

Adele H. Stamp Student Union

Center for Campus Life

**ANNUAL
REPORT
2010-2011**

UNIVERSITY OF
MARYLAND

I. OVERVIEW

A. Mission

Our vision is to *transform and enrich the Maryland experience*.

Our mission is to create and sustain a student-centered environment that promotes academic success and personal development; serves as a safe and inviting campus center; and is characterized by a strong commitment to multiculturalism, excellence, and a positive work environment.

The full mission statement can be found at: <http://www.thestamp.umd.edu/mission.html>

B. Key Facility Statistics

Non-Assignable Square Feet (Includes mechanical rooms, custodial closets, hallways, rest rooms, etc.)	124,025
Net Assignable Square Feet	<u>182,373</u>
Total Gross Square Feet	306,398

Space by Function

Reservable spaces: <i>Ballrooms, meeting rooms, Hoff Theater</i>	49,119 sf (28%)
Public spaces: <i>Food Court seating, lounges</i>	23,450 sf (13%)
Vendor/revenue spaces: <i>Adele's, Food Coop, Coffee Bar, Union Shop, 8 Food Court vendors, University Book Center, Capital One Bank and ATMs, Mail Boxes Etc., Design Services, Terrapin Technology, catering kitchen and support, vending machines, rental lockers</i>	48,245 sf (28%)
Program spaces: <i>TerpZone, Art and Learning Center, Stamp Gallery</i>	17,107 sf (10%)
Student services: <i>Campus Programs, Campus Reservations, Information Desk, MICA, Off-Campus Housing, Fraternity and Sorority Life, Student Legal Aid</i>	9,850 sf (6%)
Administration and support: <i>Stamp Administration, Facilities support staff, Technology Services, 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%)
South Campus Dining Hall third floor: <i>Maryland Media, WMUC, Yearbook and other student organizations</i>	11,142 sf
Memorial Chapel <i>Reservable space</i>	20,306 sf 9,943 sf (49%)

C. Overview of Programs and Services

America Reads*America Counts engages students as reading and math mentors in Prince George's County elementary schools.

Art and Learning Center offers non-credit classes and workshops in the areas of art and self-development.

Campus Reservations and Event Planning provides assistance with reservations and event management in the Stamp and other campus venues.

Co-curricular Leadership Development advances leadership learning through a peer-based model; includes Terrapin Leadership Institute, Turtle Camp, and leadership conferences including O.N.E. UMD, the Maryland Leadership Conference, and MOSAIC.

Community Service-Learning organizes service opportunities (including Alternative Breaks), supports student organization service, and collaborates with campus and community partners.

Curricular Leadership Development and Academic Partnerships coordinates leadership courses and supports curricular service-learning.

Facilities provides daily building services and support, including custodial, maintenance, recycling, and environmental safety.

Graduate Student Life supports Graduate Student Government and other graduate student organizations; provides services, programs, and advocacy for graduate students.

Hoff Theater has been included in the list of reservable spaces in the Stamp. SEE has been given additional monies to program predictable events and programs in the Hoff Theater. The Hoff Funding Board was created to be a supplemental funding source available to groups coordinating programs specifically to be held in the Hoff. These steps ensured predictable programs would continue to be housed in this theater venue.

Stamp Ticket Office sells tickets for all Stamp events as well as other student programs.

Information Desk serves as the primary source for information about all Stamp services, programs, and events; also provides general campus information, lost and found, laptop checkout, and Internet kiosks.

Marketing monitors brand identity; supports all Stamp units; advertises and promotes the Stamp and Stamp events; advises student organizations; and coordinates Web, social media, and print advertising.

Memorial Chapel supports 14 recognized chaplaincies and their programs, and serves as a venue for many events, including weddings, concerts, lectures, convocations, and commencements.

Multicultural Involvement and Community Advocacy (MICA) advises multicultural student organizations, advocates for student communities, coordinates programs highlighting individual cultures, and encourages cross-cultural and social justice programs and services.

National Clearinghouse for Leadership Programs (NCLP) serves as a resource for colleagues and institutions across the country.

Off-Campus Student Involvement provides programs, advising, and advocacy for students living off campus.

Stamp Gallery offers national exhibits and recent acquisitions of the Contemporary Art Purchase Program in the first-floor gallery as well as student art in the Student Involvement Suite.

Stamp Special Events and Programs includes Stamp Friday Showcase, StampFest, Maryland Day, Family Weekend, and Homecoming.

Student Entertainment Events (SEE) is a student organization that sponsors a diverse range of large- and small-scale educational and entertaining programs in the Stamp and other campus venues.

Student Legal Aid and **Graduate Student Legal Aid** provide assistance to individual students and educational programming.

Student Organization Services oversees group registration, accounts management, and support of organization advisors, in addition to assisting SGA with allocation of student activity fee funds.

Technology Services provides information technology, Web services, telephone, and audiovisual support services to customers, staff, events, and offices.

TerpZone is a recreation center that offers bowling, billiards, video games, TV, leagues, tournaments, classes, and programs.

Vendors provide a wide array of food services, and retail operations, including 12 different food vendors, Capital One Bank, University Book Center, Mailboxes Etc., Copy Services, Terrapin Technology Store, and the Union Shop.

Veterans Programs provides support to UM community members who have served in the U.S. military and manages the Veterans Center and programs for veterans and non-veterans.

II. 2010-2011 ANNUAL REPORT

A. 2010-2011 Goals, Objectives, and Accomplishments

2010-11 Goals and Objectives

1. **Explore the intersection of multiculturalism, leadership, and civic engagement as it relates to programs, services, and the work environment.**
 - Develop a formal (co) curricular integration plan for MICA's general and student involvement area programs.
 - In order to advance this goal, MICA successfully formalized the Cross-cultural Student Involvement Area. A Graduate Coordinator for Cross-cultural Learning and Student Involvement was hired this year to provide leadership in this area. Efforts are now underway to build the capacity for this involvement area to serve as the intersection for MICA's program areas. MICA programs that are designed to offer opportunities for furthering students' development along complex, intersecting lines of identity such as MOSAIC, Multicultural Leaders Summit, and two new co-curricular experiences, MICA Peer Educators, and MICA organizational development workshops will be promoted through this involvement area. Additionally, a fund was established to support student organization initiatives and programs that set cross-cultural learning and interaction as a primary focus. This year a website for this involvement area was created and integrated into the MICA website. Additionally, three new cross-student involvement area work teams were created to coordinate MICA's general programs as a way to develop stronger synergistic relationships among staff, improve workload distribution, and facilitate greater innovation in program planning and evaluation.
 - Develop trip leader training manual that will serve as a foundation for all future training.
 - Began the development of AB training manual with involvement from the College of Education faculty member, Connie North.
 - Launch a pilot project that enables students to engage in critical reflection to explore the intersections of multiculturalism, leadership, and civic engagement through digital stories.
 - This year the Stamp launched a digital story initiative that was integrated in the Capital One Leadership Program and EDCP 418C, *Latino Leadership and Identity*, EDCP 418, *Now WHAT?: Composing a Life of Meaning and Purpose* and EDCP 741, *Multicultural Practice in Student Affairs*. This project offered students the opportunity to use this learning tool to help them reflect deeply on their own histories, experiences, and forms of knowledge with the goal of creating awareness about ways to promote positive social change.
2. **Refine and develop programs and services that will enhance student and staff learning and development.**
 - Develop "How To" training videos for student technology services staff.
 - Completed several pilot videos for AV staff. Overall goal is on hold due to upgrades to Stamp website and plan to work with Stamp Student Training program.
 - Increase training for Stamp SharePoint intranet system to improve communication and document sharing among staff members.
 - On hold, awaiting Stamp Strategic Plan working groups' feedback; implement upgraded SharePoint 2010 system in virtual environment in FY12.
 - Plan and conduct staff retreats for the Stamp facilities and operations units to foster trust, communication, and provide staff development through cross training.
 - Did not conduct due to late hiring of Assistant Director for Operations. Now that all assistant director positions are filled, a retreat will be planned for the coming year.
 - Establish a formal research and assessment plan for MICA
 - This year there were a number of accomplishments that helped advance the goal of creating an assessment and research plan for MICA. Some of these included launching a series of professional development trainings about how to conduct focus group interviews, use StudentVoice, and HyperResearch for staff. Increased support was offered to staff to help with navigating the IRB

process. Learning outcomes for both general and area-specific signature programs were identified that assessed one or more of the following areas: *Academic Resources and Connections*; *Organizational Development*; *Educational Empowerment*; *Resilience*; *Critical Self-awareness and Social Consciousness*; *Cultural Affirmation and Belonging*; *Community Advocacy and Change Agents*; *Intra- and Inter-cultural Interaction*. These learning outcomes were mapped against MICA's programs to determine the extent to which these areas are addressed. Additional activities this year included MICA staff conducting a diversity survey to assess student views toward campus diversity. The survey was previously done in 2004 and is from an instrument developed by Dr. Larry Roper at Oregon State University. The instrument garners both quantitative and qualitative data through Likert and open-ended survey questions. The survey was administered through *StudentVoice* and received IRB approval. 500 students took the survey.

- Strengthen outreach through pre-existing programs and services to special populations (e.g., first year, off-campus, first-generation students) as a way to address their diverse developmental and situational needs as they persist towards graduation
 - Multiple activities were carried out this year to accomplish this goal. Staff in Off-Campus Student Involvement enlarged their outreach to transfer and other off-campus students with enhanced programming. MICA conducted an audit of its pre-existing programs to better understand the way it currently supports transfer students. This review was later expanded to include existing programs on campus that focus on transfer students. MICA staff hosted a brown bag to bring together UMD staff who currently work with these initiatives on campus. It was indicated at this meeting that there is a need for ongoing communication between offices to better support new transfer students. A new initiative that is in an early stage of development involves the creation of a learning community that would be coordinated by the Stamp. The overall purpose of this program is to help transfer students to become involved in leadership and civic-engagement activities and experiences that promote academic success, encourage a sense of belonging and interconnectedness, and assist with the transition to the life and culture of a research institution. Through participation in the program, students will benefit from faculty and staff mentoring; strengths-based credit-bearing seminars; leadership, identity, and career development opportunities; employment positions; and special access to the Stamp's facilities and services.
- Modify MICA's organizational structure to reflect the newly formalized functional areas of advising, education, advocacy, and research and assessment
 - MICA's campus engagement efforts are organized around four overlapping functional areas: *Advising*; *Education*; *Advocacy*; *Assessment & Research*. In order to advance goals related to each area, professional staff member's workload responsibilities were modified and performance objectives were developed to establish measures by which success related to MICA's annual goals could be better gauged.
- Advance complex curriculum academically and co-curricularly within LCSL student peer program models, student centered programs and academic classes.
 - LCSL instituted a year long conversation to develop a set of guiding questions to provide a framework for curriculum in each of the unit's areas. Guiding questions developed this year centered on the LCSL's core values: social change, social justice, transformative learning, and community engagement.
- Implement year-long intentionally designed PLC curriculum with clear learning outcomes, developmental goals, and specific intervention strategies to help move co-curricular mission, vision, and strategic plan forward. Plan should include findings from MSL study for how to advance students in their capacity to engage in socially responsible leadership.
 - The PLC curriculum focused on developing the capacity of PLC students as facilitators of leadership education while increasing their knowledge of various leadership theories. This new curriculum was implemented successfully with the council and was a model for how leadership learning should be facilitated for council members in the future.
- Enlarge the orientation program for veteran students to include a full-day program.
 - Goal accomplished. This past fall the orientation program for UM Veterans expanded from a half-day program to a full-day event concluding with a barbeque for the incoming veteran students.
- Implement newly designed Turtle Camp curriculum with August Immersion component.

- Turtle Camp was successfully implemented this past August as a summer immersion program for 52 students and 6 PLC facilitators. Turtle Camp provided first-year students an introduction to the Social Change Model of Leadership. Turtle Camp also provided the environment for a wonderful community to develop, where participants continued their relationships after the Turtle Camp experience, assisting them in transitioning to life at the University of Maryland. More work and understanding needs to be placed into Turtle Camp fall sessions, but it was evident from student feedback that Turtle Camp as a summer model was quite successful and transformative for students in their transition to Maryland.
 - Develop resources to better support the workforce – new staff orientation, professional development opportunities, and training programs.
 - Created list of necessary elements for new staff orientation. Modified existing full-time staff position to assist in carrying out orientation training for staff beginning Fall 2011.
 - Offered various professional development sessions to staff throughout the year including: Do's and Don'ts of Communicating with the Media; AlcoholEdu: Trends in College Student Drinking; Behavior Evaluation and Threat Assessment; Introduction to The Capacities Course and The Virtues Project; and Emergency Preparedness, Response, and Recovery.
3. **Provide sound management of resources.**
- Investigate and implement new services that will enhance the Stamp revenue generation capabilities.
 - Renegotiated MOU with Conference and Visitor Services to allow more flexibility in pricing schedule to assist in generating more on-site conferences and events.
 - The Stamp filled the vacant food court slot with Moby Dick Express. This selection was based on information from a student preference survey.
 - Worked with Barnes & Noble to expand the textbook rental program.
 - Investigate and implement new initiatives to minimize expenses through reduced energy consumption, disposable product use, and waste stream management.
 - Completed automated HVAC control of Stamp meeting rooms and retail spaces. Completed installation of energy-efficient hand dryers in all public restrooms. Completed installation of high efficiency ballasts and lamps in all Stamp corridors. Completed application of 3M stone floor product on all Stamp terrazzo floors resulting in large reduction of chemical product use as well as labor costs. Installed filtered water bottle filling nozzles at majority of public water fountains.
 - Continue with the systematic replacement and enhancement of Stamp facility resources including furniture, facilities, and technology.
 - Purchased 500 new Grand Ballroom chairs and reupholstered the remaining 1100+ chairs. Reupholstered lounge furniture in front of Adele's and the Grand Ballroom. Replaced carpeting in Student Involvement Suite public areas.
 - Explore new fundraising opportunities to help support MICA's programming initiatives and goals
 - This year MICA staff submitted grant proposals to ACPA and NASPA foundations. Additionally, MICA has partnered with faculty at Iowa State University to apply for a FIPSE grant that would fund an intercultural exchange program.
 - Complete the proposal, bid process, and the awarding of a contract and installation of the Memorial Chapel Carillon.
 - Project complete July 1, 2011.
 - Restore the Memorial Chapel Bridal Suite.
 - In progress, upgrades will be made in phases (new carpet and drapery completed; painting and new countertop in July 2011; furniture received in early Fall 2011).
 - Create opportunities to enhance the interface with alumni and potentially secure development dollars including in areas such as SEE and SGA.
 - SEE has secured \$60,000 of its \$100,000 scholarship endowment and awarded its first book scholarship this past spring semester.
 - A scholarship fund similar to SEE's is in progress for SGA.
 - In anticipation of the completion of the Garden of Reflection and Remembrance in the Fall, create guidelines for use of the garden, facilitate a labyrinth training program for future facilitators, and complete a fundraising process that helps to secure funds for the plantings and phase two of the project.

- Garden dedication occurred in late October, 2011. Guidelines for Garden use have been established. Labyrinth facilitator training occurred in the fall semester. Fundraising continues to secure funds for the plantings and phase two of the project.
 - Assess and evaluate services provided by the marketing unit to apply effective practices.
 - Regular assessment was conducted on a weekly basis by the Stamp Street Team.
 - An assessment of marketing services was created and implemented with the input of the Stamp administrative staff with questions pertaining to their individual units.
 - Work collaboratively with all units to increase participation and raise awareness of all Stamp programs, services, and partnerships.
 - As evidenced by the 616 event submission forms submitted by the individual units, the Marketing team provided a minimum of 13 marketing options for each submission received.
 - Due to solid fiscal management, individual units were encouraged to submit requests even when their resources were low. The difference was picked up by the marketing unit's discretionary pool.
 - Plan for continuous improvement by developing a better information environment and providing assessment resources for all Stamp units.
 - The Budget process began with mid-year forecasting reports and evaluation and the information was carried over to the FY12 Budget exercise. The budget cycle ended with individual units getting FY12 budget information sheets and unit question/answer meetings, if needed.
4. **Embrace innovation in all areas of the department.**
- Utilize current and developing technology to support departmental initiatives, goals, and objectives.
 - Implemented EMS scheduling software.
 - Implemented new 3M stone floor finish system.
 - Piloted new help desk problem tracking software in the IT unit.
 - Employed iPods as data gathering device at First Look Fair.
 - Strengthen and utilize innovative practices and technology to connect students, staff, and faculty with Stamp programs and services.
 - Implemented Apple app with MICA and completing Stamp Apple app.
 - Redesigned Stamp website to include content management software.
 - Worked with University Media relations to web stream several events in the Stamp.
 - Create the transition course for veteran students and secure foundation and/or private money to support the course implementation and mentoring component of the program.
 - This fall transition course had only one student registered and was, therefore, turned into an internship/mentorship for instructor/Vet student.
 - The DOE grant will support the UNIV 100 section for UMVets for the Fall 2011 semester and eventually a mentoring program. This grant supports the creation and instruction of this course and a leadership course for veteran mentors.
 - Complete the community based art project in the West Chapel and proceed to complete the restoration of this space including the increase of ADA-compliant space for seating, the renaming of the chapel to the Garden Chapel, and the dedication of the community-based art.
 - This project is in progress. Artist is working on finalizing model for the artwork. This project is tentative set for installation/completion in Fall 2012.
 - Infuse a consistent LCSL brand identity through promotions, web presence, and PR material.
 - LCSL produced a new brand logo and brochure, web re-design, pop up and table banners, bi-weekly newsletter and display boards to advance the LCSL brand identity in the Stamp.
 - Create cutting edge classes and programs in the Art and Learning Center.
 - Expanded offerings in the Digital Media lab to include multiple sessions of high-demand classes such as iMovie and Adobe Creative Suite.
5. **Encourage, expand, and enhance campus and community partnerships.**
- Develop new/updated Memorandum of Understandings (MOU) with New Student Orientation and Conferences & Visitor Services.
 - MOU with Conferences & Visitor Services is completed and signed. MOU with New Student Orientation is in a final draft.

- Develop partnerships with campus community constituencies to encourage the use of the Stamp for events related to their departments and professional organizations.
 - Began outreach program by conducting several focus groups with both internal and external high-use clients. Developed new pricing structure for Conference & Visitor Services to provide for more flexibility in marketing to conference planners.
- Work in partnership with all units to assist with marketing and promotion of student programming initiatives and collaborations.
 - Student organizations who program in the Stamp are publicized through our 13 guaranteed venues and have access to the Stamp Street Team for chalking, flyering, and survey options.
 - The coordination of the Pepsi Program Enhancement Fund and the new Hoff Program Fund substantially supported student and University department programs.
- Work closely with Stamp Advisory Board, departmental units and various campus constituencies in the review, clarification and documentation of all Stamp policies and procedures.
 - In progress. Stamp Accountability Working Group identified the policies and procedures along with a recommendation for the process and participants. Policy review groups will complete the process during the fall semester.
- Heighten the visibility of MICA as an entity within the department, within the division, the Maryland campus and regional organizations/institutions
 - This year MICA continued to make significant strides in heightening its visibility on campus. Most notable of these efforts was the Multicultural Leaders Summit, which involved student leaders from thirty-two cultural organizations and campus leaders such as President Loh, Vice President of Student Affairs Linda Clement and Associate Vice President, Rob Waters. The MOSAIC Diversity Leadership Program received the NASPA gold medal award this year. The Black Monologues program had another successful run with over 300 people in attendance. Faculty from the Theater Department at Morgan State University again assisted with the production of the program. Semana del la Latina (Latina Week), a program jointly coordinated with US Latino Studies and Community Bridges (local non-profit organization), was featured in *Prince George's Suite Magazine*. MICA in the Workplace: Diversity Leadership Internship Program, a program jointly led by the University Career Center and AT&T will be showcased in this summer's University Career Center's Employer Forum which focuses on Best Practices in Diversity Leadership. Over 200 employers have been invited to attend this forum. This year the MVP ceremony was expanded to accommodate 150 guests including students, faculty and staff (up from 100 last year).
- Strengthen relationships between MICA's programs and services with academic and administrative units on the Maryland campus.
 - This goal was accomplished with continued partnerships and co-sponsorships between MICA and major campus partners such as the Office of LGBT Equity, the Nyumburu Cultural Center, Office of Diversity and Inclusion, and the Office of Multi-Ethnic Student. MICA staff continues to partner with these offices on several initiatives that impact the communities and students. MICA also works with several academic units on campus as a continuing part of its mission. These include Asian American Studies, Afro American Studies, U.S. Latino Studies, LGBT Studies, American Studies and the College of Education. Finally MICA continues to partner with units in the Division of Student Affairs and other student support offices on campus such as the Orientation Office and Academic Achievement Programs.
- Revise faculty handbook for community service-learning and develop new faculty resources to facilitate faculty infusing service-learning in classes across disciplines.
 - Revision complete. Coordinated and presented 7 workshops on service-learning and civic engagement across campus.
- Develop faculty partnerships with Stamp staff to enhance programs.
 - A new faculty fellows program brought five fellows to learn more about adding service-learning into the curriculum. Each received a stipend and will add/revise their respective courses with service-learning elements.
- Establish a core group of 10 spotlight community organizations in the community service-learning area.

- Enhanced and expanded partnerships with community organizations for 8 Terps for Change sites and 19 Terp Service Weekend sites and 6 Terp Service Days sites with one specific ongoing Terp Service Day site.
 - Developed and implemented Community Partner Meet & Greet for faculty, staff, students during Stampfest.
 - Increased overall number of community partners on ServiceLink to 80.
 - Conducted regular meetings with Northwestern High School and CEP to building stronger, ongoing partnerships.
 - Increase scholarly contributions of Stamp staff and use of scholarship to inform our practice.
 - Revised goal to focus on assesment. Created new bi-monthly *Decisions by Data* newsletter highlighting Stamp staff members' use of assessment and evaluation data to drive programmatic, service, and policy decisions. Developed "Assessment in a Flash," a series of 30-minute "how to" sessions on various topics related to assessment.
 - Identify opportunities and resources that promote partnerships with Stamp colleagues, campus partners and colleagues in related professional associations and organizations.
 - Assisted Graduate Student Government with the planning of GRID and recruited faculty judges through Center for Teaching Excellence and the Academy of Excellence in Teacher and Learning.
 - Coordinated the University's Veterans Services Steering Committee that combined the efforts of administrative and academic units with faculty researchers and student representatives.
6. **Enhance the organization as informed by both the internal and external reviews.**
- Develop phase two of the strategic review process by identifying areas of development based on data gleaned from the internal self-study and external review team.
 - Designed and facilitated a summer retreat for all staff that reviewed both internal and external review data.
 - Created 5 cross-functional work groups that were co-chaired by Stamp staff with members of the department's senior leadership team. These groups met for 6 months to analyze and provide innovation in addressing some of the deficiencies noted in the Strategic Review. These groups were joined by the Strategic Review Steering Committee which was renamed the Strategic Oversight Group (SOG). All of these groups presented midway reports at an all-staff retreat in January 2011, soliciting questions and feedback from their colleagues. Upon receipt of the work groups' final reports in March 2011, the senior leadership team, working with SOG, produced a set of strategic statements that will provide the frame for our next 3-5 years of departmental development.
 - A new structure for the organization was created and will be shared with staff at the July 2011 retreat.
 - Facilitate transition, in light of staff changes, in the SEE advising area, Student Organization Services, and the Hoff operations.
 - New SEE Coordinator and Student Organization Services Coordinator have successfully transitioned into positions.
 - Hoff Theater reservations successfully transitioned back into Campus Reservations office.
 - Continue to implement learning outcomes in all areas and use the data collected to inform decisions.
 - Learning While Working program was eliminated. New program, Stamp Employment Plus (STEP), was developed and will be implemented in Fall 2011. Participants will have the opportunity to learn how to articulate the transferable skills they gain in their work in the Stamp and to write an effective cover letter for a position or graduate program in their desired field.
 - All areas with learning outcomes (e.g., LCSL, MICA) produced research reports and assessment of outcomes that were delivered on June 1, 2011.
 - The work environment was enhanced by cross-functional work groups, staff development sessions, full staff retreats, and more information-rich staff meetings.
 - Promote a positive, effective work environment that enhances individual performance and supports Stamp vision, mission and priorities.
 - Associate Director had more hands-on assistance with staff members in regards to business matters.

B. Additional 2010-2011 Accomplishments (*not mentioned above*)

1. Multicultural Involvement and Community Advocacy (MICA)

This year MICA made great strides in continuing to establish its identity as a new unit within the Stamp and to increase its visibility on campus. The MICA in the Workplace Diversity Leadership Internship Program received a monetary gift from AT&T to provide honoraria for leadership educators who led workshops for the student interns. MICA Staff worked with the Office of Admissions to bring forty elementary school students to participate in Latino Heritage Month festivities on campus. MICA launched a new program, *Survey Ambassadors*, was designed to gauge members of the LGBTQQI student community interests around programming and activities that would be offered through MICA. Findings from a total of 225 surveys indicated that there was great interest in developing a *Coming Out Monologues* program. As a result of these findings, this program is being planned for the fall semester.

Finally, this year a MICA staff member received OMSE's Academic Excellence Award for Outstanding Staff Achievement. MICA and LCSL formed a working group comprised of staff from ODI, OMSE, DRL, Staff Ombuds Office, and LGBT Equity to examine the ways in which historically underserved students experience leadership development at the University using data from the Multi-Institutional Study of Leadership.

2. Facilities, Operations, and Technology Services

We successfully completed the search for the Assistant Director for Operations effective January 1, 2011. Technology Services upgraded the door counter system, developed a two-year plan for improvement/replacement of the STARS system, successfully migrated Oracle to Outlook, and worked with NTS to overhaul data jack system in Stamp. Facilities upgraded the freight elevators, increased the number of public outlets (for laptops) throughout the building, and participated in the redesign and planning of the campus ESOL program.

3. Leadership and Community Service-Learning (LCSL)

The Peer Leadership Council (PLC) cohort continued to grow and flourish under a redesigned formal curriculum. Turtle Camp curriculum was enhanced with August immersion component. The NCLP implemented the on-line version of the SRLS instrument. The number of UM student participants in Terps for Change increased to 140 volunteers throughout the fall and spring semesters at 8 sites. AR*AC managed funds from 8 grants and submitted 11 grant requests for 2011-12. AR*AC received the Campus Compact Award for "Outstanding Campus-Community Partnership" in the state of Maryland. MOSAIC Leadership Retreat received the 2011 NASPA Excellence Award.

4. Academic Partnerships

LCSL offered a new faculty fellow program that gave four faculty members an opportunity to learn more in-depth about service-learning and to then incorporate service-learning elements into their curriculum for Fall 2011. The College of Education and Public Policy, and departments of Communication and Sociology, and LCSL hosted 4 Leadership Scholars Network leadership presentations. The Campus Partner Network was created to engage faculty and staff with shared interest in community service and the local community to share resources and best practices. This area continues to partner with multiple university colleges, departments, and programs to offer a variety of leadership opportunities and experiences.

5. Alumni Relations and Development

The SEE Scholarship endowment grew again this year with a major gift pledge of \$20,000 from Jared Paul '99. Additionally, Joel Willcher sent a letter to his SEE connections in the fall requesting support of this initiative that garnered additional scholarship support. The first SEE scholarship of \$500 was given out this spring to Eric Feldmen, one of eight applicants for the award. Two past SEE leaders served on the selection committee. The SEE Scholarship Endowment continues to grow with an additional alumni pledge of \$20,000 each bringing us closer to our \$100,000 campaign goal. More than 38 alumni returned for Art Attack and the VIP reception. Several conversations with SGA alumni and past president, Paul Carlson have resulted in the likelihood of two scholarships to support SGA leadership. Final approval on a

“Carlson Family Scholarship” will be completed in July while solicitations are being made now for the second scholarship. Additionally, a SGA reception will be held before the Leadership reception on Homecoming as a way to celebrate the new scholarships and energize SGA alumni. Outreach to alumni also occurred at the Veterans Game Reception and in Alternative Break receptions in 4 cities including a large event in New York city. Working with our colleagues in Student Affairs Development, Stamp staff secured grants, gifts, and contributions totaling almost \$900,000.

6. Professional Contributions

Barbara Jacoby’s book, *Looking In, Reaching Out: A Reflective Guide for Community Service-Learning Professionals*, was published by Campus Compact in March 2010. Craig Slack and the NCLP continued to put on the National Leadership Symposium and the Leadership Educators Institute. Donna Lim served as chair of the 2011 National Conference for College Women Student Leaders. She also served as co-chair of Local Arrangements for the 2011 ACPA national convention in Baltimore. Steve Gnadt facilitated a session related to sustainability at the NACAS national convention and contributed a piece to the ACUI Bulletin, May 2011 issue related to data used for tracking sustainability efforts. Staff members held leadership positions in professional associations, made presentations at national and local conferences (e.g., ACPA, NASPA, AERA, NCORE, ASHE, NACAS, ACU-I, Maryland Campus Compact), wrote book chapters, published articles in professional journals (e.g., *JCSD*, *About Campus*, and *Review of Higher Education*), made keynote speeches at national and regional conferences, served on many campus committees, and taught academic courses.

7. Veterans Program Office

Through the U. S. Department of Education, the University of Maryland received a grant as one of 15 universities funded to be a Center of Excellence for Veteran Student Success Program. The Center will direct 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. Also, through a generous donation from Board of Trustee member and former Secretary of the Navy, Gordon England, a physical UM Veterans Center was created in 1122 Cole Field House as a welcoming space for Maryland Vets to spend time together while on campus. This space opened in April 2011.

8. 2010-2011 Contemporary Art Purchasing Program (CAPP)

The third iteration of the CAPP occurred during spring break sending five students to New York City to visit numerous galleries and studios. Seven pieces were purchased -- one painting, one photograph (chromogenic print) with acrylic manipulation, one photograph (Dye-Coupler Print), one portfolio consisting of 24 archival pigment prints (to be displayed together as a set), one glass sculpture, one sculpture of rolled paper, glue, graphite, and Sumi ink, and one sculpture with aperture and lighted lens. All works will be displayed in the first Stamp Gallery exhibit of the Fall 2011 semester and will then be displayed throughout the Stamp.

9. Hoff Theater Transition

With the transition of the Hoff Theater to a reservable space, 167 events were scheduled in the Hoff this past academic year (75 in the fall semester and 92 in the spring semester). Additional SEE funding brought 10-12 film showings with multiple film series along with 3 advance screenings to the Hoff. The Hoff Funding Board has been successful in its first year of implementation. \$20,000 is available each semester to assist student groups planning events in the Hoff. In the fall semester, 7 organizations received over \$10,500 in financial assistance while in the spring semester, 13 groups received over \$14,000 for their programming efforts.

10. Garden of Reflection and Remembrance Dedication

In October 2010, the Garden was officially dedicated during Homecoming Week. In the wake of our busy lives and tragedies such as September 11th and the Virginia Tech massacre, it has never been more important for the campus community to have a place to stop, reflect, and take a few moments to breathe. This project includes a labyrinth, veterans' recognition, elements to recognize the religious diversity on

campus, a tribute to the Class of 2002, water elements, benches, and other components that will create spaces for contemplation. The development staff has enjoyed success in raising funds to support this project.

C. 2010-11 Goals and Objectives

Strategic Goals are in bold; Objectives for FY12 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.

- 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.

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.

- 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.
- 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.

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

- 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.
- 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 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.
- 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.
- 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.
- 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.

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

- 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." 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.

- Work to realize the institution's identity as a "21st 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.

D. Issues, Problems, and Challenges

1. Staffing

With a new Director in September 2010, Donna Lim became interim Associate Director of Campus Programs. Brent Flynn was borrowed from Campus Recreation Services to serve as the Associate Director of Administration in a part-time role. Katie Winstead for Stamp Special Events resigned in September to be replaced with Ashley Venneman in April. At that same time, through the DOE grant, a newly created position of Program Coordinator for Veterans Programs was filled by Tasha Vanterpool.

Two LCSL Coordinators will be departing this summer, Mei-Yen Hui and Katie Hershey with searches currently underway to fill those vacancies. In MICA, Dharma Naik, Coordinator for APA Student Involvement and Advocacy, and Pamela Hernandez, Coordinator for Latino Student Involvement departed from the Stamp in February and June respectively. Merz Lim was hired as a result of a successful search for the Coordinator for APA Student Involvement and Advocacy and will assume this position in mid-July. A search is currently underway to fill the Coordinator for Latino Student Involvement and Advocacy position. The Memorial Chapel Coordinator, Megan Miller, departed at the end of the semester and a search is in process. In Facilities, Housekeeping Supervisor Lillian Ellis retired in August and was replaced by 2nd shift supervisor Letticia Teckham in December and her position was filled by Antoine Monroe in May. Facilities also filled 4 vacant positions, Curtis Shade moved to the loading dock and Gavin Du moved to maintenance. William Clemm, II became the Assistant Director for Operations in January and AV Coordinator Robert Elliott resigned in May. Barbara Jacoby retired in May 2011.

2. Facilities, Operations, Technology Services

Damage to one of the service elevators that left it inoperable for several months resulted in unplanned costs and stress on the daily activities of the building. A roof leak in the Atrium green roof has created undue hardship on several surrounding offices; however the issue is covered under warranty and is being addressed. The Operations area was without an Assistant Director for over a year that overextended the rest of the staff. The Campus Reservations transition from Scheduler Plus to EMS has resulted in some lost statistics and data used for this report. Technology Services continues to have problems with clients making last minute requests for services and/or project development which overextends their capabilities to deliver quality customer service. The addition of the Hoff Theater projection services also added to an already busy IT/AV staff. Clients have the expectation of the newest technology available to support their programs and events and much of the Stamp's equipment is several years old and in need of replacement.

Physical space continues to be a challenge as there is not enough office space to house AR*AC with the rest of LCSL and it must remain in a remote location in Holzapfel Hall. More office space is also required for both graduate and undergraduate student legal aid offices. As demand for services is on the rise, there is not enough office area to conduct private conversations, which is imperative for the confidentiality aspect of the attorney/client relationship. The increase in the number of registered student organizations to over 747 increases their demand for space simultaneously with the reduction in available spaces. Also there is an increase in the number of recognized student groups requesting funding for the same amount of Student Activity Fee money.

3. **Fundraising**

Although Stamp fundraising efforts met with much success, the economy continues to affect the availability of grants and corporate support. Many foundations eliminated or reduced grant funds, and corporations were less likely to provide support at the levels they had in the past.

E. Key User Statistics

1. **Reservations**

Overall reservations processed by Campus Reservations decreased by 1.5% from 11,581 (FY10) to 11,398 (FY11). Reservations in the Stamp decreased by 1.5%, from 8,212 (FY10) to 8,091 (FY11). Student organization reservations in the Stamp decreased 1.5% from 4,928 (FY10) to 4,852 (FY11). University department reservations in the Stamp increased 1.3% from 3,178 (FY10) to 3,219 (FY11). Non-university reservations in the Stamp decreased 42.5% from 106 (FY10) to 61 (FY11), reflecting the loss of Kaplan classes after the opening of their own off-campus facility and the reduction in events directly booked by off-campus businesses and organizations. Conferences and meetings coordinated by Conference and Visitor Services increased 15.5% from 296 (FY10) to 342 (FY11).

2. **Building Count**

The building count for FY 11 was 3,509,229, a reduction of visitors of 9% from 3,844,455 in FY10. This reduction may be attributable to several factors including the transition of a new door counter system in which some data was lost and had to be re-created by using conservative estimates/averages. Summer 2010 and Fall 2010 were below normal averages while Spring 2011 visitation was higher than in the previous two spring semesters.

3. **SEE Programs**

More than 29,000 people attended 85 SEE events in FY11, a decrease from 39,000 in FY10. High profile events include: Homecoming Comedy Show (featuring Demetri Martin and Mike Birbiglia), lectures by Russell Simmons and Joseph Gordon-Levitt, concerts by Chiddy Bang, White Panda, and Art Attack XXVIII featuring Nelly, Brenton Duvall and Urban Cartel with more than 7,875 attendees. The SEE Review Board funded 14 programs with attendance of over 2,100.

4. **Stamp Special Events and Programs/Homecoming**

StampFest brought 16,550 people to the Stamp, an increase of over 2,000 visitors from an average Thursday. Homecoming Week featured 11 events, with over 4,800 attendees at the annual SEE Comedy show. There were 55 entries in the Homecoming parade, the same as last year. The All-Niter was attended by 21,350 people.

5. **TerpZone**

The average number of weekly customers remains steady with approximately 948 in FY11 from 1,003 in FY10. TerpZone hosted 175 private reservations from student groups, departments, and individuals, up from 134 in FY10.

6. **Art and Learning Center/Stamp Gallery**

The ALC offered 94 classes, up from 77 last year. It offered 3 workshops and 4 one-week Summer Arts Camp sessions. The Center also sponsored 10 additional programs, the same as last year. The Gallery held 8 exhibitions in its space and 6 exhibition receptions (both the same as last year), in addition to 3 educational programs and an artist performance. Two exhibitions were held in the Student Involvement suite.

7. **Leadership**

During FY11, 886 students enrolled in 41 EDCP leadership courses, an increase of 19% compared with 746 students enrolled in 37 courses in FY10. There were 120 students in the leadership minor in spring 2011, compared with 70 students in spring 2010. The Peer Leadership Council (PLC) sponsored 12 co-curricular leadership programs with more than 1,000 students completing at least one program, an 11%

increase from FY10. Turtle Camp had 52 students participate in its new 5-day immersion component at the beginning of the school year. The Stamp Summer Leadership Series kicked off last June with 111 students attending either the StrengthsQuest or LeaderShape catalyst program.

8. Student Involvement

The Student Organization Resource Center had approximately 747 active registered organizations, up from 620 last year. Good Morning Commuters consistently drew 372 students each month, and the Fall Welcome Wagon greeted more than 200 commuter students. The off-campus student listserv has grown to approximately 5,500 members. First Look Fair hosted 487 organizations from on and off campus. Visits to the Graduate Student Life website and the Graduate Student Life handbook website increased more than 38% over the previous year. The Facebook page for Graduate Student Life has more than 910 individuals that “liked” the site.

9. MICA

Staff advised and supported more than 90 student organizations, including 41 APA, 27 Black, 12 Latino, and 8 LGBT. This is the same number as last year. Identity-based diversity and leadership classes enrolled 71 students, up from 28 last year. Efforts supporting history/heritage theme celebration months resulted in 21 events for APA Heritage Month (down from 39 last year), 17 for Black History Month (down from 27 last year), 35 for Hispanic Heritage Month (up from 29 last year), 30 for Pride Month (up from 29 last year), 4 American Indian Heritage Month (down from 10 last year), and 21 for Mixed Madness Month (multiracial/biracial), which offered 5 events last year.

10. Community Service-Learning/America Reads*America Counts

The Alternative Breaks (AB) program sent 335 students and 27 faculty/staff to 5 international locations and 22 domestic locations contributing approximately 14,100 hours of direct service. Terps for Change engaged 140 volunteers completing 2,948 hours working with 8 community partners in Prince George’s County and Washington, DC. Community Service-Learning increased subscribers to UMServes by 230% from 759 to 1742 subscribers. America Reads*America Counts (AR*AC) engaged 327 UM student mentors in this intensive service-learning experience on a weekly basis for at least one semester (164 participated both semesters; this is an increase of 20% in retention of Mentors from fall to spring over last year). AR*AC mentors spend approximately 1,225 hours per week or 36,750 hours this year in the local community.

11. Technology Services

The Stamp Web site averaged 65,575 requests per day, an increase of 27.5% over last year’s average of 51,413 (FY09 = 42,263).

The use of laptop check-out decreased 26% this year from an average of 1,741/month in FY10 to 1,280/month in FY11, which is attributed to the addition of 6 internet/email kiosks in public locations throughout the Stamp and the increase in the number of students who have internet access via their phones.

12. Veterans Programs

The TerpVets listserv has 425 subscribers, the UMD Veterans listserv has 577, and a TerpVets Facebook page was added this year with over 65 followers. The Veteran Students Orientation Program became a day-long event in August serving over 20 students. Ten veteran scholarships were awarded along with 4 students named as Tillman Military Scholars. The Veterans Steering Committee helped the university implement policies in response to the new GI bill that served over 350 certified students. 1% of the student population is considered of Veteran status.

13. Memorial Chapel

The total number of events scheduled in the Chapel was 932, up from 898 last year, with an estimated attendance of 59,037. The number of attendees is down from 62,761 from last year, reflecting a

reduction in the numbers of wedding guests. The FY11 revenue total was \$102,600, on par with FY10. The chaplains sponsored 608 events, up from 565 last year.

14. SGA

The Finance Committee allocated \$1,288,784 in the FY11 primary allocation process and \$238,823 in the secondary process. A total of 6,261 financial transactions were processed by Student Organization Services for 353 SGA-funded organizations. The SGA election turnout was 3,895, approximately 14% of the student body.

15. Marketing

Stamp marketing processed 616 event forms for Stamp events. Marketing also publicized approximately 910 Stamp events using the Stamp homepage “What’s Happening @ Stamp,” Free Stuff @ MD, Today @ MD, Stamp Facebook, Twitter, FYI, AXIS TV, DBK press releases, USA News Network, and the following listservs: Eppley, RA, OCSI, Honors, MICA, GSL. The 21 member Stamp Street Team (ST) posed 109 survey questions to 9,336 students, an 80% participant increase from last year. (This increase was largely due to fewer snow day cancellations.) In addition, 2,311 weekly chalkings were done. More than 30,000 Stamp maps and 14,000 Stamp pens were distributed.

F. Initiatives and Accomplishments Related to Divisional Priorities

• Recycling

- Technology services continues to upgrade theatrical lighting systems with energy efficient LED bulbs, recycles all printer cartridges, participates in a projector lamp recycling program and purchases equipment with Energy star or saver ratings/functions.
- Facilities completed the conversion of all corridor light to high efficiency ballasts/bulbs. Installation of Blast electric hand dryers in public restrooms to reduce paper consumption. Began the conversion from bottled to filtered water stations in administrative offices. Installed filtered water bottle filling stations at most public water fountains. Implemented use of a new 3M stone floor protector system that reduces chemical use and floor maintenance operational costs.
- Installed a battery-recycling container at the Information Desk and a book recycling bin outside the Hoff Theater entrance.

• Wellness

- Graduate Student Life offered a Living Well workshop series consisting of workshops focusing on health/wellness, professional networking, and financial planning.
- StampFest featured a Wellness Mini-Fair in partnership with the Division’s Wellness Coalition.
- SEE offered several programs focusing on wellness to include *Mango Monday: Massages* that gave students an opportunity to relax as they geared up for Finals Week and receive a much needed massage; *Eaten Alive* was a performing arts and lecture combination event addressing the topic of eating disorders. Eva van Dok, a recovering anorexic/bulimic, gave a one woman performance and lecture featuring five characters and their stories around the topic and answered questions from the audience about eating disorders; *An Evening of Belly Dancing* featured a number of performances by the Sahara Dance Company followed by a lesson on how to belly dance.
- Stamp Special Events continues its semesterly Stamp Study Breaks that offer a finals relaxation program featuring massages, healthy snacks, and quiet study space.

• Work-Life

The Stamp continues to practice recommendation of the Division’s Work-Life Integration Initiative. The staff is updated on a regular basis about Work-Life programs and opportunities available to them. There is also a Summer Flextime option that many of the Stamp employees take advantage of. Brent Flynn and Evonne Mathews are both part of the Divisional Work-Life Steering Committee and play an active part in committee decision-making.

III. DEPARTMENTAL DIVERSITY PLANS

A. Employee Demographics – Employment Diversity History

Descriptions based on University EEO codes, not on departmental records.

Exempt and Non-Exempt EEO statistics are reported.

2010	Number of Employees	Male	Female	African American	Hispanic	Not Reported	Asian/PI	Native American	Caucasian/European	Foreign
Clerical	11	6	5	7		1	0	0	2	1
Executive	1		1						1	
Professional	39	14	25	6	2	2	5	0	24	0
Faculty	0									
Service Maintenance	40	19	21	23	12	0	3	0	2	
Skill Craft	1	1							1	
Tech/Para Professional	6	1	5	1		1	1		3	
Graduate Assistant	35	14	21	2	1	3	3	0	21	5
Student	226	94	132	42	15	10	23	0	126	10
Total	359	153	210	81	30	17	35	0	180	16
<i>% of Total</i>		42.6%	58.4%	22.6%	8.4%	4.7%	9.7%	0%	50.1%	4.5%
2009	Number of Employees	Male	Female	African American	Hispanic	Not Reported	Asian/PI	Native American	Caucasian/European	Foreign
Clerical	17	5	12	6			1		9	1
Executive	1		1						1	
Professional	35	10	25	4	2	2	4	0	22	1
Faculty	0									
Service Maintenance	40	18	22	22	12		3		3	
Skill Craft	1	1							1	
Tech/Para Professional	3	1	2	1			1		1	
Graduate Assistant	32	16	16	4		1	4	1	18	4
Student	197	71	126	47	10	10	31	1	98	0
Total	326	122	205	84	24	13	44	2	153	6
<i>% of Total</i>		37.2%	62.8%	25.8%	7.4%	4.0%	13.5%	<1%	46.9%	1.8%
2008	Number of Employees	Male	Female	African American	Hispanic	Not Reported	Asian/PI	Native American	Caucasian/European	Foreign
Clerical	18	9	13	2		2	1		13	
Executive	1		1						1	
Professional	45	17	28	5	1	3	4	1	31	
Faculty	0									
Service Maintenance	36	14	22	21	11		3		1	
Skill Craft	5	5		3					2	
Tech/Para Professional	5	5		3					2	
Graduate Assistant	31	9	22	5		1	4	1	17	3
Student	326	123	203	77	21	13	43		166	6
Total	466	179	291	115	33	19	57	2	231	9
<i>% of Total</i>		38%	62%	24.7%	7.1%	4.1%	12.2%	<1%	49.6%	1.9%

2007	Number of Employees	Male	Female	African American	Hispanic	Not Reported	Asian/PI	Native American	Caucasian/European	Foreign
Clerical	8	1	7	2		2			4	
Executive	1		1						1	
Professional	37	17	20	7		1	4	1	20	
Faculty	0									
Service Maintenance	25	11	14	9	13		3			
Skill Craft	5	5		2	1				2	
Tech/Para Professional	1	1							1	
Graduate Assistant	25	11	14	1	1		3	1	19	2
Student	329	139	190	72	37	29	43		149	
Total	431	185	246	93	52	32	53	2	199	
<i>% of Total</i>		<i>43%</i>	<i>57%</i>	<i>22%</i>	<i>12%</i>	<i>7%</i>	<i>12%</i>	<i><1%</i>	<i>45%</i>	<i>1%</i>
2006	Number of Employees	Male	Female	African American	Hispanic	Not Reported	Asian/PI	Native American	Caucasian/European	Foreign
Clerical	8	1	7	2		2			4	
Executive	1		1						1	
Professional	37	17	20	7		1	4	1	24	
Faculty	0									
Service Maintenance	25	11	14	9	13		3			
Skill Craft	5	5		2	1				2	
Tech/Para Professional	1	1							1	
Graduate Assistant	25	11	14	1	1		3	1	19	
Student	329	139	190	72	37	29	43		149	
Total	431	185	246	93	52	32	53	2	199	
<i>% of Total</i>		<i>43%</i>	<i>57%</i>	<i>22%</i>	<i>12%</i>	<i>7%</i>	<i>12%</i>	<i><1%</i>	<i>46%</i>	

B. Participation in Services, Broken Down by Race, Gender, and Other Relevant Differences

1. Programming and Student Organization Support

All programming areas in the department 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 the EDCP identity-based leadership courses, the MOSAIC leadership retreat, and the Voices of Social Change program series that focuses on social justice issues in the community.

2. MICA

MICA staff supported students of all cultures and backgrounds through a wide range of culture-specific and cross-cultural involvement, leadership, and academic efforts.

C. Current Accomplishments and Future Plans Related to Workforce Diversity

The Stamp will continue to outreach through awareness/competency trainings, networking, and relationship building to improve the capacity of staff and faculty to interact with historically underrepresented and underserved groups. This will enhance our commitment to multiculturalism, leadership, and civic engagement. Our new strategic plan will also have us advancing the construct of community and cross-cultural relationships among Stamp employees, including student staff. This will be enhanced by our new staff orientation and

development program. This investment in staff will undoubtedly impact out diverse Stamp visitors and customers.

D. PRD Process and Diversity Goals

The PRD process will reflect our commitment to multiculturalism, leadership, civic engagement and our strategic plan, so that staff can be evaluated on the work they produce, programs they develop, and communities they serve. The PRD process will also further detail professional development plans so that all staff are proactively engaged in their own learning and development at the Stamp.

The Accountability Work Group reviewed and recommended a revised PRD process to ensure a fair and consistent evaluation. They recommended the establishment of a 180 degree Performance Review & Development (PRD) process that allows for an open dialogue between the employee and the supervisor and provides an opportunity for the employee to formally give feedback to his/her supervisor regarding performance in the supervisory and support role. This will be implemented in Fall 2011.

E. Key User Statistics

FY11 Reservations in Stamp

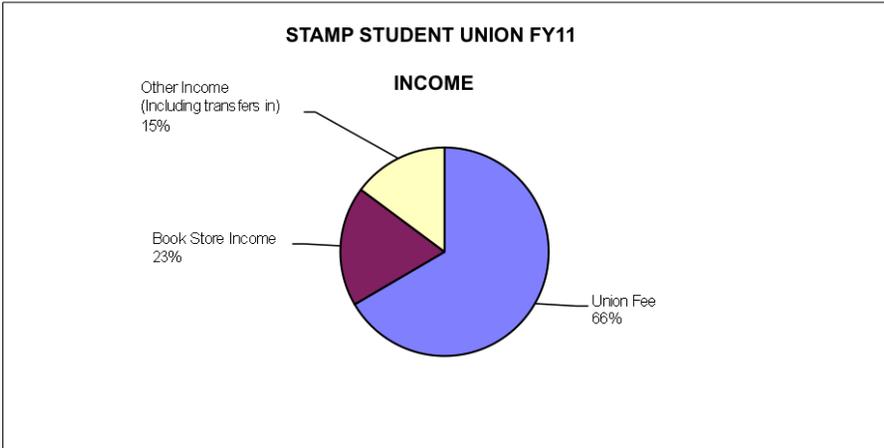
Type of Event	Number of Student Groups	Number of University Departments	Number of Non-University Sponsored	Total
Meetings	2355	697	11	3063
Socials, Cultural Events, Banquets	124	38	n/a	162
Outside Tables	576	107	19	702
Banners	19	33	n/a	52
Conferences & Visitor Services Events	n/a	296	n/a	296
Art and Leisure Classes	n/a	47	n/a	47
Orientation Programs	n/a	64	n/a	64
Wedding Receptions	n/a	n/a	2	2
Kaplan Classes	n/a	n/a	6	6
Other (e.g., workshops, fairs)	504	1146	40	1690
Total	4928	3178	106	8212
FY 10	4392	3011	308	7711
Percent difference	12.2%	5.5%	-65.6%	6.5%

FY11 Reservations in Other Campus Facilities/Locations

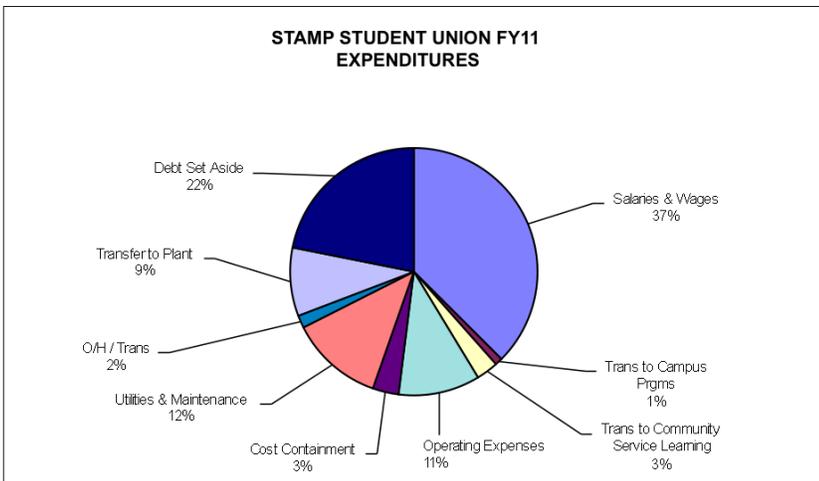
Type of Event	Number of Student Groups	Number of University Departments	Total
Meetings	2727	1	2728
Socials, Cultural Events, Banquets	30	8	38
Outside Tables	42	3	45
Conferences & Visitor Services Events	n/a	1	1
Art and Leisure Classes	n/a	47	47
Other (e.g., workshops, fairs)	479	79	558
Total	3728	91	3369
FY 10	5860	77	5937
Percent difference	-44%	18.2%	-43.3%

FY10 BUDGET OVERVIEW

Stamp Income	
Union Fee	8,832,308
University Book Center Income	2,466,667
Other Income (Including transfers in)	1,967,877
Development Contributions (including in-kind; excluding Alternative Break)	825,490
Total Revenue	14,092,342



Stamp Expenditures	
Salaries and Wages	4,971,705
Transfer to Campus Programs	129,522
Transfer to Community Service Learning	380,235
Operating Expenses	1,414,955
Cost Containment	450,707
Utilities and Maintenance	1,615,227
Overhead/Transfer	218,753
Transfer to Plant	1,185,000
Debt Set Aside	2,900,747
Total Expenditures	13,266,852



**ADELE H. STAMP
STUDENT UNION –
CENTER FOR
CAMPUS LIFE**

