



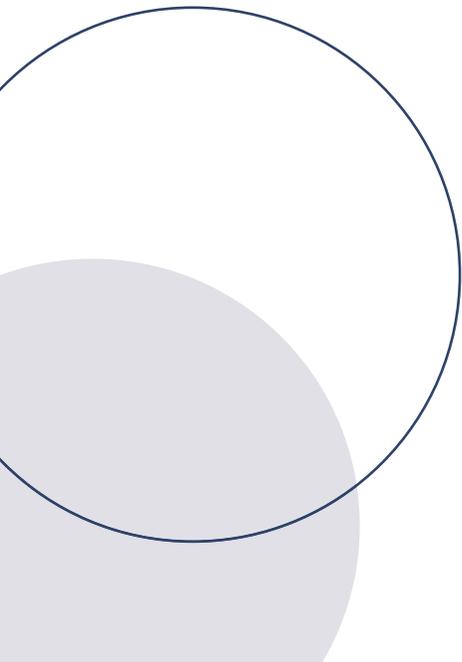
# STUDENT UNION

ANNUAL REPORT 2014-2015



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## *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 wellbeing of San José State University students to be socially responsible leaders and productive individuals who meet the challenges of an everchanging world.





## A Message from the Executive Director

This year's annual report has three main themes that shine through for every department: the Student Union's contributions to student success, capital projects, and the high usage of all our facilities and programs.

As you will notice in this annual report, most of our departments have highlighted a student staff member in their area, commenting on the student's development during their tenure with the Student Union. Supervisors – and the employees themselves – mention learning soft skills, such as communication skills, teamwork skills, presentation skills, managing difficult situations, management and supervisory skills, managing up, and managing multiple personalities.

### STUDENT SUCCESS & CLUB SPORTS

Club Sports exemplifies the ways in which the Student Union supports student success. When the Student Union, Inc. took oversight responsibility of all Club Sports teams in 2006, the lack of existing organization or supervision of teams left the university very vulnerable in terms of safety and risk management. Club Sports has since grown from 17 teams to its current 27 teams, with a student Club Sports council made up of officers from each of the teams. The program is very similar to Division III competition, with the exception that teams manage their own program with oversight from the Club Sport Coordinator and the Recreation Director of the Student Union, Inc.

Research shows that first-year students who participate in Club Sports are more likely to be retained, and have double the likelihood of enrolling the following semester compared to students who do not participate. Participation in campus recreation facilities and programs is positively correlated with higher academic performance.

Annual orientation is given to the Presidents and Treasurers of each team by the Club Sports Coordinator. Presidents and officers learn the challenges of peer leadership quickly. They are often challenged to make difficult decisions that may negatively affect their relationships, despite having made the correct decision. Emphasis is placed on the importance of documentation, especially on the use of forms such as Competition Proposals, Competition Reports, and Injury/Incident Reports.

Teams are required to provide the same materials any employee would as expenses are incurred. This means that officers learn how to travel on a business trip by being mindful of what they spend on credit cards while staying within budget. Teams provide a thorough itinerary for any and all overnight travel, and officers learn and apply skills in time management and risk management while on the road.

Club Sports Teams submit an annual budget for each upcoming academic year. The budget is reviewed and scrutinized by the Club Sports administration for accuracy and realistic projections. Additional coaching is provided through this process to teams in need of assistance. Each team presents its final budget to the Club Sports administration. Presentation skills are evaluated, and positive feedback and constructive criticism are given.

### FACILITY USAGE

The opening of Student Union East and Student Union West brought in a record number of students, totaling well over 5,000 students daily. Usage for the new facility is this high even before opening Student Union Main, which will house many campus life departments, meeting rooms, and social/recreational spaces. Along with this high daily use, the new ballroom and Student Union Theater indoors on the east side of the new facility are very attractive venues.

The Event Center Arena brought in a record number of events this year that varied in type, with many focused on attracting our student population. The Event Center ranked 2nd nationally for college venues with a 5,000 – 10,000 seating capacity.

The Sport Club had a total of 331,513 visits over the academic year, 96% of which were student visits. Students are engaging in a variety of social, recreational, and fitness activities while coming to the Sport Club, including cardio, free weights, power lifting, dance, yoga, hip hop, functional fitness, and much more. Hand-in-hand with the Sport Club is the Club Sport program, which now has 27 teams comprised of over 700+ participants who collected over \$400,000 in donations that help support teams' motel and travel, uniforms & equipment, and space rental needs.

### CAPITAL PROJECTS

The opening of the Student Union's west and east expansions has been well received by the campus and surrounding community. Throughout the day, almost every seat inside and outside of the building is occupied and students find seats on the outside cement walls. The staff has done an amazing job working through initial operational issues dealing with the building and audio visual. Staff continue to address concerns in order to minimize similar issues in the main portion of the Student Union, which should open in spring of 2016. Since the Bowling Center was not a part of the renovation's initial scope, it will not be completed until summer of 2016.

The Student Union's administrative and recreation staff, in collaboration with Athletics and Associated Students, is in the design phase for a beautiful new Spartan Recreation Center to be located on the corner of 7th Street and Paseo de San Carlos. The new facility will be approximately 120,000 square feet – 50,000 more square feet than the plan originally proposed in 2007. This additional space will help meet the increasing needs of students living on campus, the increase in participation of students in campus life programs, and the increased participation in Club Sports and Recreation programs. The proposed date to break ground is summer of 2016, with a completion date in spring 2019.

Sincerely,

**CATHERINE A. BUSALACCHI**  
Executive Director





## Financial Summary

The Student Union of San José State University is a California State University auxiliary organization that manages and maintains three major facilities at the San José State University campus (SJSU). The Student Union began its operations at SJSU in October 1969 and became incorporated in March 1982. The facilities include the Student Union Building, the Aquatic Center, the Event Center Building and a small ATM Kiosk. The non-profit corporation has been in business for over 45 years and receives no State funding. Revenue is derived from student union fees collected, 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. 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 has been undergoing a major renovation and expansion since 2010. The Student Center Facilities Project includes the East and West expansions of the original Student Union Building, as well as the complete renovation of the original Student Union Building. The East and West expansions opened in July 2014. Student Union fees paid by SJSU students were \$335 per semester and totaled approximately \$20 million in 2014-2015. Student Union fees returned for operations were \$4,095,733. Collected student union fees also paid the debt service amount, which was approximately \$6 million in 2014-2015. The balance of the collected student union fees will pay for part of the Student Union Building renovation, as well as the future expansion and renovation of the Sport Club and Aquatic Center, currently in the design phase. The expansion and renovation of these facilities anticipates the needs and demands of SJSU's growing student clubs and organizations, providing social, recreational, and educational space for all students, including residential students. These new facilities will provide additional opportunities for students, faculty, and staff to socialize, congregate, and engage outside of the classroom.

### BOARD OF DIRECTORS

The Student Union is governed by a Board of Directors composed of eleven (11) voting members: six (6) students, two (2) faculty members, two (2) administrators, and one (1) community member. The Student Union's Executive Director acts as the Board Secretary, 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 Student Center Facilities Project, currently in its final phase of construction, anticipates the needs and expectations of future students and will enhance campus life at the university.

### LEARNING OUTCOME

Student Union staff increased their safety knowledge and awareness through a series of Safety Trainings held throughout 2014-2015. The majority of attendees at all Safety Trainings are student employees, who need presentations to be both informative and entertaining if they are to stay focused on the topic. This is extremely important, as the majority of Student Union first responders are student employees. Employees take identical 10-question quizzes before and after each Safety Training to assess what they have learned. The average increase in correct answers between the pre- and post-test across 2014-2015 was 17%. This strongly indicates that Safety Trainings help employees absorb information, and therefore it is recommended that the Student Union continue to provide Safety Trainings that are both corporation-wide and job-specific.



### STUDENT EMPLOYEE HIGHLIGHT

Accounting Assistant Tracie Vo graduated in May 2015 with a degree from the College of Business. Tracie is not only the first college graduate in her family, she's also a President's Scholar. Reflecting on her time with the Student Union, Tracie says, "I've gained a lot of knowledge from working in

the accounting department. My first example would be the hands-on training that relates to accounting that I've learned in school. In addition, I've become familiar with accounting software, and how to manage my time in an office setting. By taking this opportunity, I feel that I've been able to improve on skills that will help in my future career goals." Tracie has a great work ethic and will be successful in any future endeavor.



# 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, 2015 & 2014

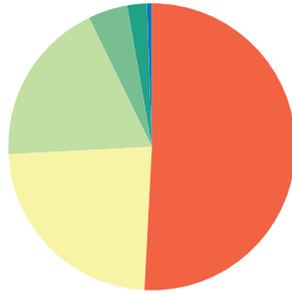
	2015	2014
<b>OPERATING REVENUES</b>		
Student Union Fees	\$ 4,095,733	5,255,357
Service Fees	194,012	162,498
Reimbursement of Event Costs	1,092,128	953,829
Rental Income	1,872,052	1,557,663
Reimbursed Wages and Benefits	388,680	444,555
Commissions	284,261	195,901
Other	73,755	42,794
	<hr/>	<hr/>
<b>Total Operating Revenues</b>	<b>8,000,621</b>	<b>8,612,597</b>
<b>OPERATING EXPENSES</b>		
Wages and Benefits	4,355,429	3,941,296
Payroll Taxes	—	947,688
Insurance	200,632	197,481
Supplies	261,303	257,508
Communications	118,587	101,811
Repairs and Maintenance	147,420	138,551
Utilities	678,848	865,979
Event Costs	1,174,957	1,034,980
Small Equipment Purchases	95,831	33,848
Depreciation	526,519	442,221
Business Services	1,202,008	1,158,210
Miscellaneous	40,751	36,458
Project Expenditures	22,189	173,120
	<hr/>	<hr/>
<b>Total Operating Expenses</b>	<b>8,824,474</b>	<b>9,329,151</b>
	<hr/>	<hr/>
<b>Operating Income (Loss)</b>	<b>\$ (823,853)</b>	<b>(716,554)</b>
<b>NONOPERATING INCOME</b>		
Investment Income, Net	27,132	702,100
<b>Increase (decrease) in Net Position</b>	<b>(796,721)</b>	<b>(14,454)</b>
<b>NET POSITION</b>		
Beginning of Year	9,924,973	9,939,427
<b>End of Year</b>	<b>9,128,252</b>	<b>9,924,973</b>

Full and complete audited financials are available at [www.union.sjsu.edu](http://www.union.sjsu.edu)



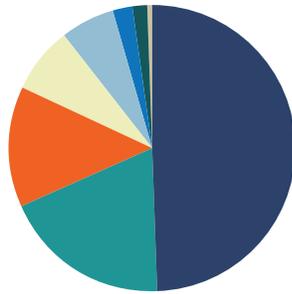
# Revenue and Expenses Comparisons

FY 2014/2015



Revenue: \$8,027,753

- 51% Student Fees (Returned for Operations)
- 4.5% Commissions and Other
- 23.39% Rental Income
- 18.5% Reimbursed Costs for Events
- 2.4% Service Fees
- 0.3% Investment Income

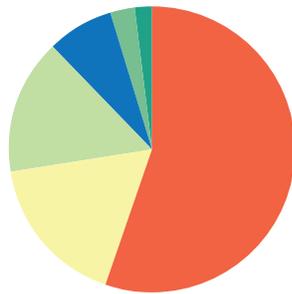


Expenses: \$8,824,474

- 49.49% Wages and Benefits
- 2.3% Insurance
- 13.6% Business Services (Outside Agencies)
- 1.7% Repairs and Maintenance
- 7.7% Utilities
- 6% Depreciation
- 0.3% Project Expenditures
- 19% Other Operational Costs

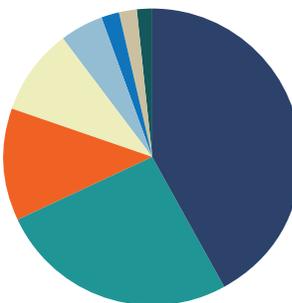


FY 2013/2014



Revenue: \$9,314,697

- 56.4% Student Fees (Returned for Operations)
- 2.6% Commissions and Other
- 16.7% Rental Income
- 15% Reimbursed Costs for Events
- 1.8% Service Fees
- 7.5% Investment Income



Expenses: \$9,329,151

- 42.2% Wages and Benefits
- 2.1% Insurance
- 12.4% Business Services (Outside Agencies)
- 1.5% Repairs and Maintenance
- 9.3% Utilities
- 4.7% Depreciation
- 1.9% Project Expenditures
- 25.9% Other Operational Costs



# Collaborations & Contributions

## TO THE SJSU COMMUNITY

The Student Union, Inc. has a strong belief that student needs are best met through generous collaborations and contributions between many departments. By collaborating with and contributing to the university, the Student Union, Inc. supports the university's mission and strengthens its own commitment to student development and the San José State University community.



### DIVISION OF STUDENT AFFAIRS

Associated Students  
Career Center  
Cesar Chavez Community Action Center  
Division of Student Affairs  
Gender Equality Center  
MOSAIC  
Orientation and Transition  
VP of Student Affairs  
Student Conduct and Ethical Development  
Student Involvement

### UNIVERSITY COLLEGES & ACADEMIC DEPARTMENTS

Charles W. Davidson College of Engineering  
College of Applied Sciences and Arts  
College of Business  
College of Humanities and the Arts  
College of Sciences  
College of Social Sciences  
Connie L. Lurie College of Education  
College of International and Extended Studies  
Student Academic Center

### OTHER SJSU DEPARTMENTS & ORGANIZATIONS

Alumni Association  
Athletics  
Human Resources  
International Gateways  
Mineta Transportation Institute  
Office of the President  
University Housing  
University Police  
Spartan Shops

### STUDENT CLUBS

African American Commencement Committee  
Akbayan Pilipino American Organization  
Alpha Kappa Omega  
Alpha Kappa Psi Professional Business Fraternity  
Alpha Omicron Pi Women's Fraternity  
Alpha Phi Alpha  
Alpha Tau Omega  
Ballroom Dance Club  
Beta Alpha Psi  
Biomedical Engineering Society at SJSU  
Black Student Union (BSU)  
Campus Village Building C Hall Government  
Chicano Commencement Committee  
Delta Gamma  
Delta Sigma Phi Fraternity  
Delta Sigma Pi  
Delta Zeta Sorority  
Financial Management Association  
Grupo Folklorico Luna y Sol de San José University  
Indian Students Organization  
Iota Phi Theta Fraternity, Incorporated  
Kappa Delta Sorority  
Lambda Theta Nu Sorority  
Marketing Association  
Muslim Students Association  
Outstanding Men with Even Greater Aspirations  
Peer Health Education Program, Student Educators  
Pi Alpha Phi  
Phi Beta Sigma Fraternity Inc.  
Pi Kappa Alpha Fraternity  
Pi Kappa Phi Fraternity  
Pi Sigma Alpha  
Pride of the Pacific Islands  
Psi Chi  
Public Relations Student Society Association  
Q-Tip (Queers Thoughtfully Interrupting Prejudice)  
Queer & Asian at San José State University (Q&A SJSU)  
Sigma Alpha Lambda

Sigma Alpha Zeta  
Sigma Chi Fraternity  
Sigma Nu Fraternity  
Sigma Delta Alpha  
Sigma Theta Psi  
Sikh Students Association  
Society for Computer Engineering  
Society for Human Resource Management (SHRM)  
Society of Latino Engineers and Scientists  
Tau Beta Pi  
Theta Chi Fraternity  
United Sorority and Fraternity Council  
Urban Planning Coalition  
Vietnamese Student Association  
Community  
Achiever Christian School  
African American Faculty and Staff Association  
Black Infant Health Organization  
California Community Partners for Youth  
Caroline Davis Intermediate School  
Dr. Martin Luther King Jr. Library  
East Side Union High School District  
FIRST Robotics  
Clyde L. Fischer Middle School  
KQED  
Network Festivals  
Norte Dame High School  
Oak Grove High School  
Sacred Heart Community Service  
San José Cal-SOAP  
San José-Evergreen Community College District  
San José Silicon Valley NAACP  
Santa Clara County Association of Black Educators (SCABE)  
SPUR  
Samuel Stipe Elementary School  
The Indigo Program





## Student Union Administration

Student Union staff officially took occupancy and began operations in Student Union East and Student Union West in July of 2014. Maintaining cooperative relationships with Spartan Shops, Barnes and Noble, and Associated Students during their transition to the new facility was a primary charge for Administration staff in 2014-2015. Administration worked with architects, construction management, FD&O staff, the general contractor, and several consultants and subcontractors throughout 2014-2015 on completing the renovation of Student Union Main.

### LIMITED EVENTS

Event Services and Operations worked throughout 2014-2015 to meet the event needs of SJSU community customers, despite the lack of meeting rooms beyond the new 3-section grand ballroom and new theater. Among the many challenges for successful event planning and execution was problematic new audio-visual equipment that was either programmed incorrectly or did not operate to standards. Additionally, effectively maintaining two separate facilities with an ongoing construction project between them presented logistical difficulties. Continuing to meet the needs of students during the upcoming transitions that will follow the opening of Student Union Main will be the charge of Administration's dedicated full-time and student staff.

### BOWLING CENTER RENOVATION

A plan for complete replacement of the Bowling Center's pinsetters, masking units, ball returns, scoring system, monitors, and other upgrades not originally planned for during Student Union Main's renovation was developed and approved during 2014-2015. These improvements may not be completed until after Student Union Main's renovation grand opening. However, once the Bowling Center reopens, it will be transformed into a state-of-the-art facility unparalleled in the south bay metro area.

### LOST & FOUND

From its current remote location in Mod F, Administration continued to operate the central Lost and Found site for SJSU during 2014-2015, and 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

"My five years at the Student Union shaped me into a successful nursing student and helped me develop strong communication skills that propelled my career forward. My co-workers and manager supported me by encouraging me to be active in our Intercultural & Development

Committee, and recommended me to join the president's taskforce against discrimination. I learned so much about leadership and planning on these committees and developed my personal voice and confidence to represent 'the student voice,' and be a representative of the Student Union. I never imagined an on-campus part time student job could maximize my college experience, but it made my time at SJSU into so much more! I was able to help my fellow students and grow as a professional. Thank you Student Union, Inc.!"

Diana Zhen was an Office Assistant for three years before becoming Office Supervisor for her final two years in Administration. After graduating from the SJSU Nursing Program in December 2014, Diana began work as a Research Assistant at the Stanford University School of Medicine, completed her certification exam, and was offered a position as a Registered Nurse at her self-proclaimed "dream hospital," the Stanford Health Care - Stanford Medical Center.

# Human Resources

“You gain strength, courage, and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do.” –Eleanor Roosevelt

A necessary component of corporate operations, Human Resources enables numerous functions, such as processing job applications, employee development, wage and salary benefits, employee relations, and more. Staff workshops, new hire orientations, and other support programs are organized through Human Resources in support of the missions of both the Student Union, Inc. and San José State University.

## SEXUAL HARASSMENT & TITLE IX/SEXUAL VIOLENCE TRAINING

Karin Cogbill and Marlene Muraco, attorneys from the law firm of Littler Mendelson, P.C., delivered annual training on sexual harassment, including discussions on Title IX and sexual violence. The mandatory training was attended by over 70 management and supervisory staff.

## INTERCULTURAL & DEVELOPMENT COMMITTEE

IDC continues to provide excellent learning and social opportunities every year for Student Union staff. Highlights from 2014-2015 included:

## SACRED HEART FOOD & CLOTHING DRIVE

- Screening of acclaimed CNN documentary “The Ivory Tower”
- “Life’s A Beach” Summer BBQ

## NEW HIRE ORIENTATION

Human Resources successfully launched a new hire orientation video. The video begins with a “Welcome to your Employment at the Student Union” segment before covering personnel & payroll policies, auxiliaries & University administration, safety, and customer service.

## AMERICAN BAR ASSOCIATION (ABA)

Mary Lewis, MA Intercultural Communication and Education, became an associate member of the American Bar Association. Membership in the ABA will help in continued professional development through its extensive best-in-class programs and webinars and thought-provoking articles.

## SUPPORTING THE UNIVERSITY’S MISSIONS

Human Resources actively supports the university’s mission to provide a campus climate that encourages diversity. A diverse workforce leads to greater productivity and better ideas, and a diverse student body leads to a more enriching collegiate experience. Transitioning into 2015-2016, Human Resources will begin collecting data on the graduation rates of Student Union, Inc. student employees. Working on campus and engaging in auxiliaries helps students stay on campus and involved with the university. Human Resources hopes to show that this interaction increases student employees’ graduation rates, a primary goal of the university.

## LEARNING OUTCOMES

Human Resources assessed the success of the learning outcomes for 2014-2015 through both direct and indirect methods. Two student employees were given a rubric of achievable objectives to work towards on a semester basis, with both employees exceeding goals. To assess the quality of service Human Resources provides student assistants and intermittent staff during the onboarding process, a pre- and post-survey was distributed and feedback was implemented shortly after. To further streamline the onboarding process, a focus group of managing staff was asked about verbal feedback received from their employees in a more casual environment about the New Hire Orientation. That information helped determine the viability of a short informational video that can be watched remotely to cater to students with busy schedules. Feedback from student staff was overwhelmingly positive and Human Resources looks forward to setting new learning outcomes for 2015-2016.



## STUDENT EMPLOYEE HIGHLIGHT

“My name is Kiara Tincknell and I’m a senior at San José State University. I’ve been working for Student Union Human Resources for about three years now, and I couldn’t be happier! I recently spent the summer interning in San Francisco, and last summer I studied abroad in Paris. None of this

would have been possible without the experience I’ve gained from working at the Student Union or attending SJSU. Working for the Student Union has taught me how to handle myself professionally and balance a busy schedule of class and work. The diverse, friendly and welcoming environment at the Student Union has made my SJSU experience better than I ever could have hoped, and I feel so lucky to have had the opportunity to work with such great people!”



## Event Center

More than just a premier mid-sized venue in Northern California, the Event Center at SJSU has grown into one of the most popular college venues in the country. Polestar rated the Event Center as the #2 university venue of its size in the country, and the #3 California venue of its size. Thanks in part to partnerships with promoters for student specials, SJSU's student and campus community pack the house for shows throughout the year. The students' energy makes for a better show and better sales – students love seeing artists here and artists love playing here.

### NOTABLE EVENTS

The Event Center's reputation for hosting exciting electronic dance music (EDM) shows continues, thanks to amazing turnout by SJSU students. Over 5,000 student tickets were sold to the two-day Halloween EDM show "Jack Yo Lantern." When EDM hits David Guetta and Zedd performed as part of Electric Bounce House 3, over 3,000 students were in attendance for the sold out concert. Outside of EDM, Christian music artists Chris Tomlin sold out the Event Center for the fourth time in 2014-2015, and over 5,000 people attended the August 28th concert by Panic! at the Disco.

International stars and renowned guests once again graced the Event Center as the focal point of Silicon Valley global culture. Taiwanese Singer-songwriter Fei Yu-ching held a sold out concert in November. September saw the presentation of the Steinbeck Award to best-selling author Khaled Hosseini. The highlight of the year, however, came when Nobel Peace Prize winner Malala Yousafzai spoke to a sold out arena about the importance of educating the world's women and raising global literacy.

### COMPETITION

Not just a concert venue, the Event Center joined in on the Wrestlemania fun in March, hosting an NXT wrestling extravaganza for a sold out crowd of 5,000. In early April, the FIRST Robotics Competition hosted more than 60 teams comprised of over 2,000 high school students from all around the globe.

### COLLABORATION

The most common events at the Event Center, however, are those held by the university, by departments around campus, or by the students themselves. The facility hosted more than collaborative 60 events in 2014-2015, including sports, career fairs, arts programming, and more.

### FACILITY UPGRADES

Maintaining its position as one of the best venues around means the Event Center is always looking for ways to improve. In 2014-2015, the Batten Control System was upgraded from a manual button system to a full-on digital computer system. The Visitor's Locker Room was upgraded into a multipurpose room suitable for all types of events, not just athletics. To meet the water demands of larger events, the incoming domestic water pipes were replaced with a larger size, allowing greater flow.

### LEARNING OUTCOME

Event Center student employees displayed continued growth through on-the-job training. When most of students begin employment in the Event Center, they lack critical thinking and decision making procedures. Event Center staff works with them one-on-one and in groups to improve their critical skills. Staff as a whole grows as their time at the Event Center increases. By the time student employees graduate, they are well prepared to think outside the box and make the best decision for the next company that hires them.



### STUDENT EMPLOYEE HIGHLIGHT

Mario Duran graduated from the Sport Management Program at SJSU in 2014. He spent four years working at the Event Center, where he emerged as a leader. After being with the Event Center for two years, he was promoted to Event Operations Lead, assisting with oversight of all

other staff. After being in that position for a year, Mario was promoted to Event Operations Coordinator, where he excelled in all aspects of the job, including working with the janitorial company to improve service and reduce expenses. After graduating from SJSU, Mario moved on to be the Operations Manager at O.Co Coliseum and Oracle Arena where he assists in overseeing all conversion, janitorial, and maintenance operations at both facilities. In his time there he has excelled in his career and will continue to grow and rise up the facility management ladder.





## Event Services

Doing so much more than scheduling, Event Services helps student groups meet their event production needs, advises departments on how to successfully execute their events, and ensures smooth scheduling for all non-academic events on campus. Event Services is an integral behind-the-scenes factor in almost every aspect of student life at SJSU.

### SPECIAL EVENTS

The biggest events of 2014-2015 were held in the New Student Union, home to campus life. The Steinbeck Award was presented to internationally-acclaimed author Khaled Hosseini in the Ballroom on September 10, 2014 during a gala event. Supreme Court Justice Sonia Sotomayor was in the Ballroom in October 2014 to promote her book and the value of education. A major academic conference, "The World in The Grateful Dead" attracted scholars from around the world. Rockage 4.0, a community event for gaming and indie music, had a massive technical setup, including multiple stages and an arcade.

### EQUIPMENT UPGRADES

In the new ballroom, a number of technology upgrades were installed: ceiling-recessed projectors on automated retracting lifts, built-in cameras for live video streaming & recording, and a versatile digital audio-visual system providing flexible cable routing options were all implemented in 2014-2015. Live streaming & recording were implemented in the new Student Union Theater as well, along with an interactive lectern featuring a small confidence monitor and basic audio-visual controls.

### FUTURE CHALLENGES

The explosive popularity of the new event venues in the Student Union has caused no small amount of scheduling impaction. Along with academic classes booking both the Student Union Theater and Morris Dailey Auditorium, there's an event almost every day in both sides of the New Student Union. Growth has been so rapid that within just one year, Event Services has had to turn down reservation requests. Nonetheless, Event Services welcomes the challenge, accommodating as many requests as possible while continuing to uphold a high standard of quality of services provided with professionalism. In 2015-2016, Event Services looks forward to the challenge that comes with many more meeting rooms: acquainting staff with the new rooms' layouts, properly training on new policies & procedures, and learning how to operate newly acquired equipment.

### LEARNING OUTCOME

As Event Services transitions into the new building, student employees have successfully dealt with a large number of events that required them to effectively communicate with clients & staff, use critical thinking skills, and make crucial decisions when technical issues pop up during events.



### STUDENT EMPLOYEE HIGHLIGHT

Jessica Altura, Lead Event Supervisor, says of her time with the company, "Working at the Student Union provided me opportunities during my college career that I may not have gotten anywhere else. Event Services gave me invaluable experience in the events industry. With the support of my

supervisors and fellow staff, I was able to explore and develop my leadership skills, which I am able to apply to my career. I learned what I was capable of as a supervisor, and developed lasting friendships along the way."

## Operations

Operations staff increased in size during 2014-2015, and will increase again as Student Union Main comes online. Operations staff members and the students they supervise are reliable, responsible, and dedicated individuals who strive to provide an exceptional level of customer service to all those who enter the Student Union building. They are the strength of the Student Union building operations team.

### STAFF TRAINING

With the accelerated growth of Operations in the last two years following the opening of Student Union East and Student Union West, team cohesion and staff training have become major focuses of department development. Operations full-time staff has developed a plan for the department's first annual retreat, to be held in September 2015 at Lake Elizabeth Park.

Staff development also involved recognizing when an employee goes above and beyond. Operations' "You Make a Difference" award was given to Alyssa Orosco, Building Assistant, for her commitment to excellence in assisting the Operations team during completion of 2015's summer cleaning projects.



### LEARNING OUTCOME

Operations student staff demonstrated thorough understanding of APPA cleaning standards & practices and how this knowledge impacts delivery of services. With monthly training geared toward APPA cleaning standards and practices, along with daily visual and quarterly written inspections, Operations staff continues to receive positive feedback on the cleanliness and general upkeep of the facility. The ratings received by student staff throughout the inspection process reflect their rapid professional growth and their ability to apply the skills learned in maintaining a cohesive and sustainable cleaning program.

### STUDENT EMPLOYEE HIGHLIGHT

Alyssa Orosco started college at SJSU September 2014 majoring in Biology and was hired by the Student Union within the month. As a Building Assistant with the Operations team, Alyssa helps create a clean, safe, and inviting learning environment for the campus community. Her ability to motivate, encourage, and instill the values of teamwork and honesty in the workplace is greatly appreciated the entire Operations staff. Her desire to excel at everything she does truly sets her apart, and it is a pleasure to have her as part of the Operations team.

## EVENTS SCHEDULED BY EVENT SERVICES DURING THE 2014–2015 FISCAL YEAR

Event Services assisted in thousands of events last year. The number of events scheduled and their attendances are as follows:

### Total Number of Events Inside the Student Union

	<b># of Events</b>	<b>Attendees</b>
Student Groups	97	15,685
Departments	225	46,692
Career Center	23	6,570
Orientation	41	12,656
Associated Students	10	1,150
Student Involvement	7	339
Off Campus Groups	29	4,220
<b>Total</b>	<b>432</b>	<b>87,312</b>

### Total Number of Events Outside the Student Union

	<b># of Events</b>	<b>Attendees</b>
SPX Gyms & South Campus Fields	2	68
Plazas & Lawn Areas	450	36,900
Marris Dailey Auditorium	99	6,633
Classrooms	2,650	113,950
Spartan Memorial	248	13,640
<b>Total</b>	<b>3,449</b>	<b>171,191</b>

Student Union Tables & Banners

114

### Overall Total

3,563





## Technical Services

Providing professional quality audio-visual event production to all of the SJSU campus, Technical Services is the Student Union's in-house solution for event technology. Expanded inventory items purchased in 2014-2015 has given Technical Services the ability to provide more efficient and higher quality service to the campus community.

### PROGRAMMING

Technical Services continues to innovate with technology production. In 2014-2015, Technical Services assisted in setup for a student band's music video shoot in the Event Center, including an entire audio system setup and full concert lighting rig, to capture over 30 gigabytes of video. For Music Mayhem a, "battle of the bands" between 10 local groups, Technical Services provided a full live concert PA and lighting system across a two-stage dual-style setup.

### LIGHTING

Lighting production has emerged as a specialty of Technical Services thanks to equipment upgrades in 2014-2015. Many of the professional music and event tours utilizing the Event Center have opted to use Technical Services' in-house equipment & programming capabilities over their own. This makes production for concerts more efficient while also making the Event Center a more competitive venue in the metro area.

### AUDIO

In 2014-2015, conversion of the portable and arena sound systems to a digital standard gave Technical Services the ability to run over 128 channels through a single Ethernet cable over a distance of 2,000 feet without signal degradation or interference. Additionally, the use of the new digital audio platform "Dante," allows Technical Services to maximize the capabilities of digital audio consoles and interfaces, providing cleaner sound while taking less time and less equipment to setup.

Technical Services also completed a transition to an active speaker inventory, including JBL's power efficient line-array and subwoofer system. Electrical power for outdoor events has always been scarce on campus, especially in sites that did not have sufficient amperage. However, with the new systems in Technical Services' inventory, better coverage can be provided without having to use energy-driving amplifiers.

### VIDEO

Transitioning to wireless digital video technology is a goal for Technical Services in 2015-2016. Recent advancements allow for wireless transmission of camera output to a video monitor with almost zero latency. Technical Services is currently working to integrate a system capable of transmitting and receiving digital video up to 600 feet, severely reducing the amount of cable work that goes into event production, thus increasing overall efficiency.

### TRAINING

With new advances in technology come new training programs. Core materials and training are available for every Technical Services staff member, allowing both veteran and new technicians to learn new gear. Technicians have two or three training sessions followed by self-paced training, where staff gets a better understanding of operations and implementations. Supervisors also now have access to a cloud-based paradigm guide for the regular updating of training materials so that they can modify and update training documents freely as needed.

### LEARNING OUTCOME

Clients start with basic ideas unique to each event. As the details of these events evolve and change, Technical Services staff adapts to the changes while delivering quality results. This process requires advanced critical thinking at multiple stages, including power services, stage placement, loudspeaker & sound system design, lighting focus & placement, screen magnification, camera movement, etc. To satisfy the diverse needs of clients, Technical Services staff must also effectively communicate internally exactly what is required of each team to keep the production on schedule. The practice of continually adapting to the diverse and evolving production needs helps develop employees' critical thinking skills for use not only in technical production, but also in their professional development, especially for abrupt or unexpected changes.

Technical Services clientele includes students with no event production experience, student groups who have executed dozens of successful events, departments who know what they want to do but are unfamiliar with the technology available to them, and professional production companies that need expertise or equipment beyond what can be provided in-house. Among all of these client types, Technical Services encounters varying levels of experience, committee involvement, different cultural nuances, and clients demanding different or new approaches to event production. Reconciling these customer service interactions with technical capabilities is an ongoing critically intellectual challenge for Technical Services employees.



### STUDENT EMPLOYEE HIGHLIGHT

David Coe, currently a junior in the College of Engineering, has been part of Technical Services since September 2013. In less than two years, David has worked his way from an entry-level technician to Head Lighting Supervisor. Because of his skills in board operation and lightning design,

he has been the preferred lighting designer for many of the shows in the Event Center and for the events held by the university and its departments. Thanks to his background in construction, David has been able to build and refurbish many of the road cases and equipment storages in the Event Center, a project that was long overdue. David will be attending the upcoming Live Design International (LDI), a leading trade show and conference for live design professionals from all around the globe, participating in some of the professional training provided at the conference.





## Computer Services

Providing technology services to the campus community and beyond, Computer Services maintains a secure, reliable corporate infrastructure necessary for the operations of many departments throughout the Student Union. Computer Services also places special emphasis on working with other departments across campus to maximize system efficiency and share resources.

### VIRTUALLY EVERYWHERE

The Student Union, Inc. website represents an important source of information about facilities and services to not only students and campus entities, but the global community at large. Other than the basics of providing a standard Section 508-compliant website, Computer Services maintains websites for Club Sports and the Event Center, as well Equipment Check, Management, and Event & Activity Display systems. In 2014-2015, the servers running Student Union, Inc. websites were upgraded to the latest Windows Server operating system on a virtualized environment.

Much of Computer Services' work happens in maintenance: keeping systems not only running smoothly, but also up-to-date and in compliance with constantly changing policies. Along with updates to recovery technology, Computer Services minimizes network and computer interruption by maintaining virus and security software. Systems Center Operations Manager server launched, providing comprehensive infrastructure monitoring to ensure that critical services stay fast with minimal downtime. Systems Center Virtual Machine Manager was deployed in 2014-2015 in a virtualized environment, providing enterprise-level management of virtual machines, virtual machine hosts, and virtual machine deployment, enabling enhanced performance tuning, server utilization, and high availability of services.

An enterprise software solution called "Fusion" was implemented for both the Sport Club and Aquatics Center, along with Associated Students through Spartan Recreation. This full-featured web, application, and database software provides for an integrated solution for sales, operations, and accounting across departments.

### COLLABORATIVE PARTNERSHIPS & PROJECTS

Computer Services constantly strives to find technology that supports some of the most successful departments on campus. Serving on campus committees and partnering with campus departments provides great opportunities to tackle common security and best practices concerns and allows the Student Union to focus on its primary services. The CISC Committee reviews changes to federal laws, state laws, CSU policies, and SJSU policies to provide recommendations on guidelines, procedures, and training to effectively manage risks associated with the collection, use, maintenance, and release of protected information. The SJSU Cloud Storage Committee works in conjunction with other campus departments to review enterprise-level cloud-based storage solutions. The SJSU Vulnerability and Patch Management Committee evaluates vulnerability and patch management solutions for use across campus.

With a state-of-the-art building coming in the near future, Computer Services reviews documentation and directs various consultants to develop a building with the latest technology. In anticipation of the facility's completion, Computer Services and other Student Union staff reviewed and refined procedures for transferring out of the Mod F swing space. FD&O, ITS, and other campus departments form part of the Student Union Construction Team to ensure a smooth transition.

The SJSU Central AD Committee evaluated the possibility of using a single Active Directory. As a first step, Computer Services collaborated with campus IT to establish a connection between the Student Union Active Directories to allow for better integration of campus services, single sign-on functionality, and sharing of resources between IT departments.

### LEARNING OUTCOME

Technology & computer services is a constantly changing field, and Computer Services gives its student employees the tools they need to stay relevant. Students gain specialized knowledge of patching security vulnerabilities in a network environment. They study, analyze, and hypothesize management and software solutions for mobile devices. From purchase to deployment, students document each step of the internal and external processes of modern management developments. Students understand the policies and practices of PCI Compliance within the networking infrastructure to deploy mobile credit-card processing units. By gaining experience with PCI Compliance, students gain an understanding of social responsibilities, security, and encryption, to secure the identity and sanctity of the cardholder. These are just a sampling of skills student employees learn in Computer Services.

After the initial hiring process, students receive their Program Learning Outcomes in physical form. Throughout the year, learning outcomes are reinforced through on-site experience. Students are given a schedule of daily tasks that further their understanding of learning outcomes goals through training and involvement. Computer Services has begun editing and recording training videos that will be accessible online.



### STUDENT EMPLOYEE HIGHLIGHT

Colt Wilson was hired in Fall 2014 and has since been an invaluable part of the Computer Services team. Colt says of his time with the Student Union, "I learned how to build a real life social network and work with some of the best people in our solar system." He aims to graduate with a

degree in Computer Science in Spring 2016.



## Information Center

Very often the first point of contact between the university and the community at large, the Information Center is a bastion of customer service, answering hundreds of thousands of questions annually via phone and in-person.

Information Center staff are trained to be happy and courteous, but above all, knowledgeable, answering questions on everything from university policies and procedures to where to eat lunch. The Marketing Team takes these skills out into the community to promote upcoming concerts and services by putting up posters, distributing fliers, and connecting with individuals while tabling.

### NEW STUDENT UNION

For the entirety of 2014-2015, the Information Center has operated out of its temporary location in the far west end of the New Student Union. This location has worked wonderfully, being out of the way enough for foot traffic around the desk, but also close enough to be visible and easily accessible. Although the Information Center's primary operations will be located in Student Union Main once renovation is completed, the current temporary location represents opportunities for a satellite location during busier parts of the semester or during marketing pushes for concerts and events.

### MARKETING

The Marketing Team proved to be a model of efficiency and efficacy during 2014-2015. With big shows like David Guetta, Electric Bounce House, and Jack Yo Lantern, 2014-2015's concert season featured events directly aligned with students' interest. Marketing supported ticket sales by distributing posters and flyers for every event throughout downtown and campus. They also actively promoted events on campus by interacting with students directly during promotions and giveaways. Every single member of the Marketing Team graduated and moved on to new opportunities at the end of Spring 2015, but they have left behind a masterful template for emulation.

### LEARNING OUTCOMES

Information Center employees displayed their ability to digest and interpret abstract information in a timely manner by increasing their average score by at least 25% from pre- to post-testing after training programs based on new university policies and developments (such as a construction, renovations, or program closures). In 2014-2015, these training programs included the upcoming "Smoke-Free Campus" policy, information about the construction of the new Student Wellness Center, and the ramifications of the upcoming new student housing construction project.



### STUDENT EMPLOYEE HIGHLIGHT

Veronica Sanchez was hired during the first semester of her freshman year in fall 2011. Veronica says of her time with the Information Center, "I never knew how I would be impacted by the Student Union; years later, I realized the Student Union was not only a networking and hangout

environment for students, but it also became my learning environment. I worked for the Student Union for a total of five years and during these five years I learned about the Student Union's history and its importance not only for me but for other students and the community. The Student Union helped shape my professional development and my representation of the academic population at San José State University."



## Graphics

Creating everything from Facebook event cover photos to employee handbooks, Graphics is a complete advertising, design, and publication department within the Student Union, Inc.

### NEW DESIGN LANGUAGE

With the opening and full use of the New Student Union facility, Graphics took advantage of an extremely rare opportunity to connect a rebranding effort with physical facility design cues. Beginning in Fall 2014, Graphics incorporated the dot/mulberry pattern seen on the exterior of the New Student Union into almost every piece of collateral made for the building and the company. This strategy allowed Student Union, Inc. materials to have a distinctive, unified look that was immediately identifiable while still actively supporting the university's Power Source design standards. Graphics looks to expand upon this design language in the coming 2015-2016 year with the rollout of Thyssee Design's interior branding work.

### COLLABORATIVE STORAGE

After completing its transition to a mobile workspace, Graphics was able to work as a team remotely anywhere on campus. This came in especially handy during quiet summer months. With the move to a more permanent office location in 2015-2016, Graphics hopes to set up a unified server location for all file data and implement a single file storage system. Transitioning to a single system will increase workflow efficiency between designers, making it easier for one designer to continue work begun by another designer.

### INTERDEPARTMENTAL COLLABORATION

The Campus Recreation Guide is a 20-page document with information on virtually every recreational activity available to students on campus. Graphics worked with the Aquatic Center, Sport Club, Club Sports, Outdoor Adventures, Intramural Sports, and A.S. Fitness to create the new Guide. Aside from basic facility and program descriptions, the Guide contains short bios on department managers, fee structures, hours, schedules, events, directories, and more. The first edition of the guide was published in Fall 2014 and was updated in Spring 2015. A new edition will be produced each semester with the most up-to-date information and iterative improvements.

### LEARNING OUTCOME

At the beginning of each semester, Graphic Designers are graded on a 5-step rubric that assesses their ability to effectively communicate and uphold standards of professionalism during meetings with managers and clients. After each meeting throughout the semester, designers are coached on what they can do better to increase their score on the rubric. Designers are expected to improve by an average of at least 1.5 steps along the rubric each semester. Categories on the rubric include Scheduling, Preparedness, Demeanor, Focus, Timeliness, Orderliness, and Follow-through. Every designer who has worked at least one full semester has successfully exceeded expectations.



### STUDENT EMPLOYEE HIGHLIGHT

Hired in Fall 2013, Carly Agas quickly displayed her abilities as a standout designer. In the spring and summer of 2014, Carly became the lead designer for the department and has since headed almost every major project undertaken by the department. Speaking on her experience working in Graphics, Carly said, "For the past two years, working for the Graphics Department has definitely helped me improve on my leadership and communication skills. It gave me more confidence working with different people and helped me gain experience working in an office setting." To see an example of her work, please see the 2014-2015 Annual Report.



## Sport Club

The home of recreation and fitness at SJSU, the Sport Club is more than just a gym. It's an event space, a classroom, offices, and interdepartmental collaborative hub. Students, faculty, staff, and community members entering the Sport Club can all enjoy the benefits of a complete, healthy life.

### EVENTS

Enticing students to attend fun, open, and free events remains one of the best ways to encourage a more active lifestyle. The Sport Club worked with A.S. Campus Recreation to celebrate National Recreation Sports & Fitness Day, providing a rock climbing wall and fitness competitions to the event.

### ATTENDANCE

Day Pass	2,285	Affiliate	6,465
Student	320,813	Community	1,661
Faculty/Staff	2,573	Total:	331,512

### LEARNING OUTCOME

Sport Club staff have a genuine interest in keeping the campus community healthy. Bi-weekly staff meetings with supervisors, fitness recreation assistants, and personal trainers keep everybody up-to-date and on the same page about the Sport Club, while monthly combined staff meetings integrate team building.

By attending monthly staff trainings in Spring 2015, Sport Club Recreation Fitness Assistants demonstrated adult, child, and infant CPR & rescue breathing care by directly applying these life-saving techniques on a rescue manikin. Assistants attending the first staff training in Spring 2015 were given pre-tests. Afterward, each Recreation Fitness Assistant physically executed the emergency action plan and also physically demonstrated the trained skills on a rescue manikin. At the end of the training program, attendees took a post-test and achieved significantly higher scores. The program helped experienced Assistants refresh their skills and re-solidified the initial training done by new employees.



### STUDENT EMPLOYEE HIGHLIGHT

Jesse Layfield started as a student assistant in the Sport Club in Fall 2012 and became a supervisor in Fall 2013. Jesse stepped up and acted as Interim Sport Club Manager for most of Fall 2014, an excellent opportunity for a Business Administration manager. Planning to graduate in Spring 2016, Jesse's strong leadership makes him well respected

among his peers. He constantly demonstrated his commitment to his work every day and his dedication to the Sport Club and its mission on campus makes him a model employee.

### RESERVATIONS

Many groups from all over the South Bay reserve the Sport Club for myriad reasons. The University Police Department used the Aerobics Room to wrap donated gifts for families in need. The City of San José's Junior Sports Camp utilized the Mini-Gym in July so their campers would have space to play recreational games. Below is a list of other groups who have reserved the Sport Club for practices, meetings, and events:

### STUDENT ORGANIZATIONS

Kendo  
 Grupo Folklorico  
 Akbayan  
 Hip Hop  
 Pride of the Pacific  
 Martial Arts  
 Wushu  
 Delta Sigma Phi  
 Alpha Phi Omega  
 Korean Entertainment Association  
 Ballroom Dance Club  
 Shaara Bollywood  
 Yoga Club  
 Society of Hmong Students  
 Delta Gamma Sorority  
 Table Tennis

### CLUB SPORTS

Salsa  
 DanceSport  
 Gymnastics  
 Fencing  
 Powerlifting

### A.S. CAMPUS RECREATION

Cycling  
 Zumba  
 GRIT Cardio  
 Yoga  
 Body Pump  
 Abs  
 UJam  
 Kickbox  
 GRIT Pylo  
 GRIT Strength  
 Insanity  
 Ripped  
 Hip Hop

### KINESIOLOGY CLASSES

Body Sculpting  
 Aerobics  
 Step Training  
 Tai Chi  
 Table Tennis  
 Racquetball  
 Handball  
 Pilates  
 Hatha Yoga



## Aquatic Center

As a primary destination for recreation on campus, the Aquatic Center attracts students, faculty, staff, and community members to its inviting pool. Aside from simultaneous lap and recreational swimming, the Aquatic Center has evolved into a student organization event venue. Athletics and Club Sports teams use the Aquatic Center as their primary competition venue. Student groups use the facility for everything from recruitment socials to fundraising events, and campus departments host team building gatherings and BBQs.

### SPECIAL EVENTS

The USA Water Polo Junior Olympics were held in the Aquatic Center this year, attracting young swimmers from across the country. Aside from showcasing the Aquatic Center as a national venue, the event encouraged young students to aspire to college success. The boys events were held July 26 to July 29, and the girls were July 31 to August 3.

The annual recreation promotion day, “Get Rec’d,” introduces students to the many recreation opportunities offered on campus. Students began the event at the social media table, where they received a “passport” that could be stamped via participation at any of the interactive booths at the event. Passports with enough stamps could be redeemed for prizes. Some of the booths at the event were an Aquatic Center Dunk Tank, a Club Sports info table, Football Toss, an Athletics NCAA-regulation basketball hoop, and a personal training inflatable bowling game.

Community groups also reserved the Aquatic Center numerous times in 2014-2015. The Notre Dame Girls’ High School Swim Team used the pool for its events, and the Jewish Community Center conducted its lifeguard training for four hours in the Aquatic Center. Both the Nike Volleyball and Nike Football Camps used the Aquatic Center when they did housing rentals in 2014-2015, and Tamwood International’s Studies in English housing rental brought international patrons to the pool

### LEARNING OUTCOME

Lifeguards at the Aquatic Center are some of the most highly-trained student staff in the company. Aside from customer service and facility maintenance, staff at the Aquatic Center train in emergency situation recognition and response, multiple-victim rescue, shallow & deep water back-boarding, and CPR with AED assistance. These high standards have saved lives.

For 2014-2015’s learning outcome assessment, the Aquatic Center created a new training utility: the Red Ball Scanning Audit. A red whiffle ball is rolled into the pool while the lifeguard is blindfolded, to simulate the way emergency situations can arise at any time in the facility. Once the ball hits the water surface, the lifeguard is timed on how long it takes to recognize the red object, stand up, and blow his or her whistle, indicating they have recognized the situation. Each employee was assessed twice, and an average was taken. Data for Fall 2014 indicated that only 28% of Aquatic Center employees assessed decreased their recognition time. When the test was repeated in Spring 2015, 68% of employees either maintained or decreased their recognition time, a vast improvement over the previous semester. While this data indicates a collective improvement among Aquatic Center staff, long-term data collection of the same test can be used to evaluate individual performance improvements as well.



### STUDENT EMPLOYEE HIGHLIGHT

Rachel Henry started as a student assistant in the Aquatic Center in Spring 2012 and became a supervisor in Spring 2014 before graduating in May 2014 with a B.S. in Justice Studies. Rachel captained the Spartan NCAA women’s water polo team in 2013-2014, demonstrating leadership

skills in and out of the water, making her a well-respected student employee at the Aquatic Center. Her great communication skills helped her work well with her peers, and her dedication and loyalty was appreciated daily by management. After graduation, Rachel has gone on to work with Youth at Risk.



## Club Sports

Club Sports enhances the college experience of students at SJSU by supporting the operations of student-organized sport and athletic teams, leading to a more active student body, opening up student leadership opportunities, and helping students engage with their peers. More than 600 student-athletes competed on behalf of SJSU and Club Sports during 2014-2015.

### LEADERSHIP

The 27 active club teams rose over \$400,000 through donations, fundraising, and dues in 2014-2015, evidence of the hard work and dedication of student leaders across the department. In addition to fundraising, students can grasp the reigns of leadership through council positions, team hierarchy, or employment with Club Sports as a Program Assistant or Field Activity Supervisor. All of these opportunities create a team-oriented environment that motivates students to be their best.

### TEAM ACCOMPLISHMENTS

The teams Club Sports support represent SJSU and its Spartans all across the country. A team's success is measured in many ways unrelated to competition. In 2014-2015, the Bowling team placed 10th at the Intercollegiate Team Championship in Wichita, Kansas. Michael Tang was awarded the NCBCA Most Valuable Player and was the Intercollegiate Singles Champion. Lindsey Wong was named the NCBCA Kerm Helmer Coach of the year. The Boxing Team's Ryan Ruelan became the NCBA National Featherweight Champion after winning his bout in Sunrise, Florida.

### LEARNING OUTCOME

Club Sports focused on enhancing Risk Management initiatives to better ensure that all SJSU Club Sports participants are gaining practical skills to improve safety while competing. For example, through the Heads Up: Concussion Awareness training, participants will:

- Understand a concussion and the potential consequences of this injury
- Recognize concussion signs and symptoms and how to respond
- Learn about steps for returning to activity (play and school) after a concussion
- Focus on prevention and preparedness to help keep athletes safe each season.

Throughout the certification process, teams attended two semester council meetings and two individual meetings with risk management officers. Because of the exceptionally high amount of risk involved in Club Sports team activities such as practices, competitions, and travel, Club Sports must continually look for ways to develop quality protocols for risk management. Once club participants completed the Heads Up: Concussion Awareness online course, they submitted their completed information to the Club Sport office.

For Spring 2014, the concussion course returned a completion rate of 44%, well under the set goal of 100% participation by March 1. In the future, this certification program will be required upon registration with Club Sports. Club Sports will continually strive toward a comprehensive risk management program that ensures students have access to the proper tools and knowledge they need.



### STUDENT EMPLOYEE HIGHLIGHT

Winston Adams started working for Club Sports with as a student assistant in Fall 2103. He was the Division III Ice Hockey president from 2013 to 2015, assisting with the team's finances in 2014-2015. Winston seized the opportunities that came with being part of a club team and proved himself to be a very passionate leader. His dedication to the program and the students who participate in Club Sports led to his hiring as Club Sports Coordinator in May 2015.



## ***Student Union Board of Directors***

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Aaron Miller • Chair *Spring*

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