Manager (Business Prof.)
- Sue Dangel, Evening & Weekend Manager (GP-II)
- Todd Borning, Operations Manager (Elec Trades-III)
- Glenda Schofield, B.A., Accounting Manager (Finance/Accounting. Prog. Mngr.)
- Heather Tyner, B.S., EP&C Manager
- Amanda Taylor, B.A., EMS-Campus Coordinator (Business Prof.)
- Stephen Van Zandt, A.A., Set-Up and AV Supervisor (GL-III)
- Elizabeth Sellers-Anderson, Campus Alcohol Agent (Business Prof.) [until September 2018]
- Sherrie Graber, Campus Manager of Alcohol Service [October 2018]

Student Leaders

- Hannah Velte, UMC Board Chair
- Olivia Wittenberg, Tri-Executive (UMC)
- Jake Reagan, Tri-Executive (UMC)
- David Kidd, Tri-Executive

Student Managers

- David Goudy, CU NightRide Director (SA-III)
- Carmen Vogt, CU NightRide Director (SA-III)
- AJ Lopez, Security Chief (SA-III)
- Kalen Leone, Reception Desk Manager (SA-III)
- David Skuban, Set-up Crew Supervisor (SA-IV)
- Paul McClernan, A/V Student Manager (SA-IV)
- Sheela Vedula, UMC Connection Graduate Coordinator (SA-IV)
- Isabelle Burke, UMC Connection Manager (SA-II)
- Will Walker, UMC Connection Manager (SA-II)
- Claire Rahn, UMC Connection Manager (SA-II)
- Andrew Meikle, UMC Connection Manager (SA-II)

UMC PROGRAMS & SIGNIFICANT ACCOMPLISHMENTS FOR FY2018-2019

UMC Board

Board Chair: Hannah Velte

Staff Advisor: Andrea Zelinko

- Issued nine James E. Schafer Leadership scholarships and nine Carlos García UMC Director scholarships at \$1,000 each, for a total of \$18,000.
- Held annual UMC Board retreat and identified three goals for the year: increase awareness of what is in the UMC; increase recognition or understanding of the “M” in UMC; and improve dining room cleanliness by engaging patrons.
- Served on the Student Arts Program selection committee and two RFP committees: pizza vendor and vending machine vendor.
- Attended Center for Student Involvement (CSI) Board meetings.
- Awarded office space to 32 student organizations and provided 17 applications for student locker spaces to CSI.
- Reviewed and updated UMC Board Bylaws.

Administration

Department Head: Heather Winner

The UMC returned to normal staffing patterns by late August 2019 with the UMC Director returning from an eight-month role as the campus’ Interim Dean of Students. The year began with the annual student staff training in September, a continuation of the CU on Friday monthly events, and planning for larger construction projects in FY19 and FY20.

- Offered 11 New Student Employee Orientations (NSEO) for 60 students and one leadership retreat focused on Real Colors for Student Assistants IIIs and IVs.
- Provided 33 Diversity Training options for staff and student staff to attend in addition to sessions offered through the campus’ Fall and Spring Diversity Summits. These offerings included sessions specifically at UMC staff request (i.e., UndocuAlly Training), as well as sessions held in or translated to Spanish.
- Hosted annual UMC Student Staff Training/Retreat with 99 students in September.
- Coordinated UMC participation in Be Involved Fair and Student Affairs Job Fair.
- Held annual campus Veterans Day Ceremony and added one name to the Veterans Memorial Lounge wall.

- Engaged with CUSG to understand their single-use plastic bottle phase out bill; may take effect in Fall 2019
- Hosted finals week Study Stops and engaged more than 1,100 students.
- Continued work on business continuity planning for all areas of the UMC.
- Held eight monthly CU on Friday events with an average attendance of 166 people, up 63%. The more popular events included gingerbread house decorating and the 'Love Where You Live' event.
- Co-planned the second annual Women's Leadership Symposium for female-identified students, staff, and faculty and welcomed 150 attendees.
- Developed UMC Assessment Plan and made progress in the areas of student engagement and employment and facility improvements.
- Hired new Assistant Director of Administration and created transition plan to cover temporary vacancy for the Executive Assistant role.
- SERT (Student Engagement Response Team) was awarded the 'Shirley Bird Perry Staff-Driven Program of the Year' award at the ACUI National Conference in March 2019.

Building counts for 2018-2019:

- 2,029,175 visitors

Business Office

Department Head: Peggy Tucker Ortega

Department Manager: Glenda Schofield

The UMC Business Office provides business, cash handling, and accounting support for all UMC operations and other CUSG Cost Centers in the UMC. It is also responsible for monitoring all UMC budgets and financial transactions, preparing monthly financial reports, enforcing campus accounting regulations and business practices, and overseeing the Human Resources and Payroll department.

- The UMC Business Office was nominated for the "Supportive Staff Member" Award as part of the CU Involvement awards. They were nominated as a group for their contribution to enhancing the student experience on campus.
- Winners of the annual Halloween Costume contest.

2018-2019 Highlights:

- Budget enhancements received for FY20:
 - Minimum wage increase plus benefits: \$52,355
 - Business Operations (maintenance tracking software, key tracking): \$10,768
 - Professional development (additional 3-4 staff training/conference travel): \$10,768
 - Revenue reduction for construction impacts (Building operations and the Connection): (\$196,104)
 - Budget pool adjustments: \$0.00, due to
 - CU Events Planning hourly support model change
 - Reduction of revenue for marketing recharges due to new SA Communications Office model
 - CPI increase Campus Dining rent reinvested in infrastructure, repair and maintenance needs for that area.
- Additional Finance Board funding (Supplemental Large Capital Reserve):
 - Connection Renovation: \$600,000

- Complete DDC conversion: \$525,000
- Contributions to R&R:
 - Bond over collections in the amount of \$356,142, for an ending balance of \$1,356,080
 - Night Ride in the amount of \$40,000, for an ending balance of \$117,278
- Finished paying year four of the five-year internal loan for the 2nd and 3rd floor remodel. Used bond over collections to pay loan.
- Worked with other areas of the UMC to create CIP kits to place around campus for emergencies as well as develop a business continuity plan.
- Assisted other SA Division areas when they were short staffed.
- Processed and reconciled 495 Marketplace orders totaling \$810,000.
 - 340 UMC staff requests
 - 155 Cost Center staff requests
 - \$48,408 of that was just in toilet paper, paper towels and soap!
- 370 Amazon orders on Pcards, 21 of those for succulents; potting succulents is a favorite student activity.
- Managed 57 procurement cards and 51 travel cards between the UMC and the cost centers; also managed 12-20 additional travel cards for students on alternative break trips.
- Processed 200 procurement & travel card purchases per month in Concur
- Projects this fiscal year:
 - Updated the Terrace tent with new tables and chairs
 - Completed Energy Efficiency projects (conference room dimmers, lights...)
 - Completed Paint, carpet, and signage projects in student group offices and administrative spaces.
 - Moved forward on EMS room sign app.
 - Updated 2nd and 3rd floor DDC controls.
 - Began South Terrace (Connection roof) replacement.
 - Began Food Service area grease trap replacement.
 - Completed the upgrade/replace DX air unit in Fraternity and Sorority Life.
 - Completed Bookstore dock ramp/snowmelt system replacement.
 - Finalized plan and design documents for The Connection renovation.
 - Replaced bullhead electrical panel.
 - Continued converting conference rooms to “smart” rooms with room 235 and Aspen room.
 - Acquired offsite backup server.
 - Upgraded Connection POS monitor.
 - Upgraded NightRide Vehicle with an ADA compliant ramp conversion.
 - Remodeled UMC 401 remodel project.
 - Began air conditioning project for payroll and marketing.
 - Replaced east electrical switchgear.
 - Updated 4th floor DDC controls.
 - Installed Additional Wireless Access Points (WAP).
 - Purchased new Sprinter van for maintenance and A/V team.
 - Purchased Marketing display stands.
 - Acquired new and replacement a/v equipment.
 - Replaced TVs in The Connection.
 - Began design documents for 245-247/Reception Desk remodel.
 - Replaced CU Events Planning & Catering furniture.
- Payroll office
 - Full time staff hiring
 - UMC: 5

- Other Cost Centers: 7
 - Student/Temp
 - 237 hires
 - 214 pay rate changes
 - 147 terminations
 - Student Stipends
 - 58 hires
 - 32 terminations
 - 41 other transactions
 - Payroll Processing
 - 1,355 lines of data for Kronos Monthly employees
 - 3,433 lines of data for Kronos Biweekly employees
 - Additional data submitted for My Leave employees or manually submitted
 - Processed 760 employee transactions.
 - Acted as a Cornerstone test group for training and implementation.
 - Implemented Student Hourly break policy.
 - Continued to eliminate paper work records.
 - Met with BASA, Central HR, HR IT/analyst, and Student Affairs HR Director to document work flows.
 - Moved student scholarship applications online.
 - Hosted Student appreciation awards for the 3rd annual event.
 - Supported the Student performance/learning outcomes committee (Meagan chair)
 - Student onboarding plan being developed
 - On campus job fair
 - Student employment applications on line
 - Student supervisor training plans
- Cash Management
 - FY19 cash audit was successful; no recommendations, only positive comments for all three change funds.
 - Training on PCI compliance for all Business Office staff, and successful completion of PCI reporting done by UMC IT.
- Billing/Accounts Receivable:
 - Enabled party billing from The Connection to occur in EMS.
 - Assisted CU Events Planning office with RSO logs and credit card information.
 - Shared our billing process in EMS with CUPD and Alumni Center.
 - Continued to go paperless by accepting electronic invoices with the UMC Business Billing email. By splitting and extracting PDF batch files and sorting by client names, we are now able to email final invoice/receipt copies to clients. Clients receive their receipts faster and they are not lost in intercampus mail.
 - Reviewed sales tax compliance policies; began applying tax for tax-exempt clients when they are reselling to their customers.
 - Trained with CU Events Planning staff around what questions to ask clients.
 - Processed 5,632 invoices, averaging 463 per month. All invoice payments were successfully collected and no clients sent to collection.
 - Catering: 3,533
 - Room Reservations: 1,373
 - Connection Parties: 298
 - Program Council: 139
 - Marketing/Digital Signs: 35
 - E-Center Zero Waste Events: 62
 - E-Center Green Labs Freezer space rental (quarterly): 75

- Volunteer Resource Center – Be Involved Fair/Volunteer Fair: 117
- Procurement/Travel/Tenant relations
 - Rolled out “Just in Time” travel tips/information and continued to train new travelers.
 - Significantly decreased generation and storage of paper for Pcard and A/P processes.
 - Initiated an ongoing dialogue with Student Affairs regarding standardization of policy enforcement and account codes.
 - Implemented an expense based travel policy in place of basic per diem (for CSI only)
 - Pizza food vendor RFP Committee (Glenda, Heather, Andrea)
 - CU on Friday Committee (Karen Co-chair)
 - Chase Bank ATM: added one year extension to their contract
 - Jamba Juice, Subway, and Panda Express food vendors: added one year extensions to their contracts with CDS
- Professional Development:
 - Partnering with Procurement
 - WACUBO conference
 - CPE4CPA workshops
 - Women’s Leadership Conference
 - Strengths Training for supervisors
 - SA workshop series for student success
 - CU Women Succeeding

Marketing

Department Head: Andrea Zelinko

Department Manager: Catherine Horning

Marketing Assistant: Rebecca Wait

The UMC Marketing department provides strategic marketing, creative graphic design, and web communications to promote awareness of the UMC’s mission and engagement with the UMC’s programs, facilities, and services. Student staff involvement ensures that UMC Marketing’s efforts stay student-focused and encourage reciprocal learning.

- UMC digital signs (touch screen kiosks and marketing signs):
 - Maintained and updated content on UMC digital signs and kiosks with returning and new customers.
 - Promoted events for a variety of student organizations and campus departments,
 - New advertisers: In the Buff, Beta Theta Pi, ASAP Tutoring, Center for the American West, CU Energy Club, Middle Eastern Student Association, CU Outreach and Engagement, New Student and Family Programs, Phi Mu, TEDxCU
 - Returning advertisers Center for Student Involvement, The Connection, Career Services, Colorado Shakespeare Festival, Cultural Events Board, Department of Linguistics, Education Abroad, Space Minor, Student Legal Services, Volunteer Resource Center and more.
 - Brought in \$6,409 in revenue from ad space on digital signs (up 16%).
- Website statistics
 - Page views = 300,591 (down 3.9%)
 - Visits/Sessions = 138,971 (down 0.4%)
 - Unique visitors = 91,459 (down 4.6%)
 - Time spent on site (avg) = 1:15 minutes

- Top website pages in order of visits: Homepage, Hours, Dining Specials, Dining, CU NightRide, Alferd Packer Grill, Bowling, The Connection
- Social Media
 - UMC Facebook: 2,405 likes (up 1%). The UMC FB page ranks 41st in number of likes out of 171 CU FB pages, which includes the main University site and many athletic, alumni and college sites.
 - UMC Twitter: 3,034 followers (down 1%)
 - UMC Instagram: 851 followers (up 11%)
 - The Connection Facebook: 604 likes (up 2%)
 - CU NightRide Facebook: 632 likes (up 3%)
 - Most popular posts include NightRide's Wonderful Worker Wednesdays, a capella live video, Conference on World Affairs and UMC Staff Potluck photos.
- Created and launched a new website for CU Events Planning & Catering to align with their new branding and showcase their updated catering menus.
- eNewsletters:
 - Changed to monthly (instead of weekly) distribution of the UMC eNewsletter beginning in January 2019: 682 subscribers (removed dead email addresses)
 - 37% open rate
 - 8.7% click through rate
 - Continued emails specifically for CU on Friday (increased subscribers by 50%) which sees an average open rate of 53%.
- Earned second place in the national ACUI Steal This Idea contest for the CSI Year End Report in the category "Multi-page publications"
- Leveraged outlets across campus, including digital signs in the Residence Halls and the WOW Wall in the Center for Community and Village Center, to increase the reach of advertising for UMC, CSI, The Connection, CU NightRide, UMC Student Arts Program, etc.
- Participated in Staff Council Events and Be Involved Fair, showcasing The Connection, CU NightRide, UMC Board and the UMC's many services to students and staff.
- Created a variety of quality media in print, digital and photography to promote key events and initiatives. New this year:
 - Administration
 - Comprehensive communication plan to alert campus and the community to the renovation of the South Terrace and its impacts on food service and access to the building. -- included emails, CUBT articles, social media, website, photography, signage and 'survival kit' for building tenants.
 - The Connection
 - Promotional campaign with CU Gaming student org for their events in partnership with The Connection.
 - New giveaway/promo items including pencil pouches, sunglasses, pens, bowling pin-shaped lapel pins, buffalo-shaped cork coasters, and custom-designed decks of playing cards
 - Standalone eNewsletter for The Connection.
 - CU NightRide
 - Updated "We're Hiring" campaign to recruit applicants.
 - CU Events Planning & Catering
 - New website launched including photography, content, menus, etc.
 - Updated marketing materials to match upgraded design of website.
 - Clear, easy-to-read, well-designed signs in each meeting room that explain how to use the audiovisual system in that room.
 - Center for Student Involvement

- New materials for Fraternity & Sorority Life office.
- Templates for use by their staff and student staff to increase professionalism and consistency in social media, RSO communications, internal documents, etc.
- “Ways to be Involved” handout.

Information Technology & Network Services

Department Head: Heather Winner; transitioned to Jimmie Baker in January 2019

Department Manager: Sean Pease

The UMC manages its own in-house information technology and network service needs. It maintains the meeting room reservation system (EMS), payroll time-keeping management system (Kronos), a Consolidating Cash Register System, Auth.net credit card reader system, building security cameras, and “people counters” at entrance doors. UMC IT also provides a variety of other support programs necessary for the operation of the UMC’s 150+ desktop computers including PC repair and maintenance.

2018-2019 Highlights:

- Sustainable Resource Management Award for supporting and transitioning the Campus Event Management Form online.
- Campus EMS & OrgSync – Developed process to capture and convert student organization data into EMS.
- Setup I-9 encrypted Payroll kiosks for the UMC HR office.
- PCI SAQ submission and updates for The Connection and Catering online.
- Trained all PCI stakeholders on acceptable use, policies, and procedures.
- Worked with EP&C stakeholders to update and transition the Event with Alcohol Authorization Form online.
- Worked with Laura Johnson Morris (Data Warehouse Architect in Housing IT) to create a NightRide active status look tool; this allows NightRide dispatchers to verify if the caller for a ride is a current student or affiliate.
- Incorporated HDS Event Master to EP&C and fixed the installation issues allowing it to work with the newer version of Windows 10.
- Successfully ran a disaster recovery scenario by bringing down all servers over winter break and recovered them, with the outcome being a high-level recovery document which was added to the UMC IT’s business continuity plan.
- Setup CIP bags with laptops, tablets, and rechargeable battery backups.
- Purchased, installed, and tested new backup server in OIT collocated data center.
- Upgraded OIT wireless networks in the UMC including: standard access points in student areas, spotlight antennas for the Glenn Miller Ballroom, and spotlight antennas for the Arcade walkway area which greatly improves the wireless networking for the overall UMC.
- New cameras added; also scoped a project and quote to renew the UMC camera system to match the new campus Milestone standard and expand into UMC student areas.
- Kicked off the UMC cell booster improvement project to bring strong cellular signal to the UMC student areas and admin office.
- Fully migrated all desktops to Windows 10.
- Fully warrantied all UMC desktops with extensions or computer replacements.
- Purchased and installed new ESXi failover server that will be deployed to the OIT SPSC collocated data center.

- Consolidated printers and deployed MFD (Xerox multifunction device) printers for CSI and UMC – leaving the remaining local printers for business and security requirements

CU NightRide

Department Head: Heather Winner

Department Manager: Austin Lujan

Student Managers: David Goudy (SA-III), Carmen Vogt (SA-III)

CU NightRide is a free and safe evening transportation service available to the CU community, providing rides to and from anywhere on campus and within the Boulder city limits. NightRide is a fully student-run operation, funded through student fees and the Vice Chancellor for Student Affairs' general fund. CU NightRide operates seven vehicles and services more than 28,000 riders in the CU community annually.

Vehicles:

Operated an average of 5-6 out of 7 vehicles per evening during the 2018 – 2019 academic year.

- Purchased a 2019 Toyota RAV4 to replace a 2010 Jeep Patriot.
- Purchased a 2019 Toyota Camry to replace a 2013 Dodge Grand Caravan in Fall 2019.
- Integrated an ADA Dodge Grand Caravan to the CU NightRide fleet in October 2018.
 - The 2018 Dodge Grand Caravan that was retrofitted to be an ADA van; was not back in service until late-October / early-November.
- The last 2010 Jeep Patriot was given to CU Transportation Services and University Risk Management; CU NightRide received a payout. This vehicle was given over in late-December and did not continue into service for Spring 2019.

Ride Statistics:

Provided 21,021 rides to a total of 28,263 riders. Comparing 2017 – 2018 to 2018 – 2019, CU NightRide saw a 13% decrease in completed rides due to the program being down one vehicle for a majority of the year.

Rides Completed (Monthly)	
July 2018	749
August 2018	466
September 2018	2,082
October 2018	3,079
November 2018	2,211
December 2018	2,104
January 2019	1,622
February 2019	2,674
March 2019	1,722
April 2019	2,632
May 2019	848
June 2019	832

Daily Averages	
Sunday	Requested: 127 Rides / 179 Users Completed: 72 Rides / 97 Users
Monday	Requested: 150 Rides / 190 Users Completed: 80 Rides / 97 Users
Tuesday	Requested: 153 Rides / 203 Users Completed: 81 Rides / 102 Users
Wednesday	Requested: 141 Rides / 186 Users Completed: 72 Rides / 92 Users
Thursday	Requested: 149 Rides / 211 Users Completed: 74 Rides / 99 Users
Friday	Requested: 156 Rides / 247 Users Completed: 72 Rides / 109 Users
Saturday	Requested: 157 Rides / 259 Users Completed: 79 Rides / 121 Users

Annual Highlights:

- The busiest times for CU NightRide during shift are between 7:00PM – 10:00PM.

- The program has begun exploring options for sustainable and electric vehicles to be implemented in the fleet in the next 2-3 years.
- The program's management team engaged in a full-day driving training from a local driving school in order to identify areas of growth within our current approach to training and driving evaluations.
- Utilized TapRide, a ride request app, for the second full year
- This is the second full year of utilizing the ride request app, TapRide.
- A feature request was implemented on TapRide that ensured that those using the app are current and active CU Boulder affiliates (students, staff and faculty).

UMC Connection

Department Head: *Jimmie Baker*

Department Manager: *Nate Koenig*

Graduate Coordinator: *Sheela Vedula (SA-IV)*

Student Managers: *Isabelle Burke (SA-II), Will Walker (SA-II), Claire Rahn (SA-II), Andrew Meikle (SA-II)*

The UMC Connection provides out-of-the classroom leisure activities for our student, staff, faculty and community guests.

Connection counts for 2018-2019:

- 175,473 visitors

2018-2019 Highlights:

- Created New Afternoon/Evening Programs for Fall and Spring semesters:
 - Adopt a Rock
 - Harry Potter Night
 - Summer Sendoff
 - Football Viewing Parties
 - Munchies and Murals
 - Fall Feast
 - Board Game Night
 - Lucky Strikes
 - Scary Strikes
- Continued Afternoon Programs for Fall and Spring semesters:
 - CU on Friday
- Continued and Started New Connection Tournaments:
 - Video Game Tournaments
 - Billiard Tournaments
 - Poker Tournaments
 - Karaoke Night
 - Trivia Night
 - Foosball Tournaments
- Started a New Partnership with CU Gaming Club:
 - Dungeons and Dragons Night
 - Arcade Games Night
 - Super Smash Brothers Ultimate Video Game Tournaments
 - Averaged around 100-140 participants
- Started New Intramural Bowling Nights
 - Three per semester
 - Averaged 32-40 students per Intramural night

- Upgraded Nintendo Wii Systems to New Nintendo Switches
- Continued hosting Bi-monthly Comedy Club Nights; increased to weekly during the Spring Semester
- Successfully Participated in The Fall Welcome Fest Activities and The Spring Welcome Fest Program
- Enhanced the Student Mechanic position to help with bowling lane mechanical issues and maintenance
 - Increased the amount of Student Mechanics
 - Participated in week long official Qubica pinspotter training
 - Enhanced our maintenance safety protocol
 - Increased student mechanic duties to follow Qubica guidelines
- Hosted Series of Brewery Nights with Local Breweries for Students to Sample and Discuss Beer
 - Avery
 - Breckenridge
 - Odell
 - Anheuser-Busch
 - Upslope
- Increased our average customer count from 3,500 to over 5,500
 - Increase in Bowling Customers
 - Increase in Program Attendance
 - Increase in Tournament Attendance
- Increased Connection Revenue in:
 - Bowling
 - Billiards
 - Shoe Rental
 - Food and Drink
 - Reservations and Private Parties
 - Decreased Cost of Goods Sold
 - Alcohol
 - Food
 - Other
- Replaced worn/damaged bowling shoes
- Created a new graduate student position to assist the Connection Manager with Connection operations and programming.

Events Planning & Catering Office (UMC Operations)

Department Head: Roxane Ruggles, Assistant UMC Director for Events Planning & Catering

Department Managers: Heather Tyner, Manager UMC Events Planning & Catering, and Stephen Van Zandt, Manager of Event Set-Up and Audio/Visual

Student Managers: David Skuban, Student Manager of UMC set-up (SA-IV), Paul McClernan Student Manager of UMC Audio/Visual (SA-IV)

The UMC manages its own facility reservations and functions as the catering sales office for the UMC and CDS. EP&C also schedules many of the university's non-academic facilities and outdoor spaces. It is funded through student fees and excess revenues from UMC auxiliary operations.

2018-2019 Highlights:

- Handled \$2,334,285.28 million in catering sales.
- Handled 3,553 catering event and delivery orders (1,028 events and 2,525 deliveries)

- 12,793 Reservations within the UMC:
 - 62% of reservations for University Departments
 - 36 % of reservations for Student Organizations
 - 2% of reservations for Non-University Organizations and CU Conference Services
- 11,209 Reservations outside of the UMC:
 - EP&C office reserves 442 different campus venues, including all of the UMC.
- Further integration and utilization of Social Tables to assist with room and event diagraming.
- Further integration and utilization of 7 Points Solutions for EP&C and Setup/AV staff for improved event communication and logistics.
- Purchased 'When to Work' applications for the scheduling of UMC Events and AV fulltime and student staff.
- Completed the CU EP&C training manual, a living document which contains processes and information for the office as a reference to all staff.
- Planners learned and sold all new catering menus developed by Campus Dining Services. Full time planning staff assisted in the update of the website and the Event Master software of these new menus.
- Installed privacy panels, which creates more privacy for planners when meeting with clients and reduces office suite noise. Reconfigured the office suite to generate a better workflow for staff.
- Assisted in the development of EP&C marketing materials to promote our service to campus:
 - Website revised and updated
 - Assisted in the developments of marketing skins for vehicles
 - Developed a marketing brochure for advertising at University events
- Attended two CU Procurement hospitality events on campus as a vendor,.
- Attended the CU Conference Services campus partner lunch as a presenter and provided a vendor display.
- Increased sales of UMC AV equipment to campus community.
- Successfully transitioned the EMS scheduling of the Connection to the CU EP&C office.
- Created more waste warrior stops in the UMC- and created a materials waste crew managed by UMC student staff.
- Created a regular maintenance schedule of all UMC inventoried furniture and AV equipment.
- Launched new student model that includes assigning individual student employees to each planner.
- Continued to build strong relationships throughout campus: Campus Dining Services, Risk Management, Parking and Transportation Services, University of Colorado Police Department, Facilities Management, the Provost's and Chancellor's Offices, and Strategic Relations, Center for Student Involvement, CU Conference Services.

EMS - Campus (UMC Operations)

Department Manager: Roxane Ruggles, Assistant UMC Director for Events Planning and Catering

Coordinator: Amanda Taylor, Campus EMS Coordinator

Graduation Student: Sonia Prakasam (SA-IV)

The UMC administers the campus-wide Events Management System – Campus conversion project, funded through March 2017. This project incorporates the usage of EMS software by

Dean Evans & Associates for facilities that reserve spaces that accommodate 200 or more people as well as all outdoor “reservable” spaces.

- EMS-Campus system went live in Fall 2015 and hosts 54 university departments in addition to the UMC.
- 1,798 total campus spaces scheduled in EMS; 158 buildings.
- New Departments using EMS Campus include:
 - Aerospace new building
 - Koenig Alumni Center
 - Old Main Heritage Center
 - Ecology and Evolutionary Dept. (labs and rooms in RAMY-MCDB-JSCBB-GOLD)
 - CU Police Service Orders
 - Renumbering of Koebel rooms due to new construction.
- Continued discussions with CU Police Department and Parking Services about OIT Computer labs
- Development of EMS at a glance tablet-scheduling project for UMC rooms.
- Continued development with EMS software specialist and OIT: HR Tool kit; integrated CU Campus Directory into EMS, as web usage has dramatically increased
- Imported CU Conference Services KX scheduling software.
- EMS Web Applications activated 14,159 new campus web users.
- 35,260 reservations made online and 59,322 bookings within these reservations
- 54,628 campus wide reservations made with 183,342 bookings within these reservations (all University users).
- 21,210 – Imported academic reservations EMS- with 343,968 bookings within these reservations.

Campus Manager of Alcohol Service (UMC Operations)

Department Head: Roxane Ruggles, Assistant UMC Director for Events Planning & Catering

July 1 until September 2018 – Bette Sellers Anderson, Campus Alcohol Agent

October 2018 to Present – Sherrie Graber, Campus Manager of Alcohol Service

- Position was reviewed and changed to Campus Manager of Alcohol Service
- Sherrie Graber-Cole was the successful candidate of the recruitment process.

The Campus Manager of Alcohol Service is housed in the UMC CU Events Planning & Catering department. The Campus Manager of Alcohol Service provides guidance and policy oversight for events that provide alcohol for guest consumption.

2018-2019 Highlights:

- Processed 11 Special Event Permits including two SEP initiated by the Colorado Bar Association for the CU Law School.
- From July 1, 2018 until September 1, 2018 – the former Campus Alcohol agent wrote seven infractions; no infractions were written from September 1, 2018 until June 30, 2019.
- The new Campus Manager of Alcohol Services (CMAS) used a different approach with noncompliance issues. The CMAS has had more of a presence at alcohol events to correct non-compliance prior to event start time. When not present, this position has established a stronger working relationship with CU Police Campus Safety Officers (CSO) division, information of non-compliance has been provided to the CMAS by the

CSO for immediate follow-up. That information is used as a learning opportunity for the client.

- From September 1, 2018 until June 30, 2019 spots checks were performed at a greater frequency, averaging 12 spot checks per week compared to two spot checks per week from previous staff person.
- Processed 707 Alcohol Authorization forms compared to 786 last year. The new position streamlined the AAF form to include multiple dates on one AFF form if the event time, locations, guests count are identical. EMS scheduling software totals for Confirmed Alcohol events was 831.
- Campus Manager of Alcohol Service successfully completed “TIPS: Train the Trainer”, a two-day class on June 24 and 25, 2019, which enable this position to teach TIPS class to the campus community.

UMC Operations (Facilities Management)

Department Head: Jimmie Baker, Senior Associate Director

Department Managers: Todd Borning, Operations Manager; Sue Dangel, Building Manager

The UMC manages its own facilities, is generally self-reliant, and is funded through student fees and excess revenues from UMC auxiliary operations. Through its in-house custodial and maintenance staff, the UMC is able to accommodate the majority of its needs including custodial, building maintenance, and building security. The Senior Associate Director continues to serve as the Chair of the Safe Meetings for large student group-sponsored events held on campus.

Capital Projects:

- Paint and Carpet Projects
 - DSCC – 455 and 457
 - Environmental Center – 353, 355, 355A – G
 - KVCU – 1B76, 1B78, 1B80A – H
- Replaced 11 Bullhead Electrical Panels throughout the UMC
- Completed the upgrade to the 416 Suite HVAC system
- Added smart room capabilities to the SECA Lounge meeting rooms
 - 225A
 - 226
 - 228
 - 227A
 - 227B
 - 229A
 - 229B
 - 229C
- Upgraded all meeting rooms with smart technology
- Upgraded the Connection POS system
- Replaced the east electrical switchgear
- Purchased new Sprinter van
- Upgraded and replace AV equipment
- Upgraded the 140 furniture
- Upgraded the Ballroom Foyer furniture
- Upgraded the wireless access throughout the UMC
- Completed Schematic Designs (SD) for the Reception Desk and UMC 235 renovation project
- Completed the Construction Documents for the Connection Renovation project.

- Currently is out for bid and construction will start on August 26.
- Work began on the South Terrace roof replacement project
 - Project is to scheduled to be completed on August 9
- Continued the Energy Efficiency projects and replaced all of the corridor lights with LED lights.
- Replaced the Connection TVs
- Completed the bid documents (CDs) for HVAC recommissioning and DDC replacement project
 - Project will be bid in September 2019.
- Completed patch repair of the UMC Ballroom Floor.
- Continuation of LED light install project
 - Replaced close to 50% of the basement lighting and mechanical rooms to LED lighting
 - 4th floor hallways have been switched
 - 1st floor (where possible) has been changed
 - Replaced over 300 LED lights
- Repaired and refinished DSCC wood floor
- Rebuilt and cleaned the Cooling tower
- Installed new cabinet heater in NE entryway and repaired baseboard heat in North and East dining rooms

Reception Desk/Concierge Program (UMC Operations)

Department of UMC Operations: Jimmie Baker, Senior Associate Director

Manager of Department: Sue Dangel, Building Manager

Student Manager: Kalen Leone, Reception Desk Manger (SA-III)

The UMC Reception Desk continues to provide a valuable service for the UMC as the central information center for the UMC, campus and community. The Reception Desk continues to not only provide information but acts as the central communication center for the UMC, relaying information between departments, receiving and dispensing packages and daily mail service, acting as the UMC's central lost and found, and providing access services for the UMC.

2018-2019 Highlights:

- Created the new Evening Event and Guest Relations Coordinator Position.
 - Jill McWilliams was promoted into the position.
 - New position will provide concierge service for our event hosts and guests and support for our student visitors who may be in need of campus support services.
 - Jill will create a student concierge team to provide coverage for our many events that occur in the UMC.
- Created a new Graduate Student Position to assist the Evening and Guest Relations Coordinator

UMC Security

Department of UMC Operations: Jimmie Baker, Senior Associate Director of Operations

Manager of Department: Sue Dangel, UMC Building Manager

Student Security Chief: AJ Lopez (SA-III)

UMC Security continues to provide a valuable security service for the UMC. They provide event and building security and are often called upon to provide support for events outside of the UMC. UMC Security continues to be held in high regard by the CU Boulder Police Department

and throughout campus for their professionalism and training. The UMC security team is an all student team overseen by the UMC Building Manager.

2018-2019 Highlights:

- Maintained a proactive security presence in the UMC
- Provided security for 510 events

Dennis Small Cultural Center

Department Head: Kristen Rollins, Director for the Center for Student Involvement

Department Manager: Erin Dewese, Assistant Director for Cultural Programs, CSI

The UMC houses the Dennis Small Cultural Center, and the Center for Student Involvement manages the space and its operating budget. The Center provides a safe and inviting space for underrepresented students, as well as a venue for cultural programming. The DSCC provides self-initiated programming, as well as funding for student groups' cultural events and programs.

Retail and Office Space Leases (UMC Operations)

The UMC leases retail and office space to the following businesses and organizations and generates approximately \$1,128,290:

- Elevations Credit Union Branch
- Elevations Credit Union – ATMs
- U.S. Bank – ATM
- Wells Fargo – ATM
- Chase Bank - ATM
- Ink Spot
- CU Book Store
- Peace Corps Office
- Loggia Table Rentals
- Office of Fraternity & Sorority Life
- Health Promotion
- CU Collegiate Recover Center
- Campus Dining Services
- Vending

CUSG Cost Centers & Student Offices Housed in the UMC

- 32 student organization offices
- University of Colorado Student Government
- Center for Student Involvement (plus Cultural Events Board and Distinguished Speakers Board)
- KVCU Radio 1190
- Volunteer Resource Center
- Environmental Center
- Off-Campus Housing and Neighborhood Relations
- Student Legal Services

		UMC & ASSOCIATED DEPARTMENTS						
		FY 2018-2019 Fiscal Year-End						
		University	UMC	GL Campus	Campus Central			
REVENUES		Memorial Cntr.	Bond/Loans	Alcohol Agent	Scheduling System	Total		%
	Self-Generated	(2,012,788)	-		-	(2,012,788)		17.6%
	Student Fees - Operating	(4,522,877)	-		-	(4,522,877)		39.6%
	Student Fees - Capital	(1,248,681)	-		-	(1,248,681)		10.9%
	Student Fees - Bonds & Loans	-	(2,116,552)		-	(2,116,552)		18.5%
	General Fund Support	(19,428)	-	(73,932)	(122,034)	(215,394)		1.9%
	Special Program Funding	(134,261)	-			(134,261)		1.2%
	SOR-multiple	(1,125,000)	-		-	(1,125,000)		9.8%
	Other Funding-Gift NR	(50,313)	-		-	(50,313)		0.4%
	Roll Forward	-	-	-	-	-		0.0%
	TOTAL REVENUES	(9,113,348)	(2,116,552)	(73,932)	(122,034)	(11,425,866)		100.0%
EXPENSES								
	Professional Exempt Salaries	2,177,441	-	39,967	60,374	2,277,782		26.1%
	Classified Salaries	571,324	-		-	571,324		6.5%
	Salary Savings Pool		-		-	-		0.0%
	Hourly Wages	568,360	-	2,602	6,227	577,190		6.6%
	Professional Exempt Benefits	787,483	-		-	787,483		9.0%
	Classified Benefits	209,104	-		-	209,104		2.4%
	Hourly Benefits	4,547	-		-	4,547		0.1%
	Cost of Goods Sold	44,347	-		-	44,347		0.5%
	Operating Expenses	1,085,926	-	2,383	27,261	1,115,570		12.8%
	Scholarships	20,500				20,500		0.2%
	Utilities	708,978	-		-	708,978		8.1%
	Travel	23,741	-	1,525		25,266		0.3%
	Capital	84,729	-		-	84,729		1.0%
	Bond & Loan P&I	-	1,829,436	-	-	1,829,436		20.9%
	Subtotal	6,286,480	1,829,436	46,477	93,861	8,256,254		94.4%
RECHARGES								
	GAR	418,459	30,720		-	449,179		5.1%
	GIR	38,379	-		-	38,379		0.4%
	Net Internal Recharges	-	-	-	-	-		0.0%
	Subtotal	456,838	30,720	-	-	487,558		5.6%
	TOTAL EXPENSES	6,743,316	1,860,156	46,477	93,861	8,743,813		100.0%
TRANSFERS								
	In	(2,417,881)	(105,768)		(33,277)	(2,556,926)		-77.6%
	Out	5,359,901	106,023	27,455	61,449	5,554,828		168.6%
	To Repair & Replacement	40,000	256,141	-	-	296,141		9.0%
	Total Net Transfers	2,982,020	256,397	27,455	28,172	3,294,044		100.0%
	NET INCOME	611,990	(0)	0	(0)	611,990		0.0%
<i>Note: Not reflected are costs covered by the Division of Student Affairs such as portions of three salaried positions, and various programs sponsored throughout the year.</i>								

University Memorial Center Org Chart
June 14, 2019

