

Annual Report Fiscal Year 2019-2020

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



**University of Colorado
Boulder**

UNIVERSITY MEMORIAL CENTER

Prepared September 1, 2020

**Kristen Rollins
*Interim Director***

**Brandee Lantz
*UMC Board Chair***

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University Memorial Center and Associated Departments 2019-2020 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 veterans' 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 29 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 bowling alley and games area, 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). 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

Leadership Team (LT)

- Kristen Rollins, M.Ed., Interim UMC Director
- Peggy Tucker Ortega, B.A., Associate Director for Budget & Finance
- Roxane Ruggles, B.A., Assistant Director for CU Events Planning & Catering
- Molly Brauer, M.Ed., Assistant Director for Administration
- Lauren Fichtner, M.S., Executive Assistant to the Director

Extended Leadership Team (ELT)

- Heather Tyner, B.S., EP&C Manager
- Sean Pease, B.S., IT Manager
- Stephen Van Zandt, A.A., Set-Up and AV Supervisor (GL-III)
- Todd Borning, Operations Manager (Elec Trades-III)
- Meagan Gabaldon, B.S., HR Professional

During the Summer of 2020, the UMC leadership model transitioned from an Executive Management Team (EMT) and a Leadership Team to the newly formed Leadership Team (LT) and the Extended Leadership Team (ELT).

Student Leaders

- Brandee Lantz, UMC Board Chair
- Nicholas Kennedy, CUSG Tri-Executive
- Michael Martin, CUSG Tri-Executive
- Ryan Passas, CUSG Tri-Executive

UMC PROGRAMS & SIGNIFICANT ACCOMPLISHMENTS FOR FY2019-2020

UMC Board

Board Chair: Brandee Lantz

Staff Advisor: Andrea Zelinko, Jimmie Baker, Peggy Tucker Ortega

- Issued seven James E. Schafer Leadership scholarships and thirteen Carlos García UMC Director scholarships at \$1,000 each, for a total of \$20,000.
- Held annual UMC Board retreat and identified three goals for the year:
 - Establish interactive directory of resources (Promotion of services/resources)
 - Decrease use of plastic dishware in the UMC (Sustainability)
 - Install ramp at the UMC Fountain (Diversity/Inclusion)
- Served on the Student Arts Program selection committee.
- Attended Center for Student Involvement (CSI) Board meetings.
- Awarded office space to 29 registered student organizations and recommended locker space to 23 student organizations.

Administration

Department Head: Molly Brauer, Assistant Director for Administration

The UMC saw many leadership transitions throughout the past year. Molly Brauer joined the staff in June 2019 as the Assistant Director for Administration. In September 2019, Director Andrea Zelinko resigned, and the Interim Director role was filled by Jimmie Baker. In December 2019, Interim Director Jimmie Baker retired; Peggy Tucker Ortega then filled the role of Interim Director. In May 2020, CSI Director Kristen Rollins transitioned to the UMC and will be the Interim Director until a search can be completed to fill the Director position.

- Offered eight in-person New Student Employee Orientations (NSEO) for 38 students; connected with ten students virtually for individual NSEOs; hosted an NSEO session during the August Student Staff Training Day for 19 students.
- Hosted annual UMC Student Staff Training Day with 70 students in August.
- Coordinated UMC participation in Be Involved Fair and hosted the Student Affairs Job Fair in both Fall 2019 and Spring 2020.
- Held annual campus Veterans Day Ceremony and added two names to the Veterans Memorial Lounge wall.
- Hosted finals week Study Stops and engaged more than 600 students over four days.
- Continued work on business continuity planning for all areas of the UMC.
- Held six monthly CU on Friday events, including a large-scale corn roast as a featured Fall Welcome event which drew over 400 attendees. Other popular events included 'Home for the Holidays' (gingerbread house decorating) and 'Color Me Happy!' (stress relief/coloring).
- Assistant Director Molly Brauer was part of the Planning Committee for the third annual Womxn's Leadership Symposium for female-identified students, staff, and faculty.
- Expanded the UMC Assessment Plan and made progress in assessment methods
 - Created and implemented a UMC Events Planning & Catering survey, which includes Event Planning, Set-Up/AV, Catering, Security, and Concierge Program.
 - Completed a 'High Impact Practice' review for CU NightRide and student employment
- Building counts for 2019-2020:
 - 1,497,049 visitors

COVID-19 Impacts:

- CU Boulder transitioned to a 'remote teaching' model on March 16; dining halls, residence halls, medical services, and other campus services (including the UMC) remained open to serve the needs of students.
- On Monday, March 16, the UMC moved to a "Reduced Staffing Plan" which included having staff members whose responsibilities allowed them to work remotely to work from home. This limited the number of the people in the building and was done as a safety precaution for our staff.
- The UMC closed on Friday, March 20th at 3:00PM with a plan of being closed for Spring Break, reopening on March 29th.
- The UMC did not reopen after Spring Break and instead remain closed until July 13.

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.

Budget FY20 Overview

In FY20, the UMC proposed a deficit budget of \$196,102, knowing it would be a year of construction and renovation. It started out in May 2019 with the installation of a new grease trap in the dock area. The replacement of the South Terrace occurred during Summer 2019 and then moved into the Connection Renovation in fall of 2019. The Connection reopened in February 2020, only to close again in March due to COVID-19.

COVID-19 Impacts:

- There were significant revenue losses due to COVID, calculated based on a three-year average to be \$416,432.
- There was a pause on discretionary spending; guidelines were given to stop spending on travel, professional development, staff recognition, and other initiatives.
- Furlough savings for June 2020 was \$94,532.
- Cost savings in utilities, COGS, and hourly pay/benefits based on budget was \$189,943.
- Additional expenses for cleaning/sanitization/modification due to COVID was \$1,117.
- Spending and capital projects were put on hold for third quarter.
- UMC budgeted to be (\$196,102) but ended the year at \$2,071,284.

Budget Enhancements approved 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 and Connection – (\$196,104)
- Budget pool adjustments - \$0.00 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):

- Increased Insurance \$18,384

R&R activity:

- Bond over collections – \$193,734; Insurance Recovery for labor during the 2017 flooding of the ballroom – \$21,094, move \$600,000 to Connection Renovation; and \$30,000 for ballroom furniture. Ending balance of \$940,907
- Night Ride \$30,000, ending balance \$147,278
- IT \$5,000, ending balance \$13,000
- 2nd/3rd floor campus loan paid off

Projects tracked throughout this fiscal year:

- Grease trap replacement in dock
- South Terrace/Connection roof replacement
- Connection renovation
- 401 remodel project/payroll and marketing air conditioning (completed)
- Reception Desk design and bid – project put on hold until Summer 2021
- Replaced AV equipment in 425 and Aspen rooms
- Replaced 1st floor lounge furniture
- Continued desktop/laptop replacement
- Continued Energy Efficiency Projects – LED lights, dimmers, filter system
- Continued painting/signage project
- Upgraded Connection POS system and monitors
- Began next phase of DDC control project
- Added additional wireless access points (WAP)
- Began replacing security cameras and cabling in Connection
- Replaced NUC in marketing monitor
- Moved forward on digital room sign app
- Began design phase of Atrium painting/refresh
- Added cellular phone antennas for additional coverage
- Closed out of upgrade/replace DX air unit in Fraternity and Sorority Life
- Purchased furniture for lobby of the ballroom

Payroll Office:

- Data:
 - Hired 232 student employees
 - Terminated 107 student employees
 - Promoted 39 student employees
 - Managed 374 biweekly positions – 79 stipend and 295 bi-weekly
- Cornerstone test group completed, and all staff moved to platform for performance plans
- Continued to eliminate paperwork records and proceeded with digitization project
- \$15,000 scholarships applied to student accounts
- Student appreciation awards and senior superlatives done virtually/social media
- Co-sponsored “Ready for the Real World” student employee training series with CSI
- Student performance/learning outcomes committee (Meagan – chair)
 - Student onboarding plan
 - On campus job fair
 - Student employment applications online
 - Student supervisor training plans

Procurement/Travel:

- Partnering with Procurement – evaluation of staff/customer impact for policy changes by contract administrators.
- Due to COVID:
 - Supported Alternative Breaks by refunding all trips rapidly after posting payment just weeks before.
 - Researched and implemented PSC purchasing policies and obtained temporary exemptions to facilitate staff working remotely, and virtual student engagement opportunities.
 - Sourcing and tracking of sanitizing and safety supplies.
- Procurement for UMC and other cost centers
 - 374 Marketplace orders totaling \$750,000
 - Managed 65 procurement cards
 - Managed 49 travel cards for staff and 20 additional for Alternative Breaks students.
 - Executed one agreement for \$78,000 and had it paid in two days.
 - Rolled out a 'just in time' travel tips/information and continued to train new travelers.
- Continued to decrease generation and storage of paper for Pcard and A/P processes, which enabled a smooth transition to remote work.
- Significantly contributed to the SA Account Code Standardization Project. Realigned purchases to allow for better FY21 budgeting. Educating cardholders of changes.
- Facilitated multiyear TapRide and Social Tables contracts with no price increases.
- Facilitated communication with UMC food vendors during summer grease trap replacement and COVID closures – adjusting rent and utility calculations.
- Celestial food vendor space RFP Committee (Glenda)
- CU on Friday Committee (Karen chair)
- Chase Bank and Wells Fargo ATM contract extensions.
- US Bank ATM moved out June 30th
- Jamba Juice, Subway, and Panda Express food vendor one year extensions to their contract
- Infinites Pie contract finalized and they opened in February 2020
- Renewed all building tenant contracts including Ink Spot and CU Book Store.

Cash Management:

- FY20 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.
- Supported CDS, Ink Spot, CSI, Food Tenants, Health Promotions, and SLS with cash operations.

Billing/Accounts Receivable:

- Events Planning and Catering – average 400 invoices/month
 - 2246 Catering invoices
 - 1021 Room Reservation invoices
- 41 Connection parties
- 53 Program Council invoices
- 36 Marketing digital sign invoices
- 55 Environmental Center Zero Waste Event invoices
- 4 Environmental Center Score/FLOWS invoices
- 73 Environmental Center Green Labs invoices
- 20 VRC Be Involved Fair invoices

- 15 VRC Volunteer Fair invoices
- Welcomed a new staff member – Jeff Tandberg
- Assisted CU Events & Catering office with RSO logs and credit card information.

General Highlights:

- Hosted 1st annual Halloween Open House as Ralphie’s Handlers.
- Hosted 1st Student Affairs finance staff meet and greet potluck
- Staffed the Emergency Call Center March 2020 as campus went remote.

Professional Development:

- Partnering with Procurement
- WACUBO conference
- CPE4CPA workshops
- Data Analytics and Visualization
- Strengths Training for supervisors
- SA workshop series for student success

Marketing

Department Head: Erin Harrell, Student Affairs Communication (Transitioned from UMC Assistant Director Molly Brauer to SA Comm in August 2019)

Department Manager: Catherine Horning

Student Marketing Assistant: Alexandra Siso

Student Affairs Communication 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 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: Center for Inclusion and Social Change, INVST, McNair Scholars Program, Muslim Students Association, Office of Information Technology, Research & Innovation Office, SKY Club, South Asian Student Association and more.
 - Returning advertisers Center for Student Involvement, The Connection, CU Energy Club, Cultural Events Board, Department of Linguistics, Education Abroad, Middle Eastern Student Association, New Student & Family Programs, Outreach & Engagement, Program for Writing & Rhetoric, Sigma Lambda Beta, Space Minor and more.
 - Brought in \$4,155 in revenue from ad space on digital signs (down 35%). Refunded \$569 and lost ad sales due to the campus closure in March.
- Website statistics

Down due to the campus closure in March and separation of EP&C to its own website

 - Page views = 207,941 (down 30%)
 - Visits/Sessions = 109,862 (down 20%)
 - Unique visitors = 72,733 (down 20%)
 - Time spent on site (avg) = 1:11 minutes

- Top website pages in order of visits: Homepage, Daily Lunch Specials, Alferd Packer Grill, Hours, The Connection, CU NightRide, Dining, CU EP&C moved to new site, Bowling, NightRide Hours
- Social Media
 - UMC Facebook: 2,352 likes (down 2%). The UMC FB page ranks 40th in number of likes out of 169 CU FB pages, which includes the main University site and many athletic, alumni and college sites.
 - UMC Twitter: 3,068 followers (up 1%)
 - UMC Instagram: 985 followers (up 16%)
 - The Connection Facebook: 698 likes (up 15%)
 - CU NightRide Facebook was deactivated August 1, 2019. All NR content is posted to UMC channels.
 - Most popular posts include photos of the newly renovated Connection, door decorating contest winners, campus sustainability tours, South Terrace under construction, Produce Pop-ups, and how to vote.
- eNewsletters:
 - UMC
 - 676 subscribers
 - 36% open rate
 - 4.5% click through rate
 - CU on Friday
 - 196 subscribers (increased by 184%)
 - 61% open rate
- Earned first place in the national ACUI Steal This Idea contest for the Student Affairs Communication student hiring poster. Also earned third place for the VRC Alternative Breaks poster; and for the CU GOLD Catalyst t-shirt design.
- 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, E Center, Volunteer Resource Center, etc.
- Continued to work closely with communication colleagues across the Division of Student Affairs to ensure our work is highlighted across campus (CU Boulder Today, social media, digital and printed signage, etc.) and meets high standards of quality.

Information Technology & Network Services

Department Head: Jimmie Baker; transitioned to Kristen Rollins in Spring 2020

Department Manager: Sean Pease, IT Program Manager

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.

2019-2020 Highlights:

- Implemented Cell Booster Antenna system, providing enhanced cell phone coverage in the UMC
- Created custom programming to make The Connection marquee display run
- Set-up the Connection displays to play University TV programming.

- Enacted emergency plan to get UMC users working remotely (mostly in a one-week period) during the initial COVID-19 outbreak.

CU NightRide

Department Head: Molly Brauer, Assistant Director for Administration

Department Manager: Austin Lujan, Program Coordinator

Student Managers: Nik Provost (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 6 out of 7 vehicles per evening during the 2019 – 2020 academic year.

- Replaced a 2013 Dodge Caravan with a 2019 Toyota Camry.

Ride Statistics:

Rides Completed (Monthly)	
July 2019	771
August 2019	437
September 2019	1,875
October 2019	2,477
November 2019	2,371
December 2019	1,488
January 2020	2,050
February 2020	2,884
March 2020	1,562
April 2020	0
May 2020	0
June 2020	0

Operations were active from July 1, 2019 – March 17, 2020 (excluding University Closures, Holidays and Breaks). In this time, the program provided 15,915 rides to a total of 21,260 riders.

Comparing the active service date ranges from 2018 - 2019 to 2019 – 2020 (July 1 – March 17), CU NightRide saw a 1.9% (312 rides) decrease in completed rides.

2019-2020 Highlights:

- The busiest times for CU NightRide are between 7:00PM – 10:00PM.
- The program has continued exploring options for sustainable and electric vehicles to be implemented in the fleet in the next few years; engaged in conversations with CUSG and the Environmental Center.
- During the Fall 2019 semester (August 26 – December 19, 2019), CU NightRide provided 8,418 rides to 11,488 passengers. These passengers included the 1,243 unique users who submitted the ride requests, as well as their guests/additional passengers.
- While international students make up 34% of the 1,243 unique users of CU NightRide, they have utilized nearly half (49%) of the 8,418 rides provided through this service.
- 34% of unique users identify as white, while utilizing only 20% of the total rides provided.

- Nearly half of all rides (43%) are provided to underrepresented students and persons of color.

UMC Connection

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

Department Manager: Nate Koenig, Connection Manager

Graduate Coordinator: Isabelle Burke (SA-III)

Student Managers: Will Walker (SA-II), Claire Rahn (SA-II), Andrew Meikle (SA-II), Jeremy Dicks (SA-II)

The UMC Connection provides out-of-the classroom leisure activities for our student, staff, faculty, and community guests. The Connection closed on March 17, 2020 due to COVID-19 for the remaining of the fiscal year.

Connection counts for 2019-2020: Were not available due to renovation and malfunctioning counter. We have upgraded our sensor system and will have an accurate number going forward.

Connection Renovation 2019-2020:

- Second major update the center has seen since it opened in 1953.
 - The Connection now has more square footage for guests to enjoy.
 - New vinyl leather booth seating for bowlers
 - New and different types of furniture
 - New bowling balls and shoes
 - New pool cues and ping-pong tables
 - Upgrades to the popular billiards, video game, karaoke, trivia, poker and comedy events.
 - Student murals were designed in three places within the Connection.
 - Reconfiguration of the Club 156 space – to allow for closed off shows or to integrate programming into the Connection space with upgraded AV and audio systems.
 - A new multi tap beer and concessions area with new food products – both pre-packaged and food made on site (nachos, soft pretzels, etc.).
- Closed entire Fall Semester 2019 for renovation
 - Closed for renovation August 1, 2019
- Week-long soft opening in February 2020 for UMC staff and student employees
- Grand re-opening February 17, 2020
- Due to COVID-19 Pandemic Closed March 17, 2020

2019-2020 Highlights:

- The first draft of a new detailed resource handbook that includes all processes and procedures for the daily operations in the Connection.
- Grand Re-Opening Party for the Connection
 - Friday, February 21 – 4:00-7:00PM
 - Featured free food, live music and comedy, free billiards and video games, discounted bowling, a visit from Chip the Buffalo, and more.
 - Over 550 guests attended this three-hour event.
- Planned afternoon/evening programs for Spring semester
 - Munchies and Murals

- Board Game Night
- Lucky Strikes
- Continued CU on Friday programs during Fall and Spring semesters
- Continued past programming efforts and started new Connection Tournaments
 - Video Game Tournaments
 - Social Video Gaming Nights
 - Billiard Tournaments
 - Poker Tournaments
 - Karaoke Nights
 - Trivia Nights with new themed trivia
 - Connection History
 - Spongebob
 - Pokemon
 - New Ping Pong Tournaments
 - With all new equipment and state-of-the-art KillerSpin tables
 - Started new partnership with Super Smash Bros Club
 - Hosted weekly tournaments and social gaming with an average attendance of 60-80 participants
- Continued partnership with CU Gaming Club
 - Super Smash Bros Ultimate Video Game Tournaments
 - Hosted large biweekly tournaments with an average attendance of 100-120 participants
- Continued hosting Bi-monthly Comedy Club Night
 - Noticeable increase in attendance with new equipment, area, and seating
- Intramural Bowling Nights
 - Three planned per semester – only one was hosted before COVID-19
 - First Intramural tournament – sold out on available intramural spots within two days of posting
- Upgraded 65" HD TV's for Social Gaming Area
 - Updated games and rosters
 - New controllers and video game equipment
- New projectors and screens for the bowling lanes
 - For conference notes, advertisements, and displaying sporting events
- Continued advancing the Student Mechanic position to help with bowling lane mechanical issues and maintenance
 - Increased the amount of Student Mechanics and shifts
 - Participated in additional pinspotter training
 - Continued to enhance our maintenance safety protocol
 - Increased student mechanic duties and responsibilities to follow Qubica guidelines
- New Lane Cleaning and Oiling Machine
 - Had not been updated in over 20 years
 - Can control oil patterning on lanes
- Replaced worn/damaged bowling shoes, bowling balls, billiards cues, billiard racks, and billiard balls

Events Planning & Catering Office / UMC Operations / Custodial Operations

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

Department Managers: Heather Tyner, Manager UMC Events Planning & Catering; Stephen Van Zandt, Manager of Event Set-Up and Audio/Visual; Maria Lares De Garibay, Custodian Supervisor

Leads: Emily Burley, 1st Shift Events Set-Up Lead; David Skuban, 2nd Shift Events Set-Up Lead; Shane Boger, AV Events Lead; Hugo Rolando Gutierrez Navarro Custodian Lead

Student Managers – EP&C: Kylie Lakos (SA-III) during Fall 2019 and Anissa Estrada (SA-III) during Spring 2020

Student Managers – UMC Operations: Allen Means (SA-III), Student Manager of UMC Set-Up; Ray Bailey (SA-III), Student Manager of UMC Audio/Visual; Jack Legrone, AV Lead; Beau Ranieri (SA-III), Building Services Lead

The UMC manages its own facility reservations and functions as the catering sales office for the UMC and CDS. CU Events Planning & Catering (EP&C) also schedules many of the university's non-academic facilities and outdoor spaces. CU EP&C is funded through student fees and excess revenues from UMC auxiliary operations. Set-up and AV are responsible for the execution of meetings and events in the UMC venue spaces. Set-up staff are responsible for some of the daily maintenance and furniture moving, removal, and storage for the entire building. The custodial team is responsible for the cleanliness of the UMC; this includes daily cleaning and enhanced cleaning to meet COVID-19 campus guidelines – carpet shampooing, furniture cleaning, floor striping and wax on set up on a rotating basis.

2019-2020 Highlights:

- Handled \$1,651,254 million in catering sales through March 17, 2020.
 - Due to COVID-19 catering ceased for the remainder of the fiscal year.
- Handled 2,249 catering orders - 678 events and 1,571 delivery orders
- 7771 Reservations within the UMC:
 - 61% of reservations for University Departments (4713 reservations)
 - 38 % of reservations for Student Organizations (2950 reservations)
 - 1% of reservations for Non-University Organizations and CU Conference Services (108 reservations)
- 10,314 Reservations outside of the UMC:
 - EP&C office reserves 442 different campus venues, including all spaces in the UMC.
- Loggia contract was converted into DocuSign to make the client experience streamlined and user friendly.
- Successfully planned and catered CU on Friday events in alternative spaces during the Connection renovation.
- SAFE committee meeting notes were converted to being documented in EMS to make information more accessible to necessary parties.
- Two event planners, EMS Coordinator and the Set-up Morning lead attended conferences for professional growth.
- Successfully launched the utilization of Google Keep by EP&C student staff to internally communicate pertinent information effectively.
- Further integrated shadowing of event planners by their assigned students to enhance the student employee training model.
- Updated the process for clients answering EMS reservation detail questions to ensure we are capturing accurate information.
- Posted, interviewed, hired, and successfully on-boarded a new event planner and EMS Event Business Coordinator.
- Created a new catering guide with allergens, descriptions, and pictures of our menu offerings used internally by CU EP&C staff to product knowledge and to better sell our offerings.
- Further expansion of AV services outside of the UMC Building.
- Expanded Social Tables room layout templates for all UMC event spaces.

- Further integration and utilization of 7 Points Solutions for EP&C and Setup/AV staff for improved event communication and logistics.
- Utilized 'When to Work' applications for the scheduling of EP&C student staff and AV/Set Up fulltime and student staff.
- Continued to update the CU EP&C training manual, a living document that contains processes and information for the office as a reference to all staff.
- CU EP&C website was updated to ensure accurate information was being given to clients. This includes:
 - Further expanded the inquiry form on the Contact Us page.
 - Added a downloadable wedding packet for prospective wedding clients to learn more about our services.
- Attended a CU Procurement hospitality event on campus as a vendor.
- Attended the CU Conference Services campus partner lunch as a presenter and provided a vendor display.
- CU EP&C continued to successfully schedule reservations for the Connection.
- 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.
- Completed smart room AV upgrades in all UMC meeting rooms and event spaces.
- Completed deep cleaning of all UMC venues spaces prior to closure in mid- March.
- Completed deep cleaning of all UMC spaces prior to re-opening in early August.
- Created two custodial teams to ensure enhanced cleaning was performed to campus guidelines.
- The removal, dismantling, and storage of HDS dining furniture to allow for appropriate distancing.
- The removal and storage of UMC lounge seating to meet COVID-19 requirements.
- Massive furniture disposal program from March until August 2020 with a total of 399 pieces of furniture inventoried and tagged for the campus disposal program.
- Converted UMC venues spaces to academic classroom spaces to meet the academic needs of the campus hybrid class model for fall semester.
- CU EP&C operations successfully converted to fully remote during COVID-19.

EMS – Campus Scheduling

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

Coordinator: Amanda Taylor, Campus EMS Coordinator

Student Employee: Lauren Eckl (SA-II)

The UMC administers the campus-wide Events Management System (EMS). The UMC manages the EMS software by Accruent which includes the ability to reserve campus venues and outdoor spaces. This software is utilized by multiple venue schedulers and thousands of web users. The UMC has unlimited licenses and this software is free to venue schedulers across campus. Currently, academic classrooms scheduling is imported daily in order to make the campus administration and service departments aware of all academic classes, as well as non-academic events by venues utilizing the EMS software.

2019-2020 Highlights:

- EMS-Campus system went live in Fall 2015 and hosts 58 university departments in addition to the UMC.
- 2,205 total campus spaces within 171 buildings scheduled in EMS
- 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.
- CMCI
- Art and Art History
- Working on finalizing the scheduling of OIT computer labs
- Development of EMS-at-a-glance tablet-scheduling project for UMC rooms.
 - SA Marketing and SA IT purchased Four Winds software to replace EMS room sign Applications (previously called Glance).
- Continued development with EMS software specialist and OIT: HR Tool kit; integrated CU Campus Directory into EMS, as web usage has dramatically increased now more than ever due to COVID.
- Imported CU Conference Services KX scheduling software.
- EMS Web Applications activated 10,480 new campus web users. This was cleaned and updated manually by student employee – deactivating over 3600 graduating student users.
- 24,589 reservations made online and 51,774 bookings within these reservations
- 34,209 campus wide reservations made with 99,452 bookings within these reservations (all University users). This indicates the users are better at making recurring reservations than the previous year.
- 21,123 imported academic reservations EMS- with 387,355 bookings within these reservations.

Campus Manager of Alcohol Service

Department Head: Roxane Ruggles, Assistant UMC Director for Events Planning & Catering
Department Manager: Sherrie Graber Cole, Campus Manager of Alcohol Service

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

2019-2020 Highlights:

- Processed 10 Special Event Permits (SEP); however, two SEPs were cancelled due to COVID-19.
- The CMAS 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.
 - Spot checks were performed at a greater frequency, averaging 12 spot checks per week.
- Processed 606 Alcohol Authorization forms for events with alcohol, 416 events occurred while 190 events were cancelled due to COVID-19.
- Initiated the revision of the Campus Service Alcohol Policy with CU Police, Risk Management and CU Legal staff on the committee. This first draft was submitted to CU legal for in-depth review. The policy has not been updated since 2012.

- Launching of the DocuSign Alcohol Authorization form; this form is more efficient in completion process and has streamlined the approval process.
- Campus Manager of Alcohol Service successfully completed recertification of “TIPS: Train the Trainer”.
- Successfully taught 5 TIPS certification classes with a 100% pass rate for certification; Spring and Summer classes cancelled due to COVID-19.
- Continued to assist other Campus Venues in renewal licenses processes.
- Initiated conversation with the State of Colorado Liquor Enforcement Division to start the licensing process with Koenig Alumni Association.

Facilities Management

Department Head: Jimmie Baker, Associate Director; Kristen Rollins, Interim Director

Department Manager: Todd Borning, Operations 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 can accommodate the majority of its needs including custodial, building maintenance, and building security.

Capital Projects:

- South Terrace Project
 - Replaced roofing material
 - Raised pavers to allow better access into the building
 - Added additional drainage for terrace
 - Reworked anchor points for tent
 - Updated the snowmelt system
- The Connection Project
 - Full renovation of the Connection space
 - All lighting upgraded to LED
 - New check-in counter and separate food and bar area
 - New stage area
 - Upgraded digital signage and multimedia displays
 - Dedicated videogaming area
- UMC 418 Conference Room
 - Created new conference room
 - Upgraded cooling system for Program Council
 - Upgraded heating and cooling controls to DDC for both spaces
- Repaired and refinished the Glenn Miller Ballroom floor
- Replaced majority of lighting in mechanical rooms to LED
- Built and installed display case for Trivia Bowl Trophy (rotating display)
- Completed Construction Documents for the Reception Desk Renovation Project
- Painting and Carpet Project
 - Radio Station
 - Dennis Small Cultural Center
 - Environmental Center
 - UMC 355
 - UMC 455

Reception Desk

Department Head: Molly Brauer, Assistant Director for Administration

Manager of Department: Sue Dangel, Building Manager

Student Manager: Kiki Garthwaite, 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.

2019-2020 Highlights:

- Put the 2020 Reception Desk renovation project on hold.

Concierge Program

Department Head: Molly Brauer, Assistant Director for Administration

Manager of Department: Jill McWilliams, Event and Guest Relations Coordinator

The Concierge Program was developed during the 2018-2019 academic year, as a service to guests hosting events in the UMC. The Concierge Program provides a staff member at high-profile and multi-layered events to be a 'point person' for the clients during their event.

2019-2020 Highlights:

- Hired three student employees for the Concierge Program
- Supported 79 events with a Concierge Program point person
- Program halted operations due to COVID-19 and the campus's event moratorium.

UMC Security

Department Head: Molly Brauer, Assistant Director for Administration

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.

2019-2020 Highlights:

- Maintained a proactive security presence in the UMC
- Completed multiple staff trainings with the Police Department and Office of Conflict Resolution on the topics of conflict and de-escalation.
- Continued departmental trainings including Situational Awareness, OODA Loop, and personal safety.
- Completion of mandatory trainings such as TIPS, CPR/AED/First Aid.
- Provided security for 199 events

Dennis Small Cultural Center

Department Head: Erin Dewese, Interim Director for Center of Student Involvement

Department Manager: Christina Chambers, Coordinator for Cultural Programs

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 \$1,136.667

- Elevations Credit Union Branch
- Elevations Credit Union – ATMs
- U.S. Bank – ATM (removed during Summer 2020)
- Wells Fargo – ATM
- Chase Bank - ATM
- Bank of America – 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

- 29 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 2019-2020 Fiscal Year-End							
		University	UMC	GL Campus	Campus Central		
REVENUES		Memorial Cntr.	Bond/Loans	Alcohol Agent	Scheduling System	Total	%
	Self-Generated	(1,513,477)	-		-	(1,513,477)	15.1%
	Student Fees - Operating	(4,676,059)	-		-	(4,676,059)	46.7%
	Student Fees - Capital	(1,264,353)	-		-	(1,264,353)	12.6%
	Student Fees - Bonds & Loans	-	(2,165,869)		-	(2,165,869)	21.6%
	General Fund Support	(19,837)	-	(59,377)	(120,494)	(199,708)	2.0%
	Special Program Funding	(133,076)	-			(133,076)	1.3%
	SOR-insurance	(18,384)	-		-	(18,384)	0.2%
	Other Funding-Gift NR	(46,531)	-		-	(46,531)	0.5%
	Roll Forward	-	-	-	-	-	0.0%
	TOTAL REVENUES	(7,671,717)	(2,165,869)	(59,377)	(120,494)	(10,017,457)	100.0%
EXPENSES							
	Professional Exempt Salaries	2,106,445	-	50,417	62,094	2,218,956	26.1%
	Classified Salaries	559,110	-		-	559,110	6.6%
	Salary Savings Pool		-		-	-	0.0%
	Hourly Wages	546,110	-	-	5,925	552,035	6.5%
	Professional Exempt Benefits	787,457	-		-	787,457	9.3%
	Classified Benefits	203,516	-		-	203,516	2.4%
	Hourly Benefits	6,007	-		-	6,007	0.1%
	Cost of Goods Sold	6,540	-		-	6,540	0.1%
	Operating Expenses	1,034,395	233	342	34,098	1,069,068	12.6%
	Scholarships	15,000				15,000	0.2%
	Utilities	681,882	-		-	681,882	8.0%
	Travel	16,236	-	276		16,512	0.2%
	Capital	52,538	-		-	52,538	0.6%
	Bond & Loan P&I	-	1,842,161	-	-	1,842,161	21.7%
	Subtotal	6,015,236	1,842,394	51,035	102,116	8,010,782	94.3%
RECHARGES							
	GAR	418,641	27,837		-	446,478	5.3%
	GIR	36,765	1		-	36,766	0.4%
	Net Internal Recharges	-	-	-	-	-	0.0%
	Subtotal	455,406	27,838	-	-	483,244	5.7%
	TOTAL EXPENSES	6,470,640	1,870,232	51,035	102,116	8,494,026	100.0%
TRANSFERS							
	In	(13,030,461)	(102,037)		(17,917)	(13,150,415)	-365.4%
	Out	16,271,932	203,940	8,342	36,294	16,520,507	459.1%
	To Repair & Replacement	35,000	193,734	-	-	228,734	6.4%
	Total Net Transfers	3,276,471	295,637	8,342	18,377	3,598,826	100.0%
	NET INCOME	2,075,396	(0)	(0)	(0)	2,075,395	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
February 1, 2020

