



STUDENT UNION, INC.

ANNUAL REPORT 2016-2017



MISSION STATEMENT

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






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DIAZ COMPEAN STUDENT UNION GRAND OPENING

Celebration

On September 1, 2016, during the Grand Opening Celebration, the newly-completed Student Union was rededicated as the Diaz Compean Student Union in honor of Ramiro and Lupe Compean. While Mrs. Compean never attended college, her message of success through hard work resonates with SJSU's students. During her speech at the Grand Opening, Mrs. Compean told the students about her family's journey to success and encouraged the gathered crowd, saying "You can do it, too. It's no big deal."

During the Grand Opening Celebration, thousands of students toured the new building, visiting the many departments who operate within the facility. Students received free shirts, food, giveaways, and prizes while learning more about the services, programs, and facilities available to them.

Ramiro Compean & Lupe Diaz Compean

Born in 1926 in Edinburg, Texas, Lupe Diaz was the oldest in a family of 10 children. In 1955, she married Ramiro Compean, who was born in Reynosa, Mexico. One year later, the Compeans moved to San Jose, where Mr. Compean worked for George Day Construction building houses in Saratoga. Mrs. Compean attended school and helped her husband in the business. They saved money and soon were able to purchase a home in Almaden Valley. They continued to buy properties as they were able.

Mrs. Compean is not a graduate of SJSU, but believes very strongly in the mission of the institution and the importance of education. Following Mr. Compean's death in 2002, Mrs. Compean reached out to University Advancement and indicated that SJSU would be a beneficiary of half her estate. Over the course of the next three years, discussions continued regarding the use of the gift and in December 2015, Mrs. Compean finalized the gift agreement.

Lupe Diaz Compean's advice to Spartans everywhere: "Know your strengths, work hard, be willing to start at the bottom — and have faith."

*Biographical information provided courtesy of University Advancement

A MESSAGE FROM THE EXECUTIVE DIRECTOR

It was an exciting year for the Student Union, Inc., starting with the groundbreaking of the new Spartan Recreation and Aquatic Center (SRAC) in August 2016, followed by the Grand Opening of the Diaz Compean Student Union on September 1, 2016. In spring of 2017, we entered into a partnership with Athletics to develop a track & field complex at south campus that will meet the needs of the Club Sports and Intramural Sports programs. Finally, we are working with a sub-committee of the Student Union Board of Directors to create a draft program for student staff that supports the CSU Student Success Initiative 2025.

It is clear through the high daily student usage that the Diaz Compean Student Union truly is the "heart" or destination place for students and the campus community. We estimate that 7,000 to 8,000 students use the Student Union building daily to study, do group projects, eat, socialize, and attend campus events. The numbers given above do not include the ballroom and meeting room daily usage numbers, or those just getting food in the dining area. Students describe the Student Union as a safe, bright, open environment to study, and a place to meet and socialize. The Bowling Center is planned to open in January of 2018 and promises to have interior renovations that match the design of the main Student Union building along with a state-of-the-art settee area and pinsetters.

Throughout this past year, the Spartan Recreation team and senior administrators of the Student Union worked with the project architect group to develop the recreational program layout and design for the building. SRAC will be another destination location on campus due to a building design that incorporates recreational and social with an ambience that is open, light, and illustrates "Spartan Pride" through colors, marks, and historical points of the university. SRAC will offer state-of-the-art fitness and recreational equipment inside and outside. SRAC will open Spring 2019.

As an organization that receives a majority of student fees for operation and has oversight from a majority student Board of Directors, the Student Union embraces CSU Student Success Initiative 2025. In addition, student employees are the frontline for all the departments within the Student Union Corporation and make up about 87% of the staff. Research shows that on-campus employment contributes significantly to retention and graduation by helping students make a connection with the university and other students, and is a developmental tool for students with their life and job skills*. The organization's Student Success Initiative includes: an assessment of what students learn while being employed by the organization, a campus resource guide, incentives for being involved in the program, and manager support. Our hope is to implement this program in Spring 2018.

The Student Union looks forward to the coming year as we prepare for a strategic planning retreat that will evaluate current and future capital projects, future services and programs, structure and staffing levels, including training and development.

Sincerely,
Catherine A. Busalacchi
Executive Director

*Pike, G. R., Kuh, G. D., & Massa-McKinley, R. (2009). First-Year Students' Employment, Engagement, and Academic Achievement: Untangling the Relationship Between Work and Grades.

FINANCIAL SUMMARY

The Student Union of San José State University is a California State University auxiliary organization that manages and maintains two major facilities at the San José State University (SJSU) campus. The Student Union began operations at SJSU in October 1969 and became incorporated in March 1982. The facilities include the newly renovated and expanded Diaz Compean Student Union and the Event Center. The non-profit corporation has been in business for over 46 years and receives no state funding. Revenue is derived from Student Union fees collected as well as revenues earned from various service fees and rental of the facilities. Students interact with the Student Union on a daily basis, either through the use of facilities or participation in sponsored events and programs. The Student Union also acts as a conduit to the greater campus community, who utilizes the various recreational facilities and attends the diverse concerts and events on the campus.

Student Center Facilities Project

In anticipation of the needs of future students, the Student Union underwent major renovation and expansion, which was completed in 2016. The Student Center Facilities Project includes the completed Diaz Compean Student Union and construction of a new recreation facility. The west and east expansions of the Diaz Compean Student Union opened in July 2014 and the newly renovated Student Union Main opened its doors in April 2016. Student Union fees paid by SJSU students were \$352 per semester, totaling approximately \$22.3 million in 2016-2017. Student Union fees returned for operations were \$9,542,110. The increase in student fees over prior years consisted of \$1.3 million in additional operating costs for the completed project as well as \$611,000 in special projects approved by the Board of Directors. Collected student union fees also pay for the bond debt for the building of the facilities. The balance of the collected student union fees will pay for the Spartan Recreation & Aquatic Center and the future renovation of the Sport Club. The expansion and renovation of these facilities is in anticipation of the needs and demands of SJSU's growing student clubs and organizations, as well as providing social, recreational, and educational space for all students, including residential students. The new facilities will provide additional opportunities for students, faculty, and staff to socialize, congregate, and engage outside of the classroom.

April 2016. Student Union fees paid by SJSU students were \$345 per semester and totaled approximately \$22 million in 2015-2016. Student Union fees returned for operations were \$8,144,892. The increase in student fees over prior years consisted of \$2.0 million in additional operating costs for the completed project as well as \$2.1 million in special projects approved by the Board of Directors. Collected student union fees also pay for the bond debt for the construction of the facilities. The balance of the collected student union fees will pay for the Spartan Recreation and Aquatic Center and the future renovation of the Sport Club. The expansion and renovation of these facilities is in anticipation of the needs and demands of SJSU's growing student clubs and organizations in addition to providing social, recreational, and educational space for all students. The new facilities will create additional opportunities for students to socialize, congregate, and engage outside of the classroom.

Board of Directors

The Student Union, Inc. is governed by a Board of Directors composed of eleven (11) voting members:

Students - Six (6)	Administrators - Two (2)
Faculty - Two (2)	Community Member - One (1)

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

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

Providing quality programs and services continues to be a priority for the Student Union staff and the Board of Directors. The new upcoming Spartan Recreation & Aquatic Center project, in its initial phase of construction, anticipates the needs and expectations of future SJSU students and will enhance campus life at the university.

Statements of Net Position

THE STUDENT UNION OF SAN JOSÉ STATE UNIVERSITY
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2017 & 2016

ASSETS	2017	2016
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 902,775	\$ 442,658
Investments	319,234	260,884
Accounts Receivable	323,255	235,271
Receivable from the University	3,016,305	-
Prepaid Expenses and Other	113,813	101,151
Total Current Assets	4,675,382	1,039,964
NONCURRENT ASSETS		
Restricted Cash	\$ 25,000	\$ 25,000
Investments	6,570,162	8,147,392
Funds Held in Trust	109,207	102,399
Capital Assets, Net	4,050,435	3,024,725
Total Noncurrent Assets	10,754,804	11,299,516
Total Assets	15,430,186	12,339,480
LIABILITIES & NET POSITION		
CURRENT LIABILITIES		
Accounts Payable	\$ 1,070,954	\$ 1,308,707
Accrued Payroll and Related Expenses	463,796	425,410
Payable to the Tower Foundation	3,000,000	-
Other Accrued Liabilities	398,580	166,074
Total Current Liabilities	4,933,330	1,900,191
Funds Held in Trust Liability	109,207	102,399
Total Liabilities	5,042,537	2,002,590
NET POSITION		
Investment in Capital Assets Unrestricted:	\$ 4,050,435	\$ 3,024,725
Board-Designated	1,622,570	2,401,383
Unallocated	4,714,644	4,910,782
Total Net Position	10,387,649	10,336,890

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

Statements of Revenues, Expenses and Changes in Net Position

THE STUDENT UNION OF SAN JOSÉ STATE UNIVERSITY
(A California State University Auxiliary Organization)

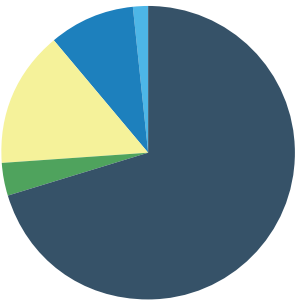
YEARS ENDED JUNE 30, 2017 & 2016

	2017	2016
OPERATING REVENUES		
Student Union Fees	\$ 9,542,110	\$ 8,144,892
Service Fees	185,875	181,340
Reimbursement of Event Costs	830,387	1,071,975
Rental Income	1,885,053	1,750,024
Reimbursed Wages and Benefits	354,029	339,912
Commissions	171,489	199,087
Other	44,948	38,078
Total Operating Revenues	13,013,891	11,725,308
OPERATING EXPENSES		
Wages, Benefits, and Payroll Taxes	\$ 5,462,451	\$ 4,812,036
Contribution to Tower Foundation	3,000,000	-
Insurance	205,384	171,128
Supplies	319,071	308,311
Communications	172,443	157,230
Repairs and Maintenance	171,630	150,338
Utilities	1,037,615	898,126
Event Costs	925,339	1,148,066
Small Equipment Purchases	76,626	115,897
Depreciation	465,528	1,057,461
Business Services	1,446,296	1,283,838
Miscellaneous	92,498	66,884
Project Expenditures	314,662	177,506
Total Operating Expenses	13,689,543	10,346,821
Operating Income (Loss)	(675,652)	1,378,487
NONOPERATING INCOME		
Investment Income, Net	726,411	(169,849)
Increase (decrease) in Net Position	50,759	1,208,638
NET POSITION		
Beginning of Year	\$ 10,336,890	\$ 9,128,252
End of Year	10,387,649	10,336,890

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

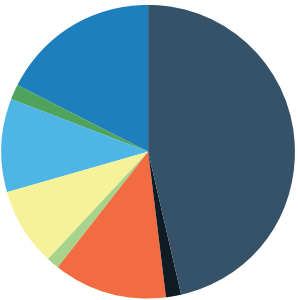
Revenue and Expenses Comparisons

FY 2015/2016



Revenue: \$11,555,459

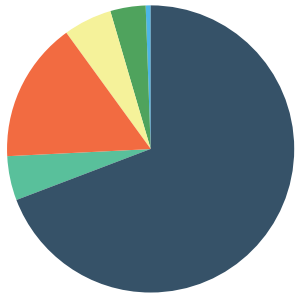
- 70.5% Student Fees (Returned for Operations)
- 3.5% Commissions and Other
- 15.1% Rental Income
- 9.3% Reimbursed Costs for Events
- 1.6% Service Fees



Expenses: \$10,346,821

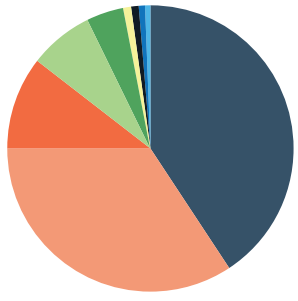
- 46.5% Wages and Benefits
- 1.7% Insurance
- 12.4% Business Services (Outside Agencies)
- 1.5% Repairs and Maintenance
- 8.7% Utilities
- 10.2% Depreciation
- 1.7% Project Expenditures
- 17.3% Other Operational Costs

FY 2016/2017



Revenue: \$13,740,302

- 69.4% Student Fees (Returned for Operations)
- 4.2% Commissions and Other
- 13.7% Rental Income
- 6.1% Reimbursed Costs for Events
- 1.4% Service Fees
- 5.3% Investments



Expenses: \$13,689,543

- 39.9% Wages and Benefits
- 1.5% Insurance
- 10.56% Business Services (Outside Agencies)
- 1.25% Repairs and Maintenance
- 7.58% Utilities
- 3.4% Depreciation
- 2.3% Project Expenditures
- 11.59% Other Operational Costs
- 21.91% Contribution to Tower Foundation



STUDENT UNION ADMINISTRATION & OPERATIONS

Student Union Administration oversees management and operations of the Student Union building using a staff of Student Building Supervisors, full-time Operations Assistants, and Student Building Assistants.

Training & Growth

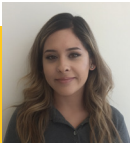
The dedicated and professional full-time Operations Staff along with the reliable and responsible student staff they oversee receive trainings in proper cleaning processes, hazard communications, personal and customer safety, and other procedures with the goal of providing a clean, safe, and inviting environment for all those who enter the building.

Student Building Supervisors are responsible for oversight of building operations: opening to closing, enforcement of building policies, set-ups, emergency evacuations, tenant satisfaction, and support of other building functions.

In 2016-2017, the Administration and Operations staff continued to grow to meet the demands of maintaining a quality facility for the benefit of SJSU students and the campus community.

Lost and Found

The SU Administration Department continued to operate the central Lost and Found site for SJSU during 2016-2017, and the staff continued to handle lost and found transactions for all areas of campus other than the MLK Library and the Event Center.



Student Employee Highlight: Alyssa Orosco

“Coming from a small town and being first in my family to attend college in a new city has been an eye-opening experience with many great opportunities. Throughout my two years working as a Student Building Supervisor, I have learned many skills that are shaping me into an individual well-equipped for the professional work world, and contributing to my growth as an individual. Not only have I learned leadership skills but also how to effectively communicate within a team of great individuals to provide a pleasant experience for customers of the SU, who also happen to be our colleagues and fellow student body members.”

FACILITIES MAINTENANCE

Overseeing the day-to-day operational functions of the Student Union and Event Center building, Facilities Maintenance provides support for every department and campus partner who operates within Student Union, Inc. facilities, including plumbing, painting, door repairs, mounting hardware, daily checks of the domestic water, HVAC, and other building systems. The department also works with outside vendors to perform upgrades and critical repairs that require specialized trade skills. In addition, maintenance works with construction teams to assist with shutdowns and building issues found during construction along with performing critical support during concerts at the Event Center or high-profile events in the Student Union.

In 2016-2017, Facilities Maintenance’s efforts focused on four areas: renovation of Student Involvement, renovation of Bowling Center, move-in construction for the College of International & Extended Studies, and the upcoming Spartan Recreation and Aquatic Center. For these projects, the Director of Facilities and IT worked with architects, construction management, general contractors, consultants, subcontractors, and Facilities Development & Operations staff. With the recent restructuring of the Maintenance department, the Maintenance team now works in all Student Union, Inc. facilities, enabling them to handle complex tasks and assist other team members with daily operations.

HUMAN RESOURCES

Human Resources performs and administers job recruitment analysis, employee development, equal employment opportunity, wage and salary benefits, and employee relations. Human Resources plans and executes organizational development, such as web-based new hire onboarding, training, student-centric workshops, and social activities geared toward celebrating diversity.

ADP WorkForce Now: One Year Later

The implementation of ADP WorkForce Now over one year ago has been a continued success. Staff have commented that the new payroll software has created much more flexibility and accuracy in processing their departmental payroll activity. Currently, the Student Union is only using a small percentage of the payroll software’s capabilities. Future add-ons may include a mobile applications, performance evaluation, and analytics & statistical data on turnover, retention, and demographic assessments.

Training and Development

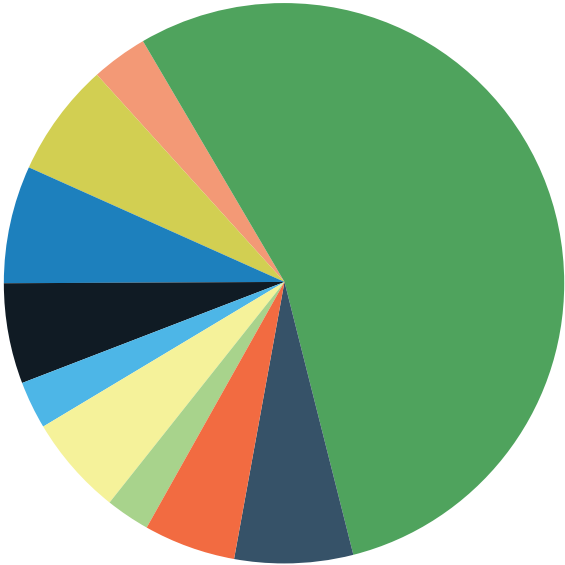
The Intercultural & Development Committee’s goals are to annually “organize food/clothing drives, plan social events for departmental interaction and team-building, and to assist our student staff with preparatory workshops for life beyond their academic & non-academic commitments.” Here are IDC highlights of seminars and workshops from 2016-2017:

- “Four Years - It’s Possible” seminar
- Title IX - “The Hunting Ground” documentary
- Suicide Prevention (QPR) Staff Training
- Student Union Winter Coat Drive
- Flannel & Frost Holiday Party (canned food drive)



Student Highlight: Justine Avila

“Working for Student Union HR has provided me with the opportunity to build upon transferable skills for my future career, such as creating agendas, payroll, data entry, and new hire on-boarding. I enjoy getting to work with the staff as well as serving on the Intercultural & Development Committee, which organizes and puts on social activities like the end-of-year party for our 250+ Student Union staff members. Working for HR has taught me how to prioritize important tasks, communicate with managers, and commit to time management. I wish to build upon the relationships between departments and create a sense of unity among the staff.”



Ethnic Identity 2016

11%	African American
42%	White, Non-Hispanic
9%	Hispanic
2%	Japanese
8%	Chinese
3%	Mexican American
8%	Filipino
9%	Vietnamese
6%	Decline to State
2%	Cambodian

EVENT CENTER

EVENT CENTER OPERATIONS

The premier mid-sized venue in Northern California that features state of the art sound and lighting, the Event Center at SJSU has hosted a variety of entertainment from big names in music and comedy to theatrical productions and cultural shows, plus university sporting events and special events. The Event Center at SJSU is one of those extraordinary venues that makes any event or concert a truly remarkable experience for audiences of varying tastes and interests.

Campus Notable Events

Every year, an exciting assortment of events are held at the Event Center. This year’s highlight was the Inspiration to Innovation Gala, which celebrated President Mary Papazian’s inauguration and recognized the contributions of both Spartans and Spartans-at Heart: alumni, students, faculty members, and other innovators in the community.

On November 14, students were lined up not for a concert, but for Second Harvest Food Bank’s “Just in Time” Mobile Food Pantry. Through this new partnership with the nonprofit food bank, SJSU volunteers handed out more than 15,000 pounds of fresh foods and dry goods to nearly 600 students.

Facility Upgrades

Maintaining its position as one of the best venues around means the Event Center is always looking for ways to improve. In July, the seats were upgraded from 25-year-old seating that was originally installed when the building opened to pull-down chair-backed seats with plenty of legroom and wide aisles. Also new to the arena are upgraded basketball hoops and shot-clocks that bring the Arena up to NCAA/ NBA standards and help with safety.

Event Operations Staff Awards

The Event Center is a remarkable venue, but it takes hard work each and every day to keep the crowd coming back. The Event Operations team works hard to create remarkable experiences and memories that last a lifetime. Andrew Lazo and Alex Vidaure were both presented with a Certificate of Appreciation in recognition of their dedicated service to SJSU’s “Just in Time” mobile food pantry in 2016-2017. In addition, Hannah Kim and Andrew Lazo were presented with Employee of the Month awards for their outstanding contributions to the arena.

TECHNICAL SERVICES

Technical Services is a highly trained in-house production team with an ever-increasing roll on campus. Technical Services’ events range full-scale concerts in the Event Center to smaller events all around campus.

Equipment Upgrades

Staying modern and keeping up with standards means continual upgrades and maintenance of equipment. In 2016-2017, two new lighting boards, GrandMA 2 and GrandMA Ulterlite, were purchased, replacing antiquated Vista Boards. These boards give Technical Services more flexibility when bringing production in house. More in-house production has meant smaller upgrades to cabling for audio, video, lighting, and power.

Event Center Production

- MLS All-Star Game Exclusive Post Game Event
- SU Grand Opening Concert with YG
- Maestro Illayaraja
- WWE NXT
- ALAS Conference
- Campbell Union High School District Musicfest
- FIRST Robotics
- Honors Convocation
- President’s Inauguration Gala
- Rahat Fateh Ali Khan
- Community Reception for the Honourable Chief Minister of Andhra Pradesh Shri Nara Chandrababu Naidu

Major Outside Event Production

- Fire on the Fountain
- Sports, Activism, & Social Change
- Music Mayhem
- Earth Day/Trashion Fashion

NOTABLE EVENTS

- Meghan Trainor
- Shawn Mendes
- Maestro Illayaraja
- Rahat Fateh Ali Khan
- Tosh.Show
- FIRST Robotics
- The 1975
- WWE NXT
- Brand New
- Postmodern Jukebox
- Gymnastics Conference Championship
- MLS All-Star Game Exclusive Post Game Event

STUDENT HIGHLIGHTS



Student Highlight: William Marion

William started in a theater setting with limited experience but has worked to be a vital part of the Event Center Tech Team. Through the Event Center, he has learned how successfully run real life productions and properly manage shows while being in charge of a 30-person team. William plans to start his own lighting and production company in the future and credits the Event Center as being “a key part of my upbringing in lighting.”



Student Highlight: Su Liang

Su started as an incoming freshman in 2009 as a Ticket Seller who grew to Student Supervisor, an integral part of Box Office operations. Su says, “I learned a lot about teamwork and good communication. Both are important factors in dealing with the general public and for working efficiently. Being an International Student, the opportunity to work on campus was helpful toward achieving my degree.”

Student Highlight: Hannah Kim

Hannah has worked for the Event Center for over a year and a half and has become an outstanding leader who is relied upon to provide top quality customer service and work the most stressful shifts. Hannah says “the Event Center has given me a chance to improve my customer service skills and really help me gain confidence in myself in stressful situations and handling them. No doubt it will benefit me in my future endeavors.”



EVENT SERVICES

Event Services helps student organizations, university departments, and community groups meet their campus event production needs. They schedule space, advise on equipment needs, and coordinate setup and breakdown for all non-academic events on campus. Event Services is an integral part of the campus life equation at SJSU.

	2016-2017 Events	2015-2016 Events
Inside the Student Union		
Student Groups	1,875	146
Departments	698	328
Career Center	32	32
Orientation	104	16
Associated Students	104	26
Student Involvement	23	6
Off Campus	15	42

Total Events	2,851	596
Total Attendees	277,460	115,944

	2016-2017 Events	2015-2016 Events
Outside the Student Union		
SPX Gyms & South Campus Fields	244	284
Plazas & Lawn Areas	201	175
Morris Dailey Auditorium	57	76
Classrooms	2,843	2,817
Spartan Memorial	169	198

Total Outside Events	3,514	3,550
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Student Union Tables & Banners	3,514	2,261
Overall Total	9,596	5,811



Student Highlight: JoAnn Yang

"I have been the Student Assistant for Event Services since June 2014. Communication is my number one skill when working with staff, campus organizations, and departments. Since I work constantly with a variety of people, I must organize what information needs to be shared and heard. Every day is different and I am always offered new challenges, so I have to think quickly on my feet, assess the situation, and provide a solution. These are the skills I have developed the strongest and they will help me with my future goals."

STUDENT UNION PRESENTS

A new department for 2016-2017, Student Union Presents maximizes the use of Student Union facilities by planning, coordinating, and executing student-centric events. Collaboration with campus partners is a keystone of the department, working both with university departments and student organizations to enable new events and amplify existing efforts.

Just Getting started

Fall 2016 saw the return of the popular "Nooner Live!" series of concerts when DJ Spencer Greene, an SJSU student, performed at the West Patio on September 14. Later renamed to "Live Music at Noon," the series ramped up to be a weekly event that showcases student and local performers. Collaboration with Pi Sigma Alpha and the American Political Science Association student groups yielded a pair of presidential election events while working with MOSAIC Cross-Cultural Center led to a bigger, better Open Mic Night for campus that would come back in the Spring. Student Union Presents coordinated with Spartan Recreation for the Billiards Room Grand Opening, which was such a success that it led to semesterly Game Nights moving forward.

Springing into Action

Collaboration continued in Spring 2017 as the semester kicked off with a hypnotist comedy show programmed jointly with the Residence Hall Association. The RHA and Student Union Presents worked to bring a free screening of "Rogue One: A Star Wars Story" for the department's first Movie Night, which would become another recurring event. Working with Associated Students to bring ComedySportz SJ, a competitive improv troupe, led to the SJSU LOL Comedy Show on April 4. The "Sex Signals" comedy-improv show on April 11 engaged students on topics of sexual conduct in a more approachable way as part of joint programming with the Title IX Office.

Live Music at Noon showcased groups like Super Soul Bros, a jazzy/funky video game music group; Lines 'N' Spaces, a student jazz band; Ted Kamp & Brandon Walters, a pair of SJSU drummers; and Grupo Folklorico, a cultural student dance group. A Live Music at Noon performance by SJSU students DJ MR G and Rapper CODES was featured in campus newsletters.

COMPUTER SERVICES

Computer Services provides technology solutions for the Student Union's employees, users, and partners. This includes maintaining a secure corporate infrastructure that enables reliable, confidential data transfer, improving interdepartmental collaboration, and maximizing workstation performance. The Student Union's various websites continue to be important sources of information about facilities, programs, and services. Computer Services maintains standard Section 508-compliant websites and applications for Club Sports, Sport Club, Event Center, and Event Services.

Partnerships & Projects

Computer Services continually strives to find technology that supports some of the most successful departments on campus. Recently, this has meant closer collaboration with campus efforts, such as connecting Active Directories to allow for better campus services, enabling single sign-on functionality, and migrating network services to the campus ITS NextGen network.

Computer Services' server room was upgraded to include environmental monitoring, better cable management, and additional battery backup capacity. Additionally, a server was relocated to the main campus datacenter to host accounting, event services, system monitoring, and database services. Another server will soon be deployed into the datacenter to increase overall storage and availability of services.

An upgraded accounting management system and fixed assets software will streamline the Accounting department's procedures while a new event management system consolidates a comprehensive events management solution for multiple Student Union buildings.



Student Highlight: Carlos Quirarte

"An important key to remember in life is that we are like computers in the sense that we need to constantly update and refresh our skillsets so that we can remain competitive in life and in the workforce. Since joining the Student Union, I've gained confidence in my abilities to follow through with any task at hand. Being able to work at a comfortable pace while being encouraged to learn beyond the standard level and gaining valuable skills along the way are all part of the nurturing environment that the Student Union provides."

ACCOUNTING

Processing accounts payable & receivable, balancing the books, and collaborating with university departments and community vendors, Student Union Accounting handles the finances that keep the company running.

New Leadership

In May of 2016, Cedric Woolfork was brought on as Associate Director of Accounting and Finance when Kristin Kelly retired after 40 years with Student Union, Inc. Cedric's skills and experience will be valuable assets to the department and the company moving forward as the Student Union transitions to efficient electronic accounting solutions.



Student Highlight: Trinh Pham

"Through my time working in the Accounting Department at the Student Union, I have been able to apply classroom theories into real-life practice. I have become familiar with the terminology and find myself comfortable interacting with accounting software. This opportunity not only gives me a chance to improve my accounting skills, it also teaches me how to interact with people from different backgrounds and different levels of responsibility."



INFORMATION CENTER & MARKETING TEAM

For many students, families, and community members, the Information Center is the first point of contact for not only the Student Union, but the entire University. As such, Information Center staff's customer service training is unrivaled and their knowledge base is extensive. Posting fliers around campus, connecting with the community, and reaching out directly to students during events and tabling efforts, the Marketing Team gets the word out about Student Union events and services.

Diaz Compean Student Union Grand Opening

During the Diaz Compean Student Union Grand Opening, the entirety of the Information Center and Marketing staffs were on hand to set up, coordinate execution, work tables, help students, break down, and clean up. They were an integral part of the event's success. This followed the weeks of lead-up done by the Marketing street team and social media team.

Two Locations

The Information Center continued to operate two separate locations within the Student Union: one near the far east entrance and one near the center of the building. Staff who have worked both locations report distinct differences not only in users but in the kinds of information requested. East Info receives a higher volume of inquiries from off-campus entities while Central Info's questions mainly come from those already familiar with the university. Additionally, having two locations helps leverage overflow and provide multiple points of contact for campus events such as Freshman Orientation or Admitted Spartan Day and during Student Union events like the Grand Opening and the Student Appreciation Festival.



Student Highlight: Chelsea Saunders

"Working at the information Center has been a wonderful opportunity for me in my college career. This department has significantly helped prepare me for my upcoming nursing career as we are frequently communicating with San Jose's diverse population and are always needing to be ready for the unexpected. Additionally, this experience has shown me how to collaborate effectively as a team while utilizing efficient time management skills. After being employed at the information Center, I can easily say this is a place that is difficult to leave as I have thoroughly enjoyed my time with the wonderful staff of the Student Union."

GRAPHICS

Creating everything from signage to complete marketing and advertising packages, Graphics produces the pieces that enable the success of Student Union programs, events, and services. Graphics makes poster, banners, fliers, cards, pens, hats, shirts, guidebooks, social media support, programs, signage, wayfinding, and so much more.

Growth

When Student Union Presents, Intramural Sports, Outdoor Adventures, and Fitness & Wellness joined the Student Union in the summer of 2016, Graphics' regular workload grew tremendously. Each of these four departments produces dozens of events and/or programs each semester, all of which require not only their own posters, fliers, and digital collateral but also composite and departmental advertising. The amount of work Graphics was required to produce on a weekly basis doubled from Spring 2016 to Fall 2016. Graphics took on this heavier workload without hiring additional staff thanks to a realignment in workflow.

Diaz Compean Student Union Grand Opening

For the Grand Opening festival celebrating the completion and naming of the Diaz Compean Student Union, Graphics created a massive advertising and signage package. Leading up to the event, the campus was plastered in posters, fliers, banners, table tents, and ads. During the celebration, students picked up free T-shirts and used passports to explore the building and enter to win prizes. All throughout the facility was wayfinding, signage, and schedules produced by Graphics. Photography taken by Graphics' staff photographer during the event was still being utilized throughout university materials over a year later.



Student Highlight: Andres Cruz

Working at the Student Union for over a year and a half has enriched my design career. I've gained the experience and professional skills that are necessary in the print and digital world of graphic design. Stepping up to be lead designer has enabled me with leadership, communication and critical thinking opportunities that are major key components in my career moving forward.

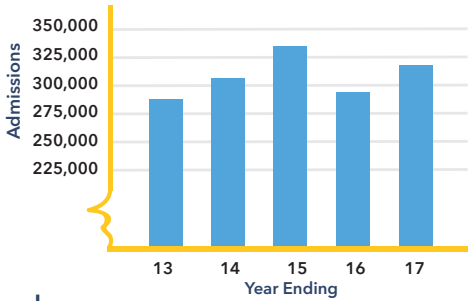


SPARTAN RECREATION

SPORT CLUB

Home of recreation and fitness at San Jose State University, the Sport Club is more than just a gym. The Sport Club is a building that hosts events, encompasses multiple offices, and gives space for students, faculty and staff members, and community members to enjoy their workout in a safe and secure facility.

Sport Club Attendance



Billiards

The Billiards Room, located on the lower level of the Diaz Compean Student Union, had its official Grand Opening on November 7, 2016. Students, faculty, and staff have access to the room to play billiards, enjoy provided board games, or just find a quiet corner to sit and relax. Student groups and campus departments have already begun reserving the Billiards Room for use as an event space, including events like the Student Union's own Game Night in February.



Student Highlight: Jessica Munday

"One of the biggest skills I learned at the Sport Club that carried over into my career was how to lead my peers. People aren't going to listen or respect you if you demand it of them. I also learned organizational skills, responsibility, and customer service. My most rewarding experience was as a PA when I co-hosted a Communication workshop for our supervisors. Communication was always a bit of a problem, and we confronted many of the problems we were seeing head on and gave solutions. It was really great to use what I learned in my classes in a productive way. I think our supervisors really responded to it and reflected on it when they returned to their shifts."

SPARTAN RECREATION & AQUATIC CENTER

Coming Spring 2019, the new Spartan Recreation and Aquatic Center represents a complete fitness experience right here on campus. Besides being able to take advantage of the premier gym, aquatic, and workout facilities, students can relax poolside, join a club team, or take a fitness class.

Construction of this new facility began in 2016. Originally approved as part of the Student Center Facilities Project along with the Diaz Compean Student Union, SRAC represents one of the final phases of the plan to update the Student Union, Inc.'s facilities. Upon completion of this facility, renovations to the existing Sport Club will begin. Aside from its primary use as a student recreation center for campus life and fitness, this state-of-the-art facility will help the organization attract a wide range of sporting events that were previously too large for the Sport Club, Event Center, and Aquatic Center.

Amenities

- Indoor Running Track
- Three Full Courts
- Multipurpose Activity Court
- Rock Climbing and Bouldering Walls
- Five Workout Areas
- Four Exercise Studios
- 50-Meter Lap Pool
- Large Recreation Pool, Sun Deck, & BBQ Area



SPARTAN RECREATION

FITNESS & WELLNESS

Providing the programs that support everyday fitness and exercise in students and the campus community, Fitness & Wellness provides free fitness classes to students and Spartan Recreation members, personal training, CPR training, and more.

Growth

Three new programs added in July 2016 — Les Mills BodyAttack, BodyCombat, and SPRINT — exploded in popularity in the fall and continued to grow throughout the year. Also in July 2016, two student staff and the department manager attended the IDEA Fitness Conference. The conference allowed the student employees to discover new trends in the fitness industry, attend several workshops, connect with others in our industry, try new classes, and learn from the best. In August, Fitness hosted a special yoga class in collaboration with University Housing.

Personal Training

In summer 2016, the Personal Training program moved from Sport Club management to Fitness & Wellness. The program was expanded from three personal trainers to ten. In 2016-2017, a total of 95 personal training packages were sold, adding up to 656 sessions. This is a significant increase over 2015-2016's 45 packages and 286 sessions.

Training Campus

Fitness & Wellness hosts multiple trainings throughout the year, including GRIT Initial Training, BodyPump AIM, CXWORX AIM, GRIT AIM, and AIM 2 along with CPR. Almost all of these trainings were full to capacity and the department looks to expand offerings moving into the future. In total, 186 individuals participated in CPR training through Fitness & Wellness.



Student Highlight: Rachel Landry

"Campus Rec has given me a sense of community on the SJSU campus. I have inspired students in their fitness journey, met other like-minded people through staff development, and elevated my own skills through program opportunities. The amazing department staff and student employees on the fitness team always support one another and push each other to be better versions of themselves. Being part of this team has instilled confidence in me that I did not have before."

CLUB SPORTS

Club Sports' 28 teams, comprised of 450 student athletes, took their game across the nation to fight on for SJSU in over 300 competitions across the 2016-2017 season. This year, four new teams were added: Baseball, Women's Rugby, Sahaara, and Wrestling.

New Website

Club Sports launched its new website, www.sjsusports.com, at the beginning of the spring semester. Built by SideArm Sports, the site showcases team stories, calendars, and social media. Each team has its own homepage with stories, rosters, player profiles, schedules, and more.

National Stage

Performing during the halftime show for the Golden State Warriors at Oracle Arena, Spartan Mambo brought SJSU to the NBA Latino Heritage Night, a celebration of cultural diversity. "Every year we keep growing," said Takeshi Young, co-starter of Spartan Mambo.

Achievement

In January, Archery completed at the state indoor tournament in Tulare, CA, where half of the team's participants placed in the Top 10. Five competitors placed first in their respective divisions, and six archers competed at the west regionals collegiate tournament at UC Davis. Ice Hockey traveled to Lake Tahoe in February for the Pacific Collegiate Hockey Association Championship Tournament, where the team went on to secure the Adams cup for the first time in 22 years. Gymnastics traveled 2,500 miles to Columbus, OH for the National Association of Intercollegiate Gymnastics Clubs 2017 National Championship. The team won First Place in the Women's Team Classic Division, Level 6.

Student Highlight: Evelyn Valencia

"I definitely learned how to interact with all types of personalities and backgrounds. I learned the importance of professionalism, deadlines, accountability, and leadership by example. Working for Club Sports taught me a lot about budgeting and team management. The most rewarding thing I take with me as I leave Club Sports is the growth it's allowed for me to accomplish. I think back to my first few semesters there and see where I am now and I recognize that a lot of my personal growth has derived from the skills I've been able to learn working as a program assistant alongside many great leaders."

OUTDOOR ADVENTURES

Outdoor Adventures enriches the student experience through excursions and trips to the great outdoors. Research shows that students who participate in outdoor programs better handle the stress of college life. Students who have explored California with OA attest to the positive effects of outdoor programming and return for multiple trips. In 2016-2017, OA programmed and executed 14 day and overnight trips that averaged 12 students per trip along with one leadership training program, totaling 128 student participants.

Highlights

In march, Outdoor Adventures hosted a Spring Break Expedition: a trip to the Grand Canyon and Sedona. Twenty students experienced the sunshine and snow across the six-day excursion. Each student grew stronger and more confident, cornerstone constructive qualities of outdoor programming. The 2016-2017 Outdoor Adventure Leadership Training was a major success, with 12 participants completing the program. Each participant learned the skills to be a successful student leader in wilderness settings.

2016-2017 Programs

OA Leadership Training	Ski and Board
White Water Rafting	Snow Play
Backpacking Sequoia	Rock Climbing
Hiking Big Basin	Spring Break Expedition
Hiking Big Sur	Learn to Surf
Camping and Zip Lining	Backpacking Yosemite
Kayak Monterey Bay	



Student Highlight: Payje Redmond

"Growing up in the valley of Los Angeles didn't lend me to wilderness hikes in the mountains or surfing at the beach. However, after my first hike to Big Sur with OA freshman year, I quickly traded my weekend mall trips for treks in the forest. Three years with Outdoor Adventures has taken me to places I would have never explored on my own. From Zion National Park in Utah to the American River in Sacramento, I loved it all. Working with a team of outdoor enthusiasts has taught me how to appreciate solace in nature. By leading outdoors, I have been pushed to conquer my fears of wild animals and darkness. I now see these fears as an adventure. As a leader, I have learned what it takes to connect with people and walk them through fears I once had."

INTRAMURAL SPORTS

Enhancing the college experience for both its participants and student employees, Intramural Sports (IM) programs more than 20 activities every year all across campus. Intramural Sports promotes a healthy, all-around lifestyle and gives students an on-campus, easy way to compete, socialize, and relieve stress as part of a fun and well-balanced campus experience. In 2016-2017, 343 teams were formed by 1,618 unique participants who tallied 10,490 total participations. The department's 32 student employees, including 8 student supervisors and 2 program assistants, coordinated, executed, and refereed events.

Expanding and Growing

Two student staff members attended the National Intramural and Recreational Association (NIRSA) Regional Basketball Tournament at UCLA in March where they spent three long, busy days learning about basketball officiating. This knowledge has proved invaluable in helping train other staff members on officiating.

Intramural Sports partnered with NIRSA to help bring cricket to campus. The first tournament, held in Spring, saw 14 teams competing, a very successful turnout. Cricket is scheduled to return in Fall 2017 as it becomes a major event in IM's lineup.

Sports Offered:

7 on 7 Flag Football	Badminton	Wiffleball
5 on 5 Basketball	Floor Hockey	Cricket
4 on 4 Volleyball	Dodgeball	Spikeball
4 on 4 Flag Football	Indoor Soccer	Billiards Tournament
3 on 3 Basketball	Sports Trivia	7 on 7 Outdoor Soccer
Pickleball	6 on 6 Volleyball	



Student Highlight: Jacob Lepere

"Working in Intramural Sports provided a different learning environment than I had been accustomed to. Officials are seldom appreciated by players. I have improved my skills in communication and problem solving under stressful environments, finding the right balance between a demanding, authoritative figure and a relaxed bystander. College is a time for students to learn not only about their area of study but also themselves, and Intramural Sports has strongly supported this transition."

LEARNING OUTCOMES HIGHLIGHTS



Every Student Union, Inc. department collects data and implements skill improvement programs as part of its role to enable students’ success in their academics, their careers, and their lives.

Administrative Services

Student employees demonstrated their active citizenship through increased awareness of sexual assault situations on college campuses after watching a documentary and participating in a facilitated dialogue and discussion. While 114 of the 151 (75%) employees scored over 70% on the pre-test, 140 of the 159 (88%) performed similarly or better on the post-test. This 13% increase exceeded the expected outcome.

Fitness & Wellness

Staff members demonstrated the ability to lead in a group setting. 12 of 17 staff members reported feeling more confident leading their classes, improving coaching, connection, and retention after receiving leadership training. One instructor stated: “I feel that I have more skills and tools and basic understanding of my formats.... I see the reflection in the consistency in my class participants.”

Intramural Sports

Student staff effectively communicated and promoted Spartan Recreation programs and services to the community. Staff receive many opportunities to grow as communicators and leaders, skills focused on during trainings for all sports and situations. When asked about their communication skills with participants, 88% of the staff gave a rating of “better than average” or greater to how they felt they’ve learned from IM trainings.

Outdoor Adventures

Student staff used critical thinking and problem solving to successfully apply safety procedures to a situation. Per the results of assessment, in emergency situations, respondents gained 37% further awareness and problem solving skills. Students were able to go through scenarios and discuss the situational variables that came into play, exercising critical thinking.

Computer Services

To demonstrate practical competence, students followed the procedures manual for SU Computer Installation. A target success rate of 95% or higher was measured through a reduction in trouble tickets. Nine of the seventeen checklists were reviewed, with 96% of the items completed correctly and all customers that completed a survey gave 100% positive feedback with no reported issues.

Event Center

Event Center employees showed knowledge and understanding of general Life Safety Practices and Emergency Procedures, including venue evacuation, active shooter training, shelter in place, earthquake preparedness, and basic fire extinguisher practices. Staff participated in an emergency preparedness training where they were given a written test before and after. All staff performed substantially better on the post-test than the pre-test.

Event Services

Students demonstrated the ability to properly and safely setup and strike audio visual equipment for events. Five new Audio Visual Student Workers were trained in the setup and strike of Audio Visual Equipment by first shadowing on audio visual setups and strikes. New Audio Visual Student Workers then assisted with audio visual setups and strikes.

Club Sports

Team leadership learned more about how great leaders inspire action, the difference between leaders and those who lead, and how to apply the Golden Circle to their own teams after attending Simon Sinek’s TED Talk. Team presidents and treasurers benefitted immensely from the training and discussion.

Sport Club

Sport Club student staff showed their ability to properly enforce the Sport Club’s EAP and react appropriately during emergency situations to help patrons in the facility. Staff participated in a fire safety training and raised their average score from 35% on the pre-test to 83% on the post-test. Out of the 35 employees who participated, 94% passed the post-test and showed competence in understanding the Fire Safety portion of the EAP manual.

Student Union Building Supervisors

Student Building Supervisors demonstrated competence in setup and strike of the 36-panel acoustic sound-wall partitions in the Ballroom. Two thorough, 2-hour trainings were conducted on the SU Ballroom acoustic sound-wall partition panels, attended by 7 of the 9 Student Building Supervisors, 14 Student Building Assistants who were in training to become Building Supervisors, and 6 AV Technicians from the Event Services Department. From pre-test to post-test, scores improved by 28% during the first training and 37.6% during the second training. This training will be repeated late summer/early fall 2017 with similar groups and will be continued throughout 2017-2018 to assess retention of knowledge for those with prior knowledge and to establish baseline knowledge for any new staff.

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