

Fiscal Year 2009-2010 Accomplishments Report



Student Center & Event Services has had a number of notable successes over the last couple of years, starting with the merging of staff and services from three different departments into one. Units from the Student Center, Scheduling & Conference Services, as well as several staff members from Dining & Hospitality Services, are now under one newly defined department, Student Center & Event Services. The accomplishments have been divided into the following sections: collaborations, “green”/energy improvements, process improvements, and event services/customer service.

Collaborations

Student Center & Events Services, as the hub of the campus activities, has the enviable position of working with many different departments and service providers on our campus. With that in mind, here are some of the accomplishments pertaining to collaboration:

1. Developed and implemented a three-year room and board rate cycle for summer conference season, in coordination with Housing and Dining.
2. Collaborated with the Visitor Center to provide event information for the entire Center; thus eliminating duplication of work.
3. Collaborated with Environmental Health & Safety to establish H1N1 vaccination clinic in the building at the height of the flu season.
4. Working with staff from the Office of the Dean of Students, streamlined the event approval process for student organization sponsored events.
5. Reorganized Ring Mall spaces to improve pedestrian walkways in order to reduce damage to ground cover (in coordination with Facilities Management).
6. Implemented Aldrich Park wear and tear event fee to clients for Facilities Management.
7. Worked with Human Resources to in source the custodial staff.
8. Assumed responsibility for open/closing campus “Smart” classrooms.
9. Ability to open all campus buildings for events; thus eliminating weekend Police and Facility unlocks.
10. Worked with Dean Leslie to establish the Graduate Resource Center in the Student Center.

“Green”/Energy/Cost Saving Improvements

Reductions of use of non-green chemicals and electrical usage have been priorities. In that regard, the following accomplishments were made:

1. Replaced water valves for energy efficiency.
2. Reduced the usage of non-green cleaning chemicals by 29%, while decreasing the annual expense of these products by 18%.
3. Restructured office cleaning rotation.
4. Installed light sensor, HVAC and heat reducing roof in the Cross Cultural Center.
5. Negotiated the replacement of the Siemen’s Pogee automation Power MEC, saving the University \$10,000.
6. Shut off hot water in non-essential areas.
7. Researched and implemented an ionized water system.
8. Filtered water refill stations installed in the building.

Process Improvements

Making process improvements in all areas of Student Center & Event Services has been of utmost importance over the last year and a half.

1. Streamlined an electronic work order system for maintenance, information technology and housekeeping functions - eliminating paper forms and reducing cycle time to process requests.
2. Installed the keywatcher – controlled access for campus key management.
3. Developed electronic end-of-shift reports to reduce use of paper.

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4. Implemented the use of When To Work – an on-line employee shift scheduling program – reduced staff time in preparing weekly work schedules. All on-line; less paper; ease of communication between staff and managers.
5. Developed a new model for student employees incorporating a “level” structure and cross training in all areas.
6. Completed a comprehensive Housekeeping December closure plan for the Student Center and created a new housekeeping schedule to accommodate special circumstances.
7. Redesigned the approval process for campus organization sponsored special events – eliminating a step for the clients and saving paper (in conjunction with the Office of the Dean of Students).
8. Courtyard Study Lounge reservations are now booked in EMS – all internal bookings are on the same system – easier to track usage and obtain statistical information.
9. Operations meetings format was redesigned making the meetings shorter, more informative and requiring less staff attendance thereby making them more efficient overall.
10. Developed and published a series of campus policies (i.e. outdoor booking policies, alcohol, art, filming on campus).
11. Developed a six-year plan for capitol improvements
12. Developed a plan for shelter in place.

Event Services/Customer Service

Another main goal of Student Center & Event Services is to ensure our clientele have the best possible experience.

1. Increased the total number of bookings in the student center by 105%.
2. Reduced the turnover time for conference center rooms by 49%, allowing more flexibility in booking events and turning away fewer clients.
3. Installed new way finding signage in the building to increase ease of maneuvering about the building by visitors and campus community.
4. Designed and developed a “smart room” in the Student Center, which includes video conferencing.
5. Began aesthetic improvements (paint/artwork) of conference center rooms - several have been completed, pending design development for the remainder of the center.
6. Implementation of Breezeway space booking policies resulting in bringing off campus vendors on campus to provide unique products for our campus community.
7. Revamped Zot Zone to include X-Box games. Offered a month of free play of pool and Xbox for all UCI students.
8. Renovated conference rooms on the 4th floor of the G building to create space that is more flexible for our clients.
9. Created package deals for events in Aldrich Park.
10. Installed defibrillators and trained staff in CPR and 1st Aid.
11. Negotiated an artwork loan with the Irvine Museum to enhance conference room and lobby areas.
12. Purchased new equipment for conference center in order to provide more options for our clients and new services.
13. With UCI Catering, provided free snacks for the student population at the Student Center during finals week.
14. Extended the hours of the Student Center, increasing service while reducing costs to our client.
15. Enabled teleconference capability 24/7.
16. Developed training manual for student staff.
17. Cross training of full time staff within the department (for example, Operations Managers can run HVAC system when needed).

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In summary

For the past year and a half, the focus of Student Center & Event Services has been in four main areas: collaboration, green initiatives, process improvements and enhanced customer service. Highlights in each of these areas are as follows: collaboration, the development of a three-year rate cycle for summer conferences, thus allowing us to book conferences in advance; green initiatives, the reduction of non-green cleaning chemicals by 29%, decreasing the annual expense of these products by 18%; process improvements, development of a streamlined, electronic work order system for the building's maintenance upkeep and overall appearance, thus eliminating paper and reducing overall cycle time; customer service, the reduction of the turnover times for conference rooms by 49%, allowing more flexibility in booking events and increased efficiencies enabling us to serve more customers.