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**Mission**

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**Major departments/functions/offices/responsibilities - brief listing**

--Operations: Assistant Director oversees the complete operation of the University Center.
--Scheduler: Program Services Specialist schedules all areas of the University Center, Alumni Mall, Student Plaza, Clock Tower and all student activities across campus.
--Utility/Maintenance/Setup Attendants: Provide physical set ups for all rooms in the University Center.
--Operations Rose Theater: Manager and Asst. Manager oversee the complete operation and
technical assistance of the Rose Theatre.

**3 main departmental goals and related accomplishments/results for 04-05**

**Goal #1**
Offer to students a highly professional scheduling process in order to enhance their programming content or outcomes.

**Results/Accomplishments #1A**
Conducted scheduling seminars to advise students of their scheduling needs. Held individual conferences with student schedulers to help facilitate their continuous learning.

**Results/Accomplishments #1B**
Scheduling forms were put online to precipitate meaningful organizational skills. Kept scheduling procedures updated and available to student organizations.

**Goal #2**
Offer to students the opportunity to engage in the entertainment arena in the City of Memphis through free and discount tickets.

**Results/Accomplishments #2**
Out of 3,400 tickets, students picked up and used 3,075 of those tickets. Students are using the University Center and Rose Theatre websites to access availability of tickets. Through collaboration with departments on campus, students were informed of community events, and utilized tickets for extra credit incentives.

**Results/Accomplishments #2B**
Through student recommendations, additional entertainment outlets were secured for the year. For example: Orpheum tickets were secured. We are investigating the possibility of students being able to secure more than one ticket per UofM I.D. to encourage cultural dating.

**Goal #3**
Provide students with the opportunity to maximize their abilities and develop their skills while engaging in student employment.

**Results/Accomplishments #3A**
Conducted in-house training for students and required Human Resource training in time management and customer service. Three-fourths of our student employees completed this training.

**Results/Accomplishments #3B**
On August 17, students will complete another in-house training workshop where items such as conflict resolution, student stress, practical planning checklist, telephone etiquette, and student employee handbook will be stressed. We are in the process of recruiting student employees for the coming academic year.
**Up to 3 student learning objectives and outcomes for 04-05**

**Student learning objective #1**
Students will be able to understand that scheduling staff are accommodating and helpful. Demonstrate they are able to use technology in scheduling through Resource 25. Demonstrate competency in completing forms in a timely fashion. Complete detail planning and diagram set up for their events. Experience better financial preparation.

**Outcome #1**
Prepare and present yearly scheduling seminar for student officers in all student organizations as a method of advising them concerning their scheduling needs. Scheduled for Fall 2005. Presently holding personal scheduling conferences with students authorized to schedule events. Find they are better able to plan/organize/determine technical needs/audience.

**Student learning objective #2**
Gained appreciation of entertainment venues in Memphis. Learned how and where to seek information about tickets. Improved/expanded their cultural awareness by attending many events offered in city. Better understand/appreciate how their activity fees are being expended. Learned how to acquire tickets through payment at Bursar and pick up at UC information.

**Outcome #2**
Will survey students attending community events in fall/spring 2005-2006. Outcome pending. Through personal interviews of students picking up tickets, we find they are appreciative of opportunity provided to enjoy entertainment in city, but voiced concern over being able to secure only one ticket. Random survey of students not taking advantage of tickets will be conducted in fall/spring of 2005-2006. Outcome pending.

**Student learning objective #3**
Learn how to navigate on the UofM Website, Resource 25, Tiger Website, postoffice and UofM Drive. Learn how to perfect time management, customer service and conflict resolution skills. Learn financial management as it pertains to cash control and auditing practices.

**Outcome #3**
Plans are to conduct student training on customer service skills on Aug. 17, 2005. Outcome pending. Through student input, updated student handbook for student employees. Through this same input, have initiated a student awards program. Veteran student workers have completed HR time mgmt. and customer service training, and found helpful. Still to be accessed is the ACUI multi-rater survey to glean feedback from customers.

**3 main bragging points for department - Optional**

**Bragging point #1**
Hired consultants for the study of the renovation of the University Center. Study changed to tear down existing facility and build new center. Consultants: Brailsford and Dunlavey. Study completed in February 2005.
Bragging point #2
Scheduled 1,055 events in the University Center, scheduled events--422, departmental events--420, off-campus events--213. Scheduled 611 events in the Rose Theatre, student events, departmental events and off-campus events. Distributed discount tickets to students. We hosted 22 high school groups in UC and Rose Theatre-an excellent recruitment tool. Collaborated with students/depts. in providing equipment outside UC for events.

Bragging point #3
Hired new Assistant Director, James Cox, August 10, 2004. Converted room 218 into a much requested meeting space. Through a collaborative effort by the Rose Theatre Manager and Asst. Manager, the UC acquired a smart cart which is utilized throughout the building for audio and visual presentations. Completed new sound system that was installed in UC Ballroom.

Contact summaries for the 04-05 year as applicable - headcount counseling sessions, cases, programs help, students housed, children housed, children cared for, tests administered, interviews hosted, etc.

Equipment provided to students and departments outside University Center:
Tables - 443
Chairs - 1,466
Sound Systems - 10
Sections of Stage - 480
LCD Projectors - 27
Laptop Computers - 6
Movie Screens - 25

Income generated by Rose Theatre for year:
Student Groups - $8,902.63
Departments - $9,085
Outside Groups - $11,415
total - 29,402

3 Main initiatives for 05-06

Initiative #1
Continue plans to move all departments and student groups out of the center in preparation of tearing down the current building and construction of a new student center. Plans to keep student organizations active and participating in learning objectives, and create an environment of community across the campus.
Initiative #2
Identify programming and meeting space outside the current Center on campus where events and programs can continue during the two years the new center is being built. Scheduling of activities, meetings and food events will be a big challenge during this time.

Initiative #3
Finalizing new center architectural plans, hiring construction company, tearing down old center, and beginning initial construction phase of the new center will command the attention of the entire campus for the coming year.