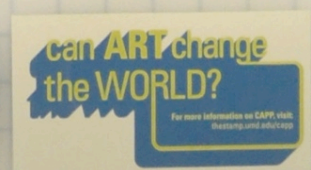
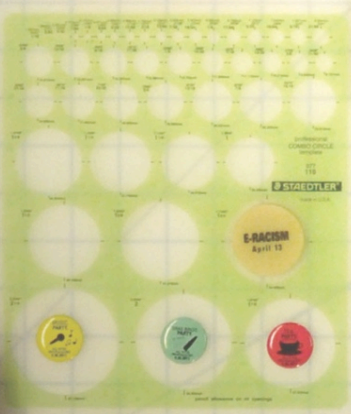
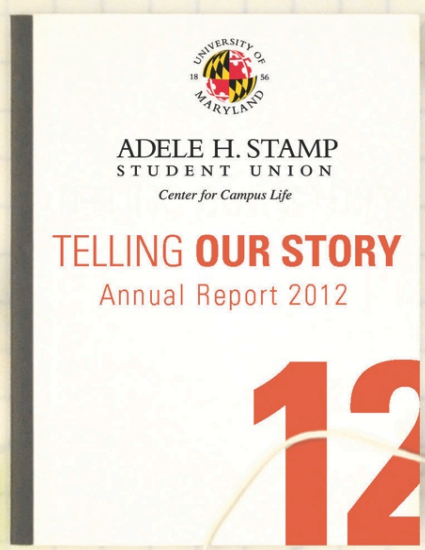
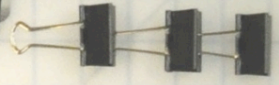
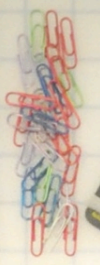
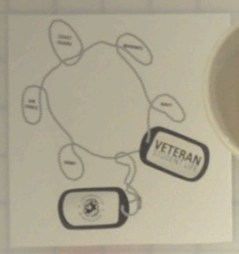
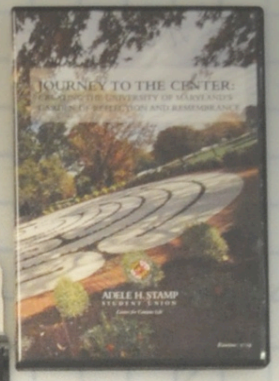


TELLING OUR STORY  
Annual Report 2012



# **Adele H. Stamp Student Union – Center for Campus Life**

## **Annual Report 2011-2012**



**Marsha Guenzler-Stevens, Ph.D.**  
**Director**

# THE STAMP

# 2011-2015 STRATEGIC PLAN



## VISION



To transform and enrich the Maryland experience

## MISSION



To provide a safe and inviting campus center where all UM students, alumni, faculty, staff, and community members, cultivate lifelong relationships founded on engagement, learning, multiculturalism, and citizenship

## PHILOSOPHY & VALUES



...put students first

...are dedicated to serving as advocates, advisors, educators, mentors, and partners in shaping the student learning experience.

...are active partners in the academic mission of the institution.

...infuse multiculturalism in all of our policies, programs, services, advocacy, and research.

...embrace sustainability and environmental sensitivity.

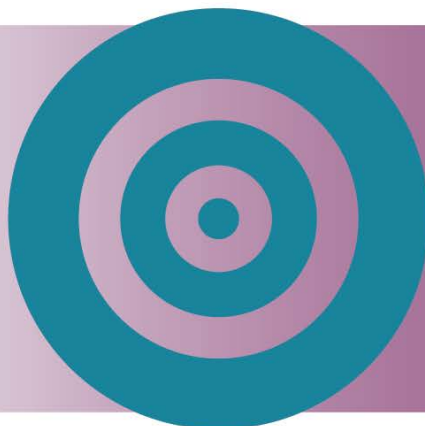
...strive for excellence and innovation.

...support a balance of personal and professional life demands.

...embrace individual and shared leadership to achieve collective success.

...inspire each other through inclusive and caring relationships.

## STRATEGIC GOALS



- 1** Cultivate and support a highly trained and diverse workforce where individuals are recognized and rewarded for their outstanding and innovative efforts.
- 2** Support the creation of community by providing the highest quality programming, services, and resources that meet the unique needs of students, staff, faculty, and visitors.
- 3** Enhance and diversify financial, human, physical, and equipment resources to achieve the mission, goals, and priorities of the organization and institution.
- 4** Strengthen and develop relationships with students, faculty, staff, alumni, community members and one another through social, service, learning, and leadership networks.

## A. Strategic Goals & 2011-2012 Objectives

### Goal #1: Cultivate and support a highly trained and diverse workforce where individuals are recognized and rewarded for their outstanding and innovative efforts.

#### Objective

Implement a comprehensive training and development program for all staff that includes orientation, Stamp-wide training and a learning outcomes-based career development program for students, online learning, and a coordinated array of staff development opportunities.

#### Accomplishment Overview

Coordinator for Recognition, Training, and Student Employment position was created and filled in mid-June. Online learning tools have been researched and selected and will be implemented by this new staff member.

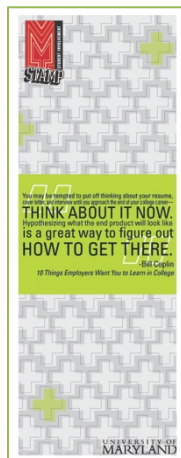
Developed Student Employee Mission Statement: *To provide substantive employment opportunities that finance student life and foster leadership development, transferable life skills, and personal and professional development for the members of the student employee community. The Stamp hopes to create an environment that enables students to refine career goals and integrate their student employment experience with classroom learning.*

A Student Employee Advisory Board (SEAB) was developed to facilitate achievement of the new student employment mission and provide community and development opportunities for all student employees in the Stamp.

A new one-day orientation session for student employees in the fall featured information sessions about the Stamp, the campus, and logistical details about payroll. New and returning students gathered to share their experiences about why the Stamp is a great place to work and a great place to be involved.

The Stamp Employment Plus Program (STEP) was designed and launched with an initial cohort of 10 Stamp student staff employees. Participants received coaching from their supervisors regarding transferability of skills, attended two career development workshops, and submitted a final cover letter to illustrate their ability to articulate the value and relevance of their Stamp skills. Seventy percent of the cohort attended both workshops; 40% completed the final cover letter assignment.

One half-day and six one-hour professional development sessions for staff were offered with topics ranging from understanding the neuroscience of work to legal implications of cloud computing.



	<p>A staff professional development budget was developed to provide opportunities for staff at all levels. Funds are distributed as follows: graduate assistants (up to \$250), front-line administrative staff (up to \$500); program coordinators and other mid-level (up to \$750), assistant directors (up to \$900), associate directors and director (up to \$1,500).</p>
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**Goal #2: Support the creation of community by providing the highest quality programming, services, and resources that meet the unique needs of students, staff, faculty, and visitors.**

<b>Objective</b>	<b>Accomplishment Overview</b>
<p>Disseminate the findings from the Graduate Student Quality of Life Assessment to colleagues in the Stamp, Graduate School, the Division of Student Affairs, and across campus. Use the findings to advocate on behalf of graduate students to improve their quality of life on campus</p> 	<p>Formally presented data to various audiences including Student Affairs directors, Graduate Student Government executive committee, International Student Task Force, Counseling Center Research and Development Series, and staff units across campus. In all presentations, facilitated targeted discussion about better meeting the needs of graduate students.</p> <p>The Graduate Student Quality of Life Survey identified issues where a gap existed between importance to graduate students and levels of satisfaction with how the university has addressed those issues. Grad Chats were developed as a way to begin addressing the issues with the largest gaps. The top issues with the largest importance-satisfaction gaps in the survey were safety and security on campus, career planning/job searching, accessible parking/transportation in the evening, assistance finding housing, study space on campus, and finding an assistantship/employment.</p>
<p>Enhance cross-functional and campus-wide partnerships to deliver programs, services, and curricular offerings, targeted for international students and transfers. This includes a Stamp-based learning community for transfer students and partnership with the soon to be created Office of University Diversity and other campus agencies that lead diversity initiatives at UM.</p>	<p>A Stamp staff member served on the search committee for the newly hired Chief Diversity Officer/Associate Vice President.</p> <p>The Spring Multicultural Leaders Summit featured a facilitated dialogue with the Chief Diversity Officer/ Associate Vice President and 37 student leaders representing over 16 cultural student organizations. Over 88% of student attendees reported knowing more about campus diversity resources as a result of attending the Summit.</p> <p>A MICA staff member has been appointed to serve on the Diversity Advisory Council, a university committee chaired by the Chief Diversity Officer.</p> <p>Graduate Student Life's programs continue to serve many</p>



international students. Almost 50% of the attendees at both the GSL Monthly Social Series and the Living Well Workshop Series identified as international students.

Transfer2Terp (T2T), a learning community for transfer students from Montgomery Community College and Prince George’s Community College, was conceptualized, staffed, and funded in part with grant money from NASPA and AAC&U. The program officially launches in Fall 2012.

**Goal #3: Enhance and diversify financial, human, physical, and equipment resources to achieve the mission, goals, and priorities of the organization and institution.**

**Objective**

Facilitate a year of transition as the Stamp institutionalizes the strategic plan and structural changes to the organization. Included in this goal is the integration of new staff members, the evolution of new working teams and units, and the planning for potential modifications in facility alignment for functional areas that are newly partnered.

**Accomplishment Overview**

Our Summer 2011 retreat focused on officially closing the Strategic Review and Plan process and introducing staff to the new organizational structure.

The Activities and Engagement units as well as the MICA and LCSL units engaged in facilitated meetings to discuss evolution of visions, missions, and responsibilities.

The consulting firm, Avance, was hired to help link our workplace design with our organizational structure. Staff met with the consultant who then drafted plans for discussion.

Create a facilities master plan that is both short term and long term in focus that includes how to best use the space in the Stamp, South Campus Dining Hall, and the Memorial Chapel to support programs, services, and staff. The master plan should take into account how to



We have developed a 10-year plant fund expenditure plan that is being revised into a 20-year plan that includes preventive maintenance for building infrastructure (e.g., roof, HVAC).

Renovation of the North Chapel entrance and chapel lounge is complete. Through a campus Technology grant, the lobby was modernized to include an AxisTV monitor and an accessible computer linked to the Chapel website and associated chaplaincies.

Complete repainting of the interior of the Memorial Chapel will be completed this summer. This last phase will include all second floor offices.

<p>align limited space resources to support the strategic plan, how to anticipate the use of Plant Funds in ongoing renovation of existing space, and how to best position the Stamp for the future with regard to any additions to the space inventory.</p>	<p>Completion of the West Chapel renovation will occur in December 2012. The Tree of Life community art project is in progress. A new altar table has been built and placed. All of these efforts have been funded by a private donation.</p>
<p>Work to enhance the financial future of the Stamp and reduce the reliance on student fees by identifying and capitalizing on new revenue streams including enhancing the use of the building in underused times for fee-based programming and reservations, soliciting and securing grants, identifying and securing new services and retail options that produce revenue, and capitalizing on potential operating efficiencies.</p>	<p>Offered discounted rooms for last minute building rentals during December to increase use/revenue during a historically little used time period.</p> <p>Modified student organization rental rate from full/half-day to hourly rates to increase room use efficiency.</p> <p>Worked with Dining Services to add Auntie Anne’s as an additional option in the food court.</p> <p>Opened building during Spring Break for large revenue producing conference.</p> <p>The Stamp applied for and was awarded several campus Technology and Sustainability grants.</p>
<p>Enhance the Stamp’s technology to include the implementation of a new web site with content management, the enhancement of internal communication systems including SharePoint, the integration of cutting edge technology in meeting rooms, greater virtual communication with all constituents, greater use of a technology interface with customers including on-line reservations on the EMS system, and the overhaul of the STARS system of student organization registration and alumni database management.</p> <div data-bbox="261 1619 716 1787" data-label="Image"> </div>	<p>Implemented new website design and Content Management System to enable staff to create and maintain their web presence on their own.</p> <p>Implemented EMS online reservation system and trained Stamp staff and student organizations.</p> <p>OrgSync software was selected, purchased, and is in the process of being implemented to replace STARS for student organization registration and database.</p> <p>Audio-visual technology was upgraded in the Administrative Conference Room, three public meeting rooms, the Hoff Theater, and the Colony Ballroom.</p> <p>SharePoint enhancement was placed on hold pending Division of Information Technology’s implementation of SharePoint 2010.</p>

<p>Working in conjunction with the Division of Student Affairs and the Campus Sustainability Office, enlarge our sustainability agenda to including exploring the installation of solar panels, securing energy efficient credits, conversion to energy efficient lighting fixtures and bulbs in all areas of the Stamp, and a pilot of a post-consumer composting program in the food court.</p>	<p>Received a campus sustainability grant to pilot post-consumer composting in the Stamp and renovate the loading dock to provide for both a recycling and a compost compactor.</p> <p>Installation of solar panels was investigated and determined not to be cost effective.</p> <p>We applied for a Constellation Eco-Star grant but were denied. We will reapply during FY13.</p>
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**Goal #4: Strengthen and develop relationships with students, faculty, staff, alumni, community members and one another through social, service, learning, and leadership networks.**

<b>Objective</b>	<b>Accomplishment Overview</b>
<p>Enlarge the development and alumni program in the Stamp to include outreach to new alumni affinity groups (e.g., former PLC members, SGA members) and the cultivation of current students to help them appreciate a “lifetime relationship with the Stamp.”</p> <p>Additionally, continue to enlarge the pool of money amassed through grant applications, gift solicitation, corporate donations, and other sponsorship opportunities. To facilitate this growth, partner with Campus Recreation Services in employing a shared full-time person to work with alumni relations and alumni programs.</p>	<p>A shared (with Campus Recreation Services) full-time Coordinator of Development and External Relations was hired.</p> <p>A new Stamp Alumni Task Force was charged to review the current engagement of alumni and develop a plan for greater engagement. Report is expected in mid-Fall 2012.</p> <p>The Director and Stamp Development Officer visited the University of Wisconsin, Madison to glean ideas for creating a strong alumni giving program.</p> <p>Corporate sponsorships totaled \$128,700 for FY12. Three new endowments were created supporting scholarships for Alternative Breaks (\$50,000), Veterans (\$50,000 5 year), and SGA Leadership (\$50,000).</p> <div data-bbox="680 1434 951 1535" data-label="Image"> </div> <p>The Pat Tillman Foundation provided eight scholarships for UMD veterans and family members with an additional 12 scholarships from alumni and others including a new \$12,500 housing scholarship from the Varsity.</p> <p>The Alternative Break scholarship program awarded \$12,400 to help participants with financial need.</p> <p>The FIPSE grant from the DOE resulted in \$130,316 to support the Veterans program this year.</p>





AR\*AC grants (eight) netted \$115,828 with an additional \$42,000 already garnered for the FY12-13 academic year.

The Garden of Reflection and Remembrance received a \$60,000 grant from the Open Spaces, Sacred Places Foundation for the next three years to support program initiatives.

The Leadership and Community Service Learning unit received \$135,681 to support their programs.

The new T2T (Transfer2Terp) program garnered \$20,000 in funding from two grants.

The Stamp applied for and was awarded several campus Technology and Sustainability grants.

The campus sustainability grant will provide \$42,950 in funding for a Stamp facilities project.

Work to realize the institution's identity as a "21<sup>st</sup> Century Urban Land Grant Institution" and support the imperative to become a global university by strengthening partnerships with community organizations through shared programs, helping students and other campus constituents in finding community placements and service projects, and continued integration of community service-learning in the curriculum and co-curriculum.



The Alternative Breaks (AB) program sent 325+ students, 52 student Trip Leaders, and 26 faculty/staff to 26 locations in the United States and internationally over winter, spring, and summer breaks. These students worked in teams to address specific social issues and then returned home to become agents of change in their local communities. Five new AB sites were added this year: Poverty and Disaster Relief: Haiti, Environmental Conservation: Blue Spring State Park, Florida, Urban Poverty: Baltimore, Child Healthcare: Charleston and Columbia, SC, Indigenous Communities: Peru, International Conflict and Environment: Costa Rica and Panama.

MICA staff worked with Parkdale High School to coordinate a mentoring program for 9th grade girls and presented at Career Day at Wheaton High School to discuss careers in Student Affairs that serve underrepresented groups in Higher Education.

The community service-learning component of the Latino Advocate Program was expanded with service opportunities including: CASA de Maryland, Langley Park Community Center, and Quinceanera Program.

Northwestern High School students, faculty, parents, and community members took part in a community dialogue comparing and contrasting educational systems in the United States and various Latin countries. Northwestern High School students had the opportunity to have a



college day experience in which they participated in a Department of Spanish and Portuguese class, a tour of campus led by Latino college students, Latino college student panel, professional panel by the Hispanic College Fund, and a cultural performance.

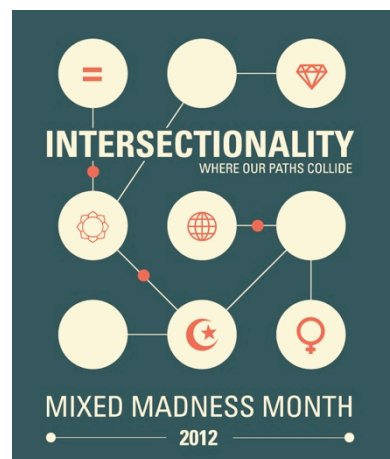
Through an established channel of communication and an identified liaison at Northwestern High School, the University of Maryland now has direct contact with both the administration of Northwestern High School and the faculty of the high school. Through this intentional partnership and system new programs have been implemented including: AP Biology mentoring/tutoring program, translator program with the Department of Spanish and Portuguese, and service-learning class in the Department of English that will partner with a 9th grade English class at Northwestern.

## B. Additional 2011-2012 Accomplishments

In addition to the progress on our strategic plan through accomplishment of our current year objectives, we have much of which to be proud. Below are selected accomplishments arranged by our newly developed organizational structure.

### Administration, Marketing, and Assessment

- Engaged in an extensive self-review of business practices and processes.
- We increased the Stamp's Federal Work-Study allotment from \$4,500 to \$25,000. This does not include AR\*AC.
- Sexual Harassment Awareness training for all staff was instituted along with a policy for a mandatory refresher every three years.
- Stamp Marketing publicized over 1,600 Stamp events using multiple methods including web pages, Facebook, Twitter, AxisTV, Diamondback press releases, USA News Network, and campus listservs.
- The Stamp has 1,628 Facebook fans and 2,351 Twitter followers.
- Stamp Marketing and Design won 2<sup>nd</sup> place in ACUI's Steal This Idea contest for their Mixed Madness Month 2011 calendar.
- Staff throughout the department designed, administered, and analyzed data from about 65 assessment and evaluation projects. Projects ranged from program evaluations to pre/post surveys to more complex assessments.

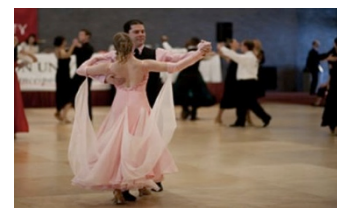


## Facilities, Technology Services, and Event & Guest Services

- Facilities and Housekeeping partnered with LCSL Terps for Change (T4C) to pilot a new Language Partner Program where facilities staff members were paired with T4C students to work together to develop personal and professional language acquisition development goals.
- Installed and created content play lists for AxisTV location in facilities break room for alerts, staff notifications, and information pertaining to Stamp events.
- Renovated WMUC live production studio.
- Renovated office space in South Campus Dining Hall to accommodate the Undergraduate and Graduate Student Legal Aid offices followed by renovation of vacated legal aid offices into Stamp Marketing suite.
- Created digital signage partnership with Career Center and DOTS using AxisTV system.
- Expanded video services to include event recording, live and on-demand streaming, and production of video materials for training.
- Implemented KACE technology that includes device discovery of computer hardware and software, inventory management, software distribution, patch management, asset management, broadcast alerts, remote control, reporting and dashboard assessment, and power management. Presently we are managing over 300 devices. Campus Recreation Services has just joined our KACE system to begin asset and inventory management of all their hardware and software systems.
- Implemented VPN connections for secure remote access for staff off-campus.
- Established a technology services student manager program giving students responsibility for managing all technology services during evenings and weekends.
- Began research of new POS (Point of Sale) system for use in Ticket Office to allow for more flexibility in ticketing options.
- Investigated creating “summer services” packages utilizing Stamp staff expertise to act as workshop/seminar facilitators and trainers for University Departments and non-University clients.

## Activities and Engagement

- Stamp Advisory Board approved an increase to Digital Lab class fees without negative impact on enrollment.
- The Art and Learning Center successfully partnered with three student groups: Bhangra Dance Team, Ballroom at Maryland, and Terrapin Photography Club.
- The Stamp Gallery enjoyed the highest audience attendance on record with an average of 780 visitors per exhibition period.
- The Stamp Gallery secured aid from the Conservation Assessment Program ensuring that the Stamp’s collection will be assessed by a professional art conservationist.
- The Stamp Gallery received its first review by the *Washington Post* for the Hong Seon Jang: Sugar High exhibition. It also received an outstanding review for Cliff Evans: Sites and Stations from the *Washington DC City Paper*.
- Student Homecoming Committee Executive Board positions were revised to better serve the expanding partnerships with specific departments on campus.
- The All Niter committee employed creative marketing techniques including floor stickers placed strategically around the Stamp, handing out t-shirts in the parking lot by the soccer field to entice game attendees to come to the Stamp following the game, and personal invitations to staff in Resident Life which resulted in a greatly increased crowd of All Niter





attendees.

- Stamp Special Events and Programs formed new relationships with campus departments/organizations in hopes of forging a campus-wide positive spirit during Homecoming Week.
- The Stamp, via Stamp Special Events and Programs, launched a new late night programming initiative called Stamp Second Saturdays offering students an alternative to participating in high-risk activities. SEE hosted a special event as part of Stamp Second Saturday in February 2012 called Grab a Date and Roller Skate. The event was a huge success.

- Puppypalooza was a tremendous success with just over 1,000 participants in the fall and 850 in the spring. In addition, it received national news coverage on NBC Nightly News.
- The SEE Program Coordinator, SEE Vice President of Finance, SEE President, and SEE Graduate Advisors developed a financing plan to ensure the future of the Homecoming Comedy Show.
- SGA created the USM Students for Affordability site along with the support of other student governments from USM institutions to raise awareness about state budget cuts to higher education.
- SGA, in conjunction with the Alumni Association, raised over \$10,000 for the Keep Me Maryland philanthropy, a fund to assist students in financial need.
- The TerpZone sent 12 students to ACUI Region 4 Recreation Tournament where three students qualified for the ACUI National 9-Ball Championships.
- The Graduate Student Lounge was redesigned, including new furniture and carpet, paint, and a new bar area to be more welcoming and comfortable for students.
- Co-sponsorships at Good Morning Commuters totaled \$3,600 with over a dozen different campus partners and colleagues.



- The September 11th Ten Year Anniversary Walk for Remembrance brought over 1,800 participants throughout the day to the Garden of Reflection and Remembrance to commemorate those that lost their lives on that tragic day.
- Events honoring the retirement of Chaplain Beth Platz after her 47 years of faithful service were held in May and June 2012. Chaplain Kim Capps also announced her retirement at the end of the academic year. Chaplain Peter Antocci will also be leaving the University at the end of

the summer.

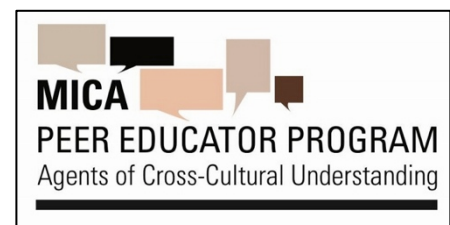
- *Journey to the Center*, a film funded by the TKF Foundation and the Vice President of Student Affairs about the making of the Garden of Reflection and Remembrance, was premiered and released in the fall.
- Veteran Student Life implemented a week-long program series during the midterm period that promoted health and wellness for students entitled, "March Midterm Madness." This series will become one of VSL's annual signature programs.
- The Veteran Student Life program and student veterans were the focus of a piece in the fall by the PBS Newshour that showcased the civilian and military divide. This special included a panel of our Veteran students, students in a non-Veteran class, and our scholar faculty.
- During Summer 2011, the Student Involvement Suite had a major renovation of the lounge with painting and a furniture retrofit for all student organization offices.

## Leadership and Community Service-Learning (LCSL); Multicultural Involvement and Community Advocacy (MICA)

- Two interns were added to LCSL to advance co-curricular leadership including Peer Leadership Council (PLC) training, resurgence of the Women and Leadership Program, and assisting with the PLC training and selection.
- There was significant growth in the Turtle Camp Summer Leadership program with over 100 applicants resulting in 60 participants in the campus-based Turtle Camp. An additional 20 participants took part in the new Adventure Turtle Camp, a partnership with the Outdoor Recreation Center in CRS.



- The Voices of Social Change program brought in a very successful slate of speakers including Tim Wise and Barbara Ehrenreich, two nationally known speakers on issues of race and poverty.
- TerpCorps successfully managed monthly Terp Service days in September, October, November (Hunger and Homelessness Awareness Week), February, and March (the third annual Terp Service Weekend), as well as the MPact Retreat.
- Stamp Summer Leadership Series hosted three one-day leadership sessions totaling 200 participants, many of whom had never attended a leadership program before.
- In collaboration with the University Book Center, the Division of Information Technology, and the Center for Teaching Excellence, the Stamp hosted two demonstrations of eTextbooks for 55 faculty members.
- The Inclusive Language Campaign, a collaboration between MICA and the Department of Resident Life, received a \$15,000 Diversity Initiatives Grant. MICA will acquire \$7,500 to be used for marketing and the development of TOTUS (Latin meaning *all together or Whole*), a spoken word component to the campaign. Currently, an effort is underway to solidify a relationship with CSPAC to enrich the support for this new initiative.
- MICA introduced the Cross Cultural Organization Retreat (CCOR, pronounced “core”) to its student organizations. Over 40 student leaders, representing 13 identity-based organizations participated. Assessment data showed that, among other outcomes, after the retreat student leaders were able to articulate an increased level of self-awareness about leadership identity at the interpersonal, intrapersonal, group, and organizational levels.
- MICA’s first ever peer educator program was launched. MICA Peer Educators take a one-credit course focused on building skills necessary for facilitating cross-cultural learning in groups. It trains students how to spark deeper dialogue and thought among individuals and groups, prompts students to investigate their own background and learn from others’ stories and teaches students how to lead educational, diversity-related workshops and activities.
- Asian Pacific American UMD alumni and MICA created a mentoring program called Alumni MICA Mentoring Program (AMMP). AMMP is designed to offer hands-on learning, guidance, and professional development for APA students at the University of Maryland. AMMP and its volunteer alumni mentors work to support students in their endeavors to achieve both their personal and professional goals. Currently there are seven undergraduate students and seven alumni in the program.



## C. Strategic Goals and 2012-2013 Objectives

Strategic Goals are in bold. Objectives for FY13 are listed below each initiative.

### **Goal #1: Cultivate and support a highly trained and diverse workforce where individuals are recognized and rewarded for their outstanding and innovative efforts.**

- a. Support the University ESOL programs by sending all interested Stamp Facilities staff to attend classes. Continue promotion of the Language Partner Program between Facilities staff and Terps for Change interns.
- b. Implement a comprehensive student staff training and development program including awards and recognition program and an engaged Student Staff Advisory Board that directs the department's interface with student employees.

### **Goal #2: Support the creation of community by providing the highest quality programming, services, and resources that meet the unique needs of students, staff, faculty, and visitors.**

- a. Launch the Transfer to Terp (T2T) Stamp learning community with a cohort of 50 students in Fall 2012. Establish a vigorous Stamp coach program where Stamp staff serve as coaches for T2T students. Steward the grants that support this program and conduct and publish/present research about the impact of this program on its participants.
- b. Engage professional colleagues from neighboring institutions, students, faculty, and staff in a Blue Ribbon Task Force to discern the best way to position the TerpZone for success. Implement the recommendations (report due early Fall 2012) including changes in policy, staffing, programs, and resource allocation.
- c. Partner with student group leaders to strategically review and plan a new Stamp Student Involvement Suite to include an analysis of how to best use the physical space to serve over 800 registered student organizations. Engage a representative task force in assessing the best practice of other institutions as well as in designing a space and policies for student group use that works for our unique institution.
- d. Collaborate with colleagues in the Department of Resident Life in the execution of the Diversity Grant to enhance student storytelling and the use of inclusive language at the University of Maryland.
- e. In conjunction with Facilities Management, introduce a post-consumer compost program in the Stamp, including providing resources in the front of house for customers and redesigning our loading dock to accommodate this shift in trash, recycling, and compost hauling.
- f. Enhance cross-functional and campus-wide partnerships to deliver programs, services, and curricular offerings, targeted for international students to include early work in planning the unique Turtle Camp experience for international students.

**Goal #3: Enhance and diversify financial, human, physical and equipment resources to achieve the mission, goals, and priorities of the organization and institution.**

- a. Facilitate a year of transition as the Stamp implements the physical realignment of units within the Stamp. Included in this goal is the planning, design, and construction of new work spaces to support collaborative work between and among Stamp staff aided by contracted architectural and engineering firms and contractors as well as those elements that can be undertaken by our own Facilities staff. Engage staff and stakeholders in all phases of this goal.
- b. Complete the transformation of the West Chapel in the Memorial Chapel into the Garden Chapel with the installation of the community-based art project “Tree of Life”, the completion of ADA adaptations to the space, and the integration of a new piano.
- c. Enhance the Stamp's technology to include the implementation of the new OrgSync student group registration and data management system and the construction of middleware to allow for the complete integration of the former STARS system into OrgSync including the financial allocation process, student and group data management, organization registration, and alumni database management. Included in technology innovation is the full integration of EMS in the Event Management area including training end users and deploying the program in student groups and academic and administrative departments.
- d. Create a 20-year facilities master plan that is both short- and long-term in focus and that includes how to best use the space in the Stamp, South Campus Dining Hall, and the Memorial Chapel to support programs, services, and staff. The master plan should:
  - a. align limited space resources in the current building footprint to support the strategic plan;
  - b. anticipate the use of Plant Funds in ongoing renovation of existing space, and how to best position the Stamp and our financial resources for the future with regard to any additions to the space inventory.
- e. Work to enhance the financial future of the Stamp and reduce the reliance on student fees by identifying and capitalizing on new revenue streams, soliciting and securing grants, identifying and securing new services and retail options, enhancing fee-based building use, and capitalizing on potential operating efficiencies including those related to business operations and human resource management.

**Goal #4: Strengthen and develop relationships with students, faculty, staff, alumni, community members and one another through social, service, learning, and leadership networks.**

- a. Enlarge the development and alumni program in the Stamp to include the findings and recommendation of the Stamp Alumni Task Force and the cultivation of current students to help them appreciate a "lifetime relationship with the Stamp."
- b. Develop improved financial systems and oversight strategies to more effectively manage grants and scholarships.

- c. Strengthen the interface between Stamp units and staff to enhance shared program initiatives such as the new interfaith and spiritual diversity collaboration between MICA and the Memorial Chapel.
- d. Realize new synergy in the LCSL and MICA units as they are incorporated into a single physical location including integrating America Reads\* America Counts staff and student mentors. Attend to the unique identities of each of the units as well as envision and cultivate opportunities to further support their collaboration as the space is designed.
- e. Work with staff in the Activities and Engagement areas to further define the mission for this unit including how to translate their opportunities, programs, and services to external stakeholders; how to advantage the relocation of part of this unit into the Student Involvement Suite; and how to find common threads in the divergent populations and programs advised/coordinated by this group.

## **D. Issues, Problems, and Challenges**

1. We witnessed significant staff transition and/or vacancies in a variety of areas of the Stamp. In each instance, colleagues were called upon to take on additional duties in the absence of a full complement of staff – often resulting in overtime expenses in some units like Facilities. New staff brought new perspectives, but they required training and a period of time of acclimation that also required colleague support. This transition of staff was especially obvious in the Facilities area where we lacked a second shift supervisor, the Event and Guest Services area where we saw a significant addition of new staff and realignment of staff responsibilities, and in the Business and Human Resources area.
2. With the addition of a new Associate Director and her expertise in forensic accounting and business operations, we undertook a complete review of our business operations. What resulted was the discovery of inappropriate and/or outmoded business procedures, accounting practices that were not transparent, and the need for an enhanced interface between the Stamps’ operating budget and our monies generated through development efforts that were housed in the University of Maryland Foundation. With the departure of a long-time Business Manager, we are realigning staff portfolios in this area.
3. The Event and Guest Services area underwent a significant period of change including the introduction of new staff members and a realignment of both “back of house” and customer interface assignments. Perhaps the most significant change was the full roll out of the online reservation process (EMS). Although the Event Management staff has hosted a wide variety of training sessions for Stamp staff and student organization leaders and is anticipating training programs for campus departmental users, this change in reservation processes is creating concern among our customers. The staff in this area is currently working with Stamp Marketing staff to determine the best way to reach out to customers and allay any fears and/or concerns associated with the change.
4. The Technology Services staff implemented a new Content Management System for our web site. Although training sessions were offered and most staff have embraced this new opportunity, there are still those that require assistance – often at the last minute – with requests for web services as well as for other technology assistance.



5. With the ten-year anniversary of the completion of the Stamp renovation, we are seeing an obvious need for replacement of building furnishings and technology. We have introduced reupholstered and new soft furnishings in our lounges this spring and have added seating to the food court, expanding our overall chair count, but we also need to address the need for the replacement of aging technology in meeting rooms as these pieces of equipment reach their age limit. Our building suffered some damage as a result of the earthquake at the beginning of the school year which necessitated structural review and repairs to the Ballrooms, Hoff Theater, stairwells, and lighting and ceiling grids in many of our larger meeting rooms. The Hoff Theater and front stairwells were offline for a portion of the first weeks of school as a result of the damage.
6. The cost of large-scale events continues to rise in tandem with the rise of student expectations for programming. Staff have been required to “think outside of the box” to meet the requirements of high quality and high quantity programs for our student audiences in a time of limited financial support for these programs.
7. As we seek to realign the Stamp into collaborating units that will advance our programs, services, and outreach, we are working to define both the mission of our new structure and its various areas and the physical space necessary to support this structural alignment. Our timeline for defining our physical space needs came close to the end of the term, necessitating a quick turn around on the first phase of design and construction for the Summer of 2012. The next phases of this construction should allow more time for both design and securing of outside contractors for the construction projects.

## **E. Diversity Accomplishments and Future Plans**

The Stamp is committed to diversity and multiculturalism in all of our policies, programs, services, advocacy, and research. These are highlighted accomplishments from 2011-2012 and plans for 2012-2013. Note that some are elaborations on accomplishments described earlier in this report.



### **Administration, Marketing, and Assessment**

- We continue to offer awareness/competency trainings to improve the capacity of Stamp staff at all levels. Sexual harassment awareness trainings were offered this spring and will continue to be offered with the expectation that all Stamp staff engage in the training and take a refresher course every three years.
- The Accountability Work Group reviewed the Stamp’s current application of the PRD system to ensure greater equity and inclusiveness within the supervisory relationship. It was recommended to establish a 180 degree PRD process that allows for an open dialogue between employee and supervisor and provides an opportunity for the employee to formally give feedback to his/her supervisor regarding performance in the supervisory and support role. Due to the restructuring of the Stamp leadership team, the creation of a new Associate Director position (which was not fully staffed until January 2012), and a part-time acting Associate Director, implementation of this new process will begin in Fall 2013.

- The Stamp’s first learning community, Transfer2Terp (T2T), is launching in Fall 2012. Funded in part by grants from NASPA and AAC&U, T2T is designed to assist transfer students from Montgomery and Prince George’s Community Colleges in succeeding at UMD. Program components include two upper-level courses, coaching from Stamp staff, civic engagement in the community, and discounts for selected campus and Stamp amenities.



### Facilities, Technology Services, and Event & Guest Services

- Facilities and Housekeeping partnered with LCSL Terps for Change (T4C) to pilot a new Language Partner Program where facilities staff members were paired with T4C students to work together to develop personal and professional language acquisition development goals.
- The Stamp is leading a partnership with the Division to develop web accessibility guidelines. The initiative focuses on following federal standards to ensure websites are accessible to all individuals with disabilities. The project is currently starting the second phase to evaluate and educate staff on tools and accessibility issues. The goal is to implement divisional policy in FY13.

### Activities and Engagement

- Veterans Initiative: Through the U. S. Department of Education, the University of Maryland is one of 14 universities funded to be a Center of Excellence for Veteran Student Success Program. The Center directs the University’s efforts to encourage model programs to support veteran student success in postsecondary education by coordinating services to address the academic, financial, physical, and social needs of veteran students. Now in the second of three years of the DOE grant, Veteran Student Life (VSL) continues to offer programs and services such as orientations, career service events, family game nights, and brown bag series to support UM Veterans’ transition to civilian life and college success. This is greatly enhanced by the addition of the Veteran’s Center – For All Who Served, which had its first full year of operation.



- Staff members from MICA and VSL partnered to develop curriculum for a new course aimed to bring veteran and non-veteran students together to examine intersections of social identity. MICA and VSL hosted a series of conversations to pilot the course wherein students, faculty, and staff explored social identity issues in the context of the military such as women serving on the front lines of combat and gendered roles within the military, climates for sexual minorities in the military post-Don’t Ask Don’t Tell, changing racial composition of the military, as

well as intersections of religious identity within the military.

- Interfaith and Spiritual Diversity: Spiritual diversity has been embraced through the promotion of the Chapel’s Garden of Reflection and Remembrance and its Labyrinth as a meditative and safe place for students,



staff, and the outside community. Individuals of all faiths, as well as nonbelievers, can find respite and rejuvenation by walking the Labyrinth and then spend time in the peaceful Garden Journals, available at the Garden benches, regularly used in conjunction with Garden visits, speak to the range of needs and interests that bring the University and outside community to this space. We estimate that approximately 8,050 visitors used the Garden and/or Labyrinth in the past fiscal year for private informal experiences or formal programs, tours, and classes, often with trained Labyrinth volunteers. These experiences included springtime Labyrinth walks, an ecumenical Ash Wednesday service, Garden/Labyrinth tours during Family Weekend, StampFest, Maryland Day, and World Labyrinth Day, and tours for the University Relations department, Chemistry department, and the Horticultural Consortium of the Greater Washington Area.

- A Graduate Coordinator position for Interfaith and Spiritual Diversity has been created and filled. This is a shared position between MICA and the Chapel and is partially grant funded.
- All programming areas offer a wide spectrum of programs that appeal to diverse students. Various lectures organized by SEE and shows in the Stamp Gallery provided opportunities for students to explore issues of racial, cultural, gender, and ethnic identity. Highlights for the year include lectures from Angela Davis, Josh Sundquist, Jesse Tyler Ferguson, Baratunde Thurston, and the Homecoming Comedy Show featuring Aziz Ansari.

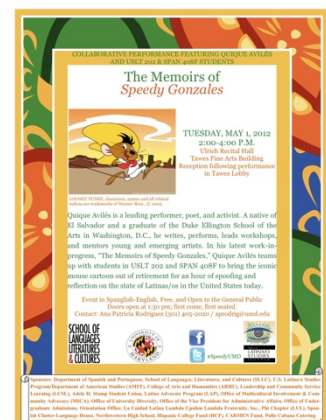
**Leadership and Community Service-Learning (LCSL);  
Multicultural Involvement and Community Advocacy (MICA)**

- The Alternative Breaks (AB) program sent 325+ students, 52 student Trip Leaders, and 26 faculty/staff to 26 locations in the United States and internationally over winter, spring, and summer breaks. These students worked in teams to address specific social issues and then



returned home to become agents of change in their local communities. The following five new AB sites were added this year: Poverty and Disaster Relief: Haiti, Environmental Conservation: Blue Spring State Park, Florida, Urban Poverty: Baltimore, Child Healthcare: Charleston and Columbia, SC, Indigenous Communities: Peru, International Conflict and Environment: Costa Rica and Panama


- MICA staff worked with MDCCC-VISTA in LCSL and faculty in the American Studies Department to execute a program of connecting students in the Latino Advocate program with Northwestern High School students to spend the day experiencing activities like taking a college class, touring the campus, listening to the college experience of Latino UMD students, and witnessing the collaborative theater piece of Speedy Gonzales' Memoirs with artist Quique of Gala Theater. MICA staff also worked with Parkdale High School to coordinate a mentoring program for 9th grade girls that was a successful partnership with MICA and UMD students from the Latina interest group, O.W.L.S. Additionally, staff in MICA presented at Career Day at Wheaton High School to discuss careers in Student Affairs that serve underrepresented groups in Higher Education.



- LCSL and MICA continued to partner on the MOSAIC: Leadership and Diversity overnight retreat. This year there were 36 participants.
- The community service learning component of the Latino Advocate Program was expanded with service opportunities this year to include the following: CASA de Maryland, Langley Park Community Center, visits by a Georgia High School and Northwestern High School, Quinceanera Program, and other service areas depending on student passions and interests.

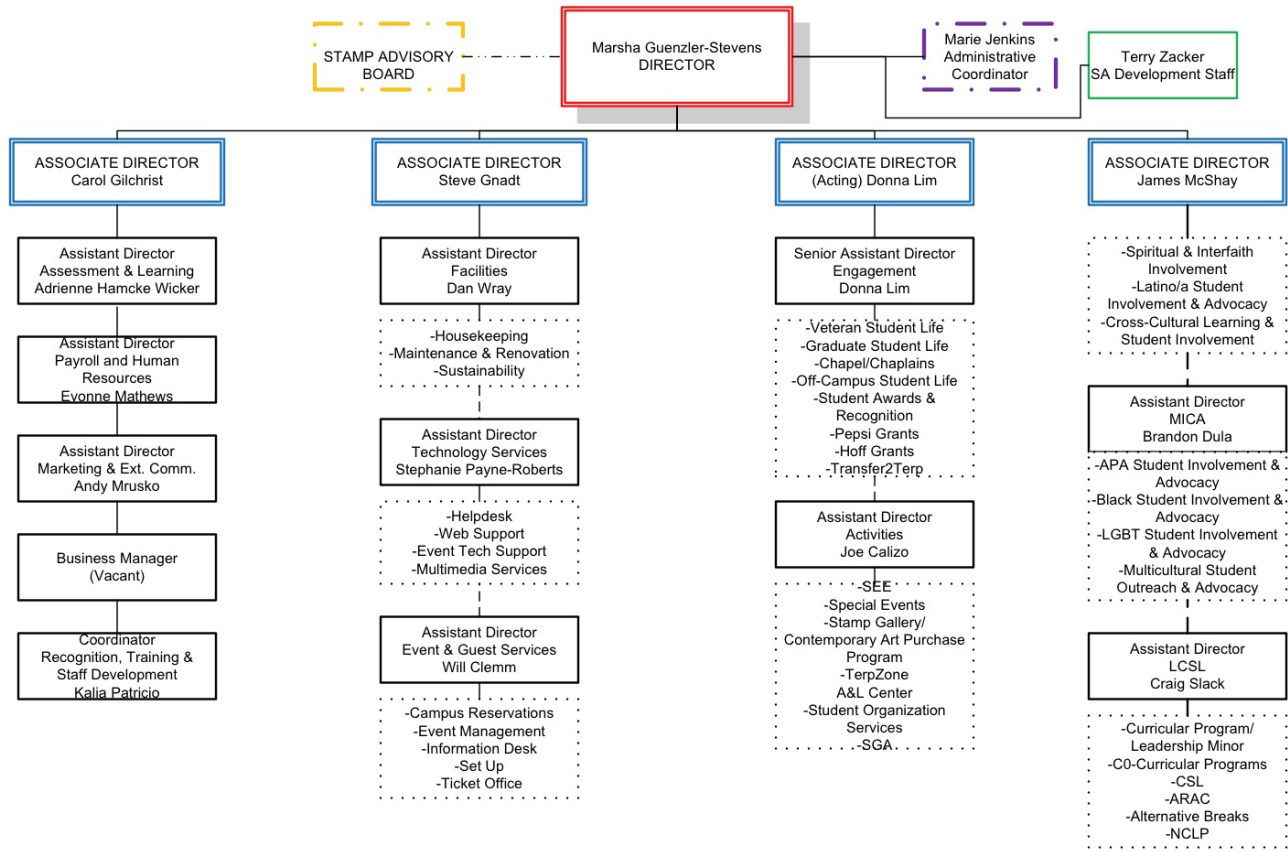


- The Voices of Social Change program hosted a very successful slate of speakers this past year: Suzanne Marcus, District Alliance for Safe Housing; Adam Schneider, Health Care for the Homeless; Mazi Mutafa, Words Beats and Life; Beatriz Otero, Deputy Mayor for Health and Human Services (DC); and nationally renowned, Barbara Ehrenreich and Tim Wise.
- The Inclusive Language Campaign is a collaboration between MICA and the Department of Resident Life that recently received \$15,000 in funding from the Office of University Diversity as a result of a Diversity Initiatives Grant. MICA will acquire \$7,500 to be used for marketing and the development of TOTUS (Latin meaning *all together* or *whole*), a spoken word component to the campaign. Currently, an effort is underway to solidify a relationship with CSPAC in an effort to enrich the support for this new initiative.
- MICA has partnered with a member of a local DC non-profit organization to develop an experiential-learning internship course for people interested in mixed race issues. Student interns will learn about current mixed race issues while working on compiling a special issue for a journal on mixed race issues. This project is set to launch in Fall 2012 with publication in Spring 2013. Students who are members of MBSA and who are enrolled in EDCP 489 “Multi” Experience course will be the primary audience for this program.
- MICA launched its first ever peer education program. MICA Peer Educators, through a one-credit course, are trained how to: investigate their own background and learn from others’ stories, spark deeper dialogue and thought among individuals and groups, and lead educational, diversity-related workshops and activities. Some of the programs the Peer Educators developed and led this year include:
  - Conversations on food and culture hosted at the South Campus Rooftop Garden.
  - White privilege awareness training and dialogue among 40 members of the Sigma Delta Tau Sorority.
  - “Salsa, Sabor, y Salud,” conversations with Langley Park community members and Maryland students on socioeconomic class, nutrition, and physical wellness.
  - “Activism, Social Justice, & Hip Hop: The Loud and Unapologetic” event on hip hop as a vehicle for positive social change within the UMD community and beyond attracted 10 student participants.
  - Activities and dialogue on socioeconomic class and service-learning among 20 members of the Circle K International club.
  - “Gender Blender” event in the residence halls focused on deconstructing gender norms through conversations and activities among six student participants.

- Movie and discussion of Native American stereotypes perpetuated by the media included 10 student participants.
  - Documentary, dialogue, and organizing around the worker abuse issues surfacing on campus attracted 15 student participants.
  - Conversations about social identity, culture, and music amongst 25 music students at CSPAC.
- For the upcoming Latino Heritage month in September 2012, MICA has partnered with Dining Services to solicit authentic Latin American recipes from UMD students, faculty, and staff. Recipes will be selected by the Senior Executive Chef and served at Adele's and the dining halls. Meals will also be packaged for purchase at The Shops across campus.
 
  - The AT&T Internship Fellows Program (formerly the MICA in the Workplace Diversity Leadership Program) received a \$25,000 gift from AT&T for FY13. This collaborative partnership between AT&T, the Stamp Student Union-Center for Campus Life, and the University Career Center and the President's Promise (Career Center) enables students pursuing degrees in the STEM fields to examine issues related to diversity and inclusion, and its relevance for leadership on campus and in professional workplace settings over the course of a 10-week internship at AT&T. The gift will be used to support the enhancement of the Fellows Program as well as other diversity initiatives offered through MICA-Stamp and the University Career Center.
  - MICA staff members produced the Black Monologues and Queer Monologues this year. These projects derived from a concept and format similar to the Vagina Monologues that relay personal narratives about identity and culture through the performance of monologues. The Black Monologues, in its third year, and the Queer Monologues, in its first year, educated the broader community on institutional issues and experiences affecting the LGBT and Black communities at the University of Maryland. The programs gave the campus community an opportunity to think critically and challenge individual biases, while dispelling stereotypes and stimulating dialog surrounding critical issues of identity, multiculturalism, and social justice.

# Appendix A: Organizational Chart

## ADELE H. STAMP STUDENT UNION - CENTER FOR CAMPUS LIFE



## Appendix B: Key Facility Statistics

### Adele H. Stamp Student Union – Center for Campus Life

	Total Gross	286,092 sf	
	Non-Assignable <i>(mechanical rooms, custodial closets, hallways, restrooms, etc.)</i>	113,662 sf	
	Net Assignable	172,430 sf	
<hr/>			
Reservable spaces <i>(ballrooms, meeting rooms, Hoff Theater)</i>		49,119 sf	28%
Vendor/revenue spaces <i>(Adele's, Food Coop, Coffee Bar, Union Shop, 10 food court vendors, University Book Center, Capital One Bank, ATMs, Terrapin Shipping &amp; Mailing, Design &amp; Copy Services, Terrapin Technology, catering kitchen and support, vending machines, rental lockers)</i>		48,245 sf	28%
Public spaces <i>(food court seating, lounges)</i>		23,450 sf	13%
Program spaces <i>(TerpZone, Art and Learning Center, Stamp Gallery)</i>		17,107 sf	10%
Administration and support <i>(Stamp administration, Technology Services, Facilities support staff, loading dock, catering services, miscellaneous storage and support)</i>		13,296 sf	8%
Student government and organizations <i>(SGA, GSG, SEE, Student Involvement Suite)</i>		11,363 sf	7%
Student services <i>(Activities and Engagement, Leadership and Community Service-Learning, MICA, Event &amp; Guest Services, Information Desk, Off-Campus Housing Services, Department of Fraternity and Sorority Life)</i>		9,850 sf	6%
<b>South Campus Dining Hall third floor</b> <i>(Maryland Media, WMUC, Graduate and Undergraduate Student Legal Aid, Yearbook, and other student organizations)</i>		11,142 sf	
<b>Memorial Chapel</b>		20,306 sf	
	Reservable	9,943 sf	49%

## Appendix C: Key User Statistics

### Administration, Marketing, and Assessment

#### Marketing and Design

Marketing and Design processed 661 event forms and 283 design requests for Stamp events. Marketing also provides publicity for any event held in the Stamp. This year, approximately 1,604 events were publicized using the Stamp homepage “What’s Happening @ Stamp,” Free Stuff @ MD, Today @ MD, Stamp Facebook, Twitter, FYI, AxisTV, DBK press releases, USA News Network, and the following listservs: Eppley, RA, OCSI, Honors, MICA, GSL. The 21 member Stamp Street Team posed 106 survey questions to 8,730 students. In addition, 2,931 weekly chalkings were done. More than 25,000 Stamp maps and 15,000 Stamp pens were distributed.



### Facilities, Technology Services, and Event & Guest Services

#### Reservations

- Total = 14,606 (28% increase from FY11)
- Rooms reserved in Stamp = 9,602 (19% increase)
- Student organization reservations = 5,344 (10% increase)
  - Top five: SGA, SEE, PanHellenic Association, Muslim Interscholastic Tournament, Ballroom at Maryland
- University department reservations (including Stamp) = 4,209 (31% increase)
  - Top five (excluding Stamp): Undergraduate Admissions, C&VS, UCC/TPP, Division of Student Affairs, Office of the President
- C&VS reservations = 630 (84% increase)
- Non-University reservations = 49 (20% decrease)

#### Building Traffic Count

Total Stamp traffic for FY11 = 3,509,229

Total Stamp traffic for FY12 = 3,482,416

Minimal drop in traffic (n=26,813) for the year; an average of 75/day. We hypothesize the drop to be from a decrease of visitors during Maryland Day and fewer visitors on Saturdays during football season.

Daily Averages	Fall 2011 Semester	Spring 2012 Semester
Sunday	4,417	3,468
Monday	14,893	14,780
Tuesday	15,615	15,671
Wednesday	16,054	16,166
Thursday	17,076	16,527
Friday	14,680	14,399
Saturday	7,168	6,880



Same trend as last year. Thursday is the busiest day in the building and traffic is slightly less during the spring semester.

### **Technology Services**

- Data related to the number of hits/day on the Stamp website is unavailable due to complications associated with the implementation of a new webserver and a Content Management System (CMS). There was a period of time when there were two web servers in use with different procedures for and outputs of tracking.
- Laptop check out averaged 1,164/month (9% decrease from FY11).

### **Event and Guest Services**

- 52 ticketed events
- 84 Metro Smart cards sold
- 5,696 student organization office key check-outs



### **Activities and Engagement**

#### **Art and Learning Center/Stamp Gallery**

The ALC offered 94 classes, up from 77 last year. It offered three workshops and four one-week Summer Arts Camp sessions. The Center also sponsored 12 additional programs, up from the 10 last year. The Gallery held five exhibitions in its space and five exhibition receptions, in addition to three educational programs.

#### **Graduate Student Life**

Approximately 700 students attended the 2011 Graduate Student Kickoff, representing a 100% increase in attendance from the 2010 event. The Facebook page for Graduate Student Life has more than 1,674 individuals that “liked” the site, representing an 84% increase from this time last year.

#### **Memorial Chapel**

The total number of events scheduled in the Chapel was 953, up from 932 last year, with an estimated attendance of 74,117. The number of attendees is up 19.4% from 59,037 in the last year; the rise is likely in part due to labyrinth events and the Chapel’s enhanced participation in Stamp and campus-wide events. The FY12 revenue total was \$102,775.46 equal to FY11. The chaplains sponsored 667 events, up from 608 last year. These chaplain-sponsored events are free of reservation charges.



#### **Off-Campus Student Life**

Good Morning Commuters consistently drew 250 students each month. The New Terp Welcome saw a 51% increase in attendance from 96 students last year to over 187 this past fall. The off-campus student listserv stays strong with over 5,500 members. The OCSL Facebook page has over 178 followers.

#### **SEE Programs**

More than 30,000 (30,554) people attended 84 SEE events in FY 12. This is an increase from 29,000 in FY 11. Art Attack XXIX had 7,066 attendees. The SEE Review Board funded 12 programs with over 9,500 in attendance (this figure includes two events, Festival of India and

National Stress Out Day, with an approximate combined attendance of 8,000).

## **SGA**

The Finance Committee allocated \$1,049,822.64 in the FY12 primary allocation process. A total of 4,287 financial transactions were processed by Student Organization Services for 311 SGA-funded organizations. The SGA election turnout was 3,913 voters or approximately 16% of the student body.

## **Stamp Special Events and Programs/Homecoming**

Stampfest brought 18,675 to the Stamp, an increase of over 4,000 visitors from an average Thursday. Homecoming Week featured 10 events with over 8,000 in attendance for the Homecoming Comedy Show. There were 47 entries in the Homecoming Parade. The All-Niter was attended by 18,553 people. Puppypalooza, a new program cosponsored by Stamp Special Events and SGA, attracted over 1,000 individuals in December and 800 in May.

## **Student Organization Resource Center (SORC)**

The Student Organization Resource Center had approximately 843 active registered student organizations, up from 747 last year. First Look Fair hosted 495 organizations from on and off campus. SORC oversaw 4,287 financial transactions for 311 student organizations. This 68% decrease from FY11 is attributed to the transfer of budgets for the Sports Club to Campus Recreation Services.

## **TerpZone**

The average number of weekly customers dipped with approximately 745 in FY12 (down from 948 in FY11). TerpZone hosted over 170 private reservations from student groups, departments, and individuals, down slightly from 175 in FY11.

## **Veterans Programs**



The TerpVets listserv had 322 subscribers, the UMD Veterans listserv had 979, and the TerpVets Facebook page had over 95 followers. This year, Veteran Student Life created a Facebook page with 61 followers to date as well as a Twitter account with 11 subscribers/followers. With the opening of the new Veteran Center in Cole Field House, over 164 UMD Veterans have requested access to this designated space. The Veteran Students Orientation Program continued as a day-long event in August serving over 14 students and more than doubling to 33 during the spring orientation. There were 12 veteran scholarships awarded along with eight students named as Tillman Military Scholars. VSL continues to serve over 800 certified Veteran students.

## Leadership and Community Service-Learning (LCSL); Multicultural Involvement and Community Advocacy (MICA)

### Leadership



There were 49 EDCP Leadership courses with 890 students enrolled. O.N.E. UMD had 131 participants. The Terrapin Leadership Institute, with 125 students, saw a 50% increase in participants. As in FY11, the Maryland Leadership Conference was attended by 54 students. The MOSAIC: Diversity & Leadership Retreat had 42 students, the same number as the prior year. Turtle Camp had 110 applicants and 58 accepted applicants. In its first year, Adventure Turtle Camp had 20 participants. The ACC Leadership Conference had 32

applicants and six students were selected as Maryland delegates, (a 25% decrease in applicants from FY11). For the National Conference for College Women Student Leaders, 13 women applied and 10 were selected as Maryland delegates. Over 200 students attended the Stamp Summer Leadership Series.

### Community Service-Learning

TerpCorps partnered with 17 community-based agencies through Terp Service Days and worked consistently (at least three times) with 10 of these community partners. Some of the organizations include: A Wider Circle, Sasha Bruce Youthworks, MNC-PPC, ECO, Paintbranch, ARC of PG County. MDCCC-VISTA convened Campus Community Partnership Network meetings that had 20 different campus offices, departments, and organizations represented. The Community Dialogue program and the College Access Day project served 112 individuals from the Northwestern High School community. The Alternative Breaks (AB) program sent 325+ students, 52 student Trip Leaders, and 26 faculty/staff to 26 locations in the United States and internationally over winter, spring, and summer breaks.

### America Reads\*America Counts

During the 2011-2012 academic year, 330 UM student mentors participated in this intensive service-learning experience on a weekly basis for at least one semester (160 participated both semesters). Of the 254 Spring 2012 mentors, 72% (184 students) earned Federal Work Study money, seven percent (19 students) earned course, internship or service-learning academic credit, and 20% (51 students) were volunteers. AR\*AC mentors spend approximately 1,225 hours per week in the local community. Each AR\*AC mentor spends at least 12 hours each semester in structured training and reflection sessions, in addition to participating in regular peer-facilitated meetings. This year, AR\*AC partnered with 11 academic departments and programs to offer academic credit to students for their internship work with AR\*AC, and to enhance our programs. AR\*AC maintained strong partnerships with 20 local elementary schools (19 in Prince George's County and one in Montgomery County). There were 32 mentors in the Partners in Print program serving 17 locations (16 schools and one public library).



**MICA**

Staff advised and supported more than 90 student organizations, including 41 APA, 31 Black, 20 Latino, 11 LGBT, one American Indian, and one Multiracial/Biracial. This number is slightly higher than last year. Identity-based diversity and leadership classes enrolled 96 students, up from 25 last year. Efforts supporting history/heritage theme celebration months resulted in 17 events for APA Heritage Month (down from 21 last year), 14 for Black History Month (down from 17 last year), 30 for Latino Heritage Month (up from 35 last year), 27 for Pride Month (down from 30 last year), seven American Indian Heritage Month (up from four last year), and 14 for Mixed Madness Month (multiracial/biracial), which offered 21 events last year.

## Appendix D: Budget and Finances

### FY 2012 Annual Report Adele H. Stamp Student Union 11041 (State)

#### Operating Budget

	FY 2011 Actuals	FY 2012 Actuals	FY 2012 Working Budget	FY 2013 Working Budget	FY 13 Working Budget Compared to FY 12 WB	
					Budget Increment	Percent Increase
<b>Revenues</b>						
General Fees	8,745	13,490	0	0	0	0.00%
Gift Rev fm Foundation	112,829	129,765	0	100,000	100,000	0.00%
Endow Inc fm Foundation	341	1,319	0	0	0	0.00%
Hlth Ctr Oth Med Chg	0	200	0	0	0	0.00%
Internal Sales-E&G	0	200	0	0	0	0.00%
Miscellaneous	0	1,746	0	0	0	0.00%
<b>Total Revenues</b>	<b>121,915</b>	<b>146,720</b>	<b>0</b>	<b>100,000</b>	<b>100,000</b>	<b>0.00%</b>
<b>Expenditures</b>						
Salaries and Wages	1,164,148	1,261,578	1,152,183	1,424,852	272,669.00	23.67%
Operating	482,523	536,966	603,032	775,731	172,699.00	28.64%
<b>Total Expenditures</b>	<b>1,646,671</b>	<b>1,798,544</b>	<b>1,755,215</b>	<b>2,200,583</b>	<b>445,368</b>	<b>52.30%</b>
<b>Transfers</b>						
Other Transfers	980,859	1,094,828	1,206,094	1,551,462	345,368	28.64%
<b>Total Transfers</b>	<b>980,859</b>	<b>1,094,828</b>	<b>1,206,094</b>	<b>1,551,462</b>	<b>345,368</b>	<b>28.64%</b>
<b>Total Expenditures and Transfers</b>	<b>665,812</b>	<b>703,716</b>	<b>549,121</b>	<b>649,121</b>	<b>100,000</b>	<b>18.21%</b>
<b>Total State Funding</b>	<b>543,897</b>	<b>556,996</b>	<b>549,121</b>	<b>549,121</b>	<b>0</b>	
<b>Chapel Balance</b>	<b>213,641</b>	<b>289,187</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>

**FY12 Annual Report Financial Information**  
**Adele H. Stamp Student Union-Center for Campus Life**  
**11040 (non-State)**

<b>Operating Budget</b>						
	<b>FY 2011 Actuals</b>	<b>FY 2012 Actuals</b>	<b>FY 2012 Working Budget</b>	<b>FY 2013 Working Budget</b>	<b>FY 13 Working Budget Compared to FY 12 WB Budget Increment      Percent Increase</b>	
<b>Revenues</b>						
Stamp Student Union Fee	8,831,926	9,121,758	8,714,840	9,097,666	382,826	4.39%
Facility Rental	3,083,361	2,612,568	2,238,832	2,490,899	252,067	11.26%
SU Sales & Services	1,353,756	1,611,385	1,479,817	2,141,058	661,241	44.68%
<b>Total Revenues</b>	<b>13,269,043</b>	<b>13,345,711</b>	<b>12,433,489</b>	<b>13,729,623</b>	<b>1,296,134</b>	<b>10.42%</b>
<b>Expenditures</b>						
Salaries and Wages	5,018,991	4,998,442	5,654,806	5,904,902	250,096	4.42%
Operating	1,475,693	850,613	1,256,560	1,919,819	663,259	52.78%
Utilities and DFM Maintenance	1,625,191	1,522,351	1,762,344	0	(1,762,344)	-100.00%
Facilities Maintenance	128,375	66,371	40,000	0	(40,000)	-100.00%
Cost Containment	450,707	364,943	364,943	273,707	(91,236)	-25.00%
Campus Overhead	227,454	226,616	257,589	282,125	24,536	9.53%
<b>Total Expenditures</b>	<b>8,926,411</b>	<b>8,029,336</b>	<b>9,336,242</b>	<b>8,380,553</b>	<b>(955,689)</b>	<b>-10.24%</b>
<b>Transfers</b>						
Transfers to Plant	1,193,748	2,243,939	196,500	2,181,359	1,984,859	1010.11%
Transfers to Debt Service	2,900,747	3,072,439	2,900,747	3,167,711	266,964	9.20%
<b>Total Transfers</b>	<b>4,094,495</b>	<b>5,316,378</b>	<b>3,097,247</b>	<b>5,349,070</b>	<b>2,251,823</b>	<b>72.70%</b>
<b>Total Expenditures and Transfers</b>	<b>13,020,906</b>	<b>13,345,714</b>	<b>12,433,489</b>	<b>13,729,623</b>	<b>1,296,134</b>	<b>10.42%</b>
Increase/(Decrease) in Fund Balance	248,137	(3)	-	-		
Ending Fund Balance	509,177	509,174	509,177	509,177		
<b>Plant Fund Balance at Year End</b>	<b>7,524,171</b>	<b>8,509,473</b>	<b>7,577,196</b>	<b>5,150,006</b>	*	

\*includes gross estimated renovation costs of \$2.5 million and \$500,000 in scheduled facilities renewal projects