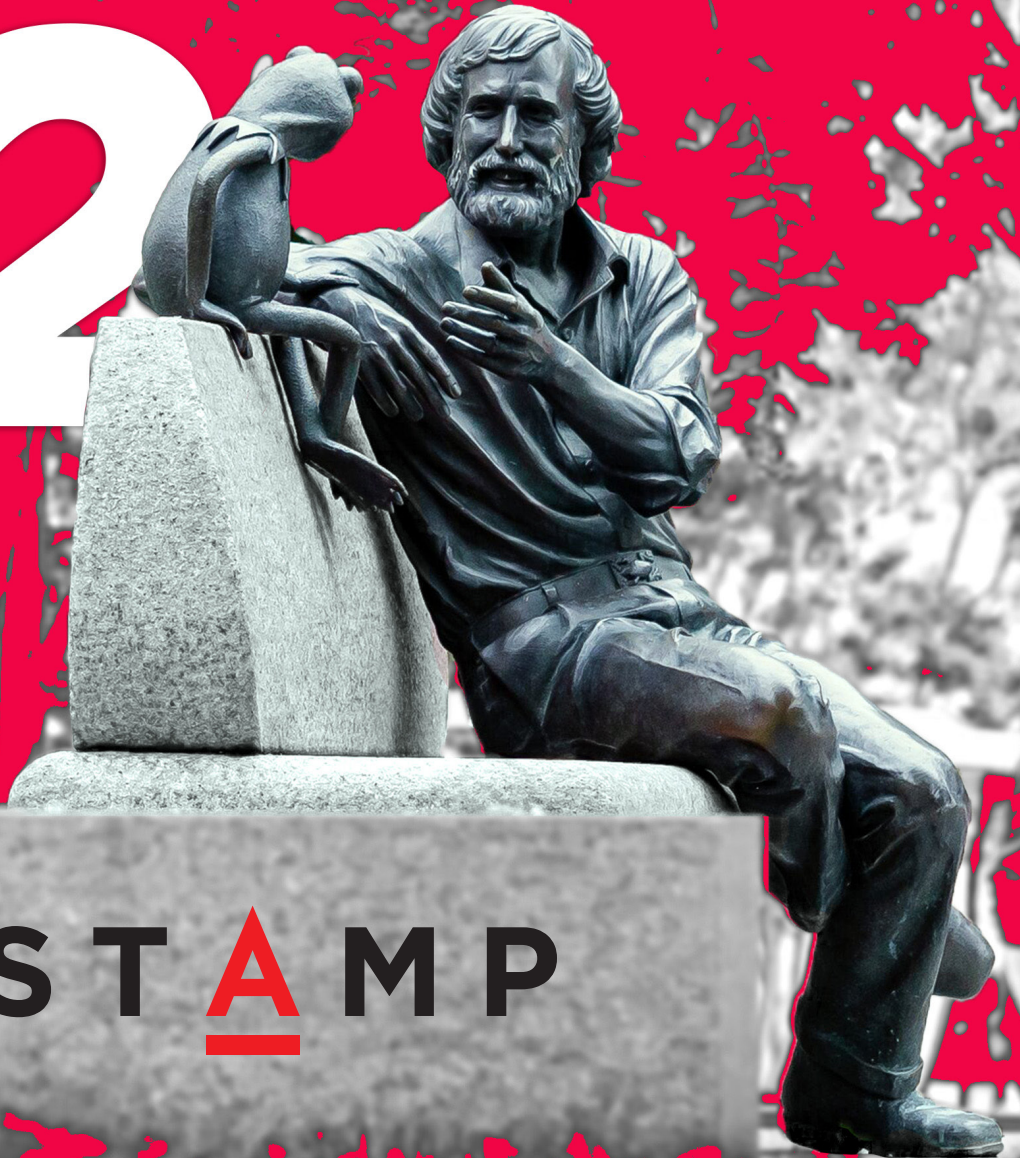


21

Annual
Report

22



STAMP



CONTENTS

1	Overall Accomplishments
2	Activities, MICA, Engagement
3	LCSL, Centers, Marketing & Communications, IT
4	Climate
5	Other Accomplishments
6	Challenges
7	Goals
8	Organizational Chart

“

Watch out for each other. Love everyone and forgive everyone, including yourself. Forgive your anger. Forgive your guilt. Your shame. Your sadness. Embrace and open up your love, your joy, your truth, and most especially your heart.”

— Jim Henson

Overall Accomplishments

RENOVATIONS & UPGRADES

STAMP Operations and Facilities staff worked diligently over the past year to update the physical and technological systems in the building.

FACILITIES

The Facilities and Housekeeping teams oversaw several COVID related building reconfigurations in order to accommodate changing testing and dining protocols. In September, Muslim students moved into a newly renovated reflection space in the Cole Activities Center. Through the generous financial assistance of Stamp, Multicultural Involvement & Community Advocacy (MICA), Resident Life and Office of Diversity and Inclusion, five Ramadan iftars took place at Stamp at no charge to students. Converting the Family Restroom opposite the Hoff Theater into Ablution Rooms for the Muslim Community

began just after the new year and was completed in mid February, providing the first space of this kind on campus.

STAMP Facilities worked to transform the former Food Co-Op space into MICA's Cozy Corner which opened in the late fall semester. The space is welcoming and useful both for informal gatherings and formal planned events, serving its purpose as a temporary dedicated space for marginalized student engagement.

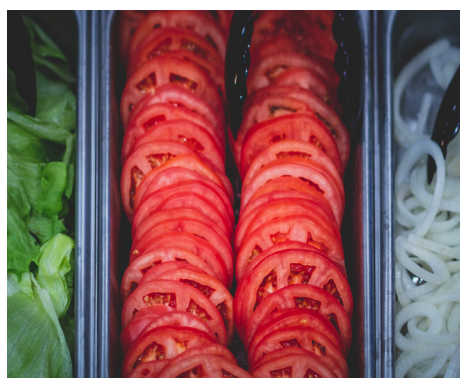
In the Food Court, Roy Rogers construction was completed in time for a December 2nd Grand Opening. The former Sbarro space was completed and turned into a new pizza option, Union Pizza, which opened its doors for a dress rehearsal in late May. Other updates to the building include navigating several unforeseen emergencies including multiple heating and steam outages, electrical and domestic water outages and numerous floods, leaks, water main blockages and a North Entrance mechanical room broken steam valve that required a building evacuation.

Complementing these infrastructure updates are numerous technological upgrades that serve STAMP staff and visitors. STAMP Information Technology partnered with the campus security team to identify and update security equipment despite ongoing supply chain issues. STAMP Information Technology also worked diligently to enhance security through the installation of the new Global Protect VPN software and ensured that staff members were able to access their files while working remotely.

RETURN TO IN-PERSON EVENTS

ACTIVITIES

With the lifting of many restrictions that had been put in place to protect public health and mitigate the spread of COVID-19, STAMP was able to re-engage students in-person through a variety of programming, events, and services over the past year. Signature, campus-wide programs coordinated by the



Activities unit, such as the First Look Fair and Student Entertainment Events (SEE) Homecoming Comedy Show and Art Attack as well as Homecoming Week, the STAMP All Niter, and Maryland Day were again held in person, offering students and the broader campus community the ability to connect with one another and learn about resources and engagement opportunities. **Further, the number of student organization events reviewed through the TerpLink Event Review Process more than doubled, from 1,276 last year to 2,872 this year as student groups return to active operations on campus.** The process was launched in Fall 2020 to help student groups adhere to COVID campus guidelines at events but will continue as a resource for organizations to guide students toward hosting safe and well-planned events

MULTICULTURAL INVOLVEMENT & COMMUNITY ADVOCACY (MICA)

The Multicultural Involvement & Community Advocacy (MICA) office partnered with Resident Life to sponsor a series of affinity student group welcome events at the beginning of the fall semester that were directly led by MICA staff for APIDA, LGBTQ+, Latinx, Native American, and Multiracial students. MICA staff also supported events for Black students, FreshCon and the Nyumburu Cookout, and partnered with LGBTQ+ Equity Center to plan and host Quelcome. Over the course of the year, the annual Heritage Months, along with Pride Month and other events and programs, were held to afford students the opportunity to learn, connect, and engage around specific social identities and issues affecting these communities. **Some highlights include the first annual BSU Black Terp Week Block Party and Black Alumni Weekend, a Land Blessing Ceremony with Piscataway Elders and the Maryland State Commission on Indian Affairs, and Queers & Careers Alumni Panel, which focused on alumni experiences navigating finding a job and their identities in the workplace.** Throughout the year, each of the Involvement areas offered

opportunities for students to showcase their artistic and creative talents through events such as the BSU Homecoming Fashion Show, Mixed Monologues, Mixrepresented Gallery, Queer Fash & Drag Show, Queer Open Mic nights, and the (APIDA) Unity Gala, and mini-recitals in the building by doctoral music students as part of Women's History Month.

ENGAGEMENT

STAMP Engagement offers involvement opportunities for specific student identities that are often underserved on campus. As the university returned to in-person operations, outreach to these students was critical to ensure their seamless return to campus involvement and as such their academic success. Student veterans requested the return of in-person networking events and doing so in a safe manner became a priority for the unit. Two events were hosted in each semester, assisting student veterans by providing valuable career-related information, meeting and connecting with professionals in their field, and bonding with fellow student veterans. A partnership with the Black Graduate Student Union for their

weekly study table program was developed, using the Graduate Student Life lounge as a consistent space to encourage sustainability of this program. Through the academic year, Good Morning Commuters has averaged over 300 transfer and off-campus students in attendance. During these events, they were able to grab a quick meal, play games, meet key staff members, receive resources from external sponsors, and connect with peers. Immigrant and Undocumented Student Life helped two student groups, PLUMAS and Migrating Shells, with the annual Dream Gala, celebrating and fundraising for undocumented student needs, and redesigned the UndocuTerp training including offering in-person sessions again.

LEADERSHIP & COMMUNITY SERVICE-LEARNING (LCSL)

Despite having multiple professional staff vacancies, the Leadership & Community Service-Learning unit successfully navigated challenges with returning to in-person events, programs, and community service opportunities. **In-person mentoring for community youth through Maryland Mentor Corps returned after multiple**

providing
HEALING.
promoting
HOPE.

WOMEN'S HISTORY MONTH 2022

ADELE H. STAMP STUDENT UNION CENTER FOR CAMPUS LIFE
MICA | MULTICULTURAL INVOLVEMENT & COMMUNITY ADVOCACY

CHRISTINA JAY, LCPC
Career/Educational Coordinator
Transfer Specialist at the UMD

KATELYN EUGEN
Assistant Athletic Trainer

DR. JESSICA PEREZ
Associate Director of Administrative Services and Health Operations

CARRIE A. JACOBS
Registered Nurse

CARLY FRIEND-GOMEZ
Night Coordinator, Immunization



semesters of virtual mentoring. This accomplishment was a testament to the trust our Prince George's County partners have in our organization. There were challenges, including increased absences from both mentors and children, but the team leaders and mentors were able to overcome these on a weekly basis to provide a meaningful experience. **In-person Alternative Break travel experiences returned with two successful in-person spring break experiences.** Students were able to travel to Marion, VA and Baltimore, MD, learning about environmental justice and socio economic justice issues. The Terrapin Leadership Institute was offered both online and in-person for the first time. Additionally, one of our longest running programs, the Maryland Leadership Conference, returned to an in-person format.

CENTERS

The Centers (Strategic Communications & Partnerships) saw in-person engagement reach levels similar to those seen prior to the COVID-19 pandemic.

TerpZone welcomed over 200 daily visitors, with attendance increasing substantially during Cosmic Bowling Nights on Fridays and Saturdays. **Additionally, reservations**

for bowling, billiards or the whole space reached pre-pandemic rates as measured by revenue.

The Memorial Chapel also saw many in-person events return, including major campus events such as Convocation, as well as an **increase in the number of weddings from the prior year.**

Studio A / Gallery welcomed in-person summer camps for area youth and offered a full schedule of art shows in the Gallery in partnership with other campus departments.

Terps After Dark also had a successful year despite limited funding, with 93 events being offered by 23 departments across campus, with STAMP staff leading the committee and 40% of the events being hosted by STAMP staff.

MARKETING & COMMUNICATIONS

The involvement and engagement opportunities throughout STAMP over the past year were supported through efforts from the operations teams, such as STAMP Marketing & Communications and Information Technology. **STAMP Marketing and Communications was critical to**

promoting in-person and hybrid events, leveraging social media, special advertising in welcome issues of *The Diamondback*, as well as **collaborating with STAMP IT to produce an outreach video, “Find Yourself Here” to target students needing to find a sense of belonging after post-pandemic isolation and virtual learning, particularly sophomores and freshmen.** Across STAMP, lessons learned from the virtual environment were applied as websites, online resources, and virtual and hybrid options continued to be updated and used as needed.

INFORMATION TECHNOLOGY (IT)

STAMP Information Technology researched and invested in options that would allow for cost-effective means to support live streaming events to allow for hybrid engagement offerings. These efforts will lead to more participation from those members of the campus community who may find it challenging to attend an on-campus event.

CLIMATE

One of STAMP's goals for FY22 was to make intentional improvements in issues related to climate for both students and staff. MICA supported students in their activism efforts, providing a platform for students to voice their demands and advocate for their needs. **Multiple Town Halls were held over the course of the year with Black student leaders and in partnership with the Office**





of the Vice President to better learn from and develop strategies to address student needs and negative experiences on campus. Student groups supported by MICA, such as the Political Latinx United Movement for Action and Society (PLUMAS), also held a Town Hall to inform students about the Latinx Community issues, answer questions, and inform students how to get involved. Additionally, poster-making sessions were held in preparation for the “Let’s Say Gay Parade” on Maryland Day, which brought together student activists to march through campus in support of LGBTQ+ rights and in protest against the wave of anti-LGBT legislation that is incriminating youth in states such as Texas and Florida.

The **Student Organization Resource Center (SORC)** is collaborating with MICA and Assessment & Research to investigate and understand potential equity issues that may exist within the student organization funding process. Benchmarking has been completed against our Big10 peers and the first stage of the project has been completed with analysis of past financial transactions to occur over the summer. Once completed, the project will move forward with student leader focus groups, reflecting on their experience applying for funding, with the goal to provide specific action steps to improve the student organization funding process for SORC Finance, MICA, and the Student Government Association to review.

Additionally, an internal working group identified four key priority areas for STAMP to address in order to improve the working environment for staff: creating a formalized on-boarding checklist for supervisors, the development of a Just Cause statement and Social Contract, enhancing internal communications, and developing or promoting opportunities for on-going training and professional development around diversity, equity, inclusion, and justice. Moving into FY23, working groups have been formed to develop implementation plans for each of these recommendations. Recognizing that individual work also needs to be done, at our March 2022 staff retreat individuals completed a DEI self-assessment and reflected on ways to personally influence the STAMP climate.

Other Accomplishments

CULTURAL CENTERS

Over the past year, MICA has been instrumental in the planning of a vibrant, welcoming, centrally-located facility to support five Cultural Centers that promote a sense of safety and belonging for students who identify with the Latinx, Native & Indigenous, Disability, Multi-racial Biracial, and Asian Pacific Islander Desi American communities. MICA staff has been collaborating with student leaders, faculty, and staff who are members and allies of the communities that the Cultural Centers will serve to prepare for the design forums during late summer 2022 and Fall 2022. The future site of the new Cultural Centers is Cole Field House, adjacent to the David C. Driskell Center. The design phase will be completed in early spring 2023, and the construction of the spaces will begin in May 2023. The anticipated opening date is January 2024. Currently, MICA's Cozy Corner is serving as an incubator while these spaces are being developed.

FIRST-GENERATION STUDENT SUCCESS

Select STAMP staff spent the past year deeply engaged in understanding current university data regarding the experiences of UMD's first-generation undergraduate

students with the goal of transforming the institution to dismantle barriers to student success. The Associate Director of Leadership Engagement, Advocacy, and Diversity is co-leading the First-Generation Student Success Committee in partnership with faculty and staff across academic and student affairs. The committee will finalize a report summarizing the findings this summer which will be shared with the university community in the coming academic year.

MULTI-INSTITUTIONAL STUDY OF LEADERSHIP

STAMP Assessment & Research has produced a record number of reports from the data collected in 2021 from the Multi-Institutional Study of Leadership (MSL). The MSL is a national survey administered every three years which assesses students' socially responsible leadership capacity, belonging, resilience, and related outcome measures. In spring 2021, specific populations of STAMP students participated in an effort to develop a deeper understanding of belonging, engagement, and leadership learning across these programs and compared to the general campus population. This allowed STAMP staff to understand the impact of participation in STAMP programs and courses on these outcomes.

Data were also shared more broadly across campus than in the recent past, informing the work of groups such as the Student Affairs Diversity, Equity, and Inclusion Strategic Planning committee and the First-Generation Student Success committee.

FREE EXPRESSION

STAMP's working group on Free Expression continues to operate and employ the University's approved Free Expression policy. In doing so, STAMP has provided support for University stakeholders in planning protests and vigils over the course of the academic year including providing frontline staff. Several off campus organizations have requested space for events and/or appear on campus without prior notification. In situations which allow for planning, STAMP staff have worked to provide speakers space in Hornbake Plaza, schedule event monitors, and engage other university agencies including University Communications, Legal Office, Office of the Vice President for Student Affairs, and the University of Maryland Police Department as needed. This summer STAMP will identify individuals to be members of an expanded response team, trained in advance of the fall term.



Challenges

STUDENT ENGAGEMENT

The student leader pipeline was severely influenced by the transition to the online environment. Student engagement in FY21 did not follow traditional patterns as many leadership opportunities were not offered or had vastly different responsibilities. As a result, this year STAMP staff worked to address this student leader pipeline interruption and loss of historical and organic knowledge transition between leaders. For example, the large-scale events typically planned by the Student Entertainment & Events Directors were not able to occur in FY21 and as a result, the student leaders responsible for planning these events in FY22 relied more on staff knowledge rather than their own prior experiences producing these events – a knowledge bank from which previous Directors' have benefitted. Student organization leaders also needed more support than usual from the Student Organization Resource Center and Event & Guest Services regarding protocols and policies around room rentals. STAMP staff needed to provide increased levels of support in terms of individual student leader advising and adapting programs, services, and resources to accommodate new student leaders.

Further, students seemed to be struggling with communication, commitment, and time management. For many students, over commitment was a large concern that contributed to decreased participation and serving in some leadership roles. The transition from virtual year to in-person was a challenge for students to balance as they forgot how much additional time was needed to walk across campus to attend different events, programs, and meetings.

STAFFING

Staff turnover and retention continues to be a concern. STAMP has hired or is in the process of hiring 7 non-exempt staff, 15 exempt staff, and have had 3 failed searches and are aware of more positions will become vacant in early FY23. Although searches are underway

for many of these positions, the institutional knowledge and campus and community partnerships lost by these departures, the additional work of recruitment and searches, and the time needed to onboard and train new staff in time for the fall semester suggests that this summer may not be a restorative time for our staff. Additionally, for our housekeeping and facilities staff, returning STAMP to pre-COVID normalcy was stressful for the limited number of staff in this area and necessitated a significant amount of approved overtime. As such, fatigue and burnout across the department for those who have been working beyond their traditional job duties for years are reaching new heights and STAMP is actively working on wellness, retention, and efforts to lighten the workload in an effort to care for our staff and prevent further departures.

In addition to challenges with ensuring adequate exempt and nonexempt staffing, many units faced challenges in ensuring adequate student staffing. Some shifts went unfilled due to an inability to recruit adequate numbers of student staff, resulting in reduced service for students, professional staff serving in student employee roles, and some resources not being offered due to severe shortages. Units faced challenges recruiting students in the fall to support the increased operations and in-person events being offered. Particularly challenging was getting new student employees well versed in job requirements with fewer returning staff with historical knowledge and the ability to train new staff due to lower numbers of student employees in FY21. For those students who did hold employment positions with STAMP, student burnout was evident.

COVID-19

Despite successes with returning to in-person events, programs, and experiences, the COVID-19 pandemic continued to present challenges. Although events no longer have capacity limitations or social distancing, clients have been slow to return to having in-person events. University



departments have been the most reluctant to host in-person events and the number of summer conferences has not rebounded. Student organizations have been less hesitant to return to hosting in-person events. With the widespread use of video conferencing during the pandemic, it may be unrealistic to believe that we will ever return to our pre-pandemic numbers in terms of number of events and revenue. For some events, it can be much easier, faster, and less expensive to meet using online platforms.

Contributing to this was the rapidly changing nature of the pandemic. Many campus-wide events coordinated by STAMP staff necessitate months of planning. The unpredictability and adjustments of the guidance, protocols, and industry standards to support public health was a challenge for those planning large scale events. Further, changing case numbers required some campus events over the winter, such as the December Latinx Graduation Celebration, needed to quickly pivot to a virtual option.

Projects such as hiring the contractor to install the new Panera restaurant have languished in procurement for months and other facilities projects have encountered similar delays largely due to insufficient staffing in University Procurement and limited project managers and designers within Facilities Management. This has led to delaying construction and expenditures from our Plant Fund and severe delays for major infrastructure projects in STAMP.



Goals 2022-2023

EVENTS

Over the next year, **STAMP will invest in policies and procedures to support high-quality campus events.** Event & Guest Services staff will emerge best practices for managing outdoor events including recommendations for key partnership. Given the changing national landscape, there is a need to reconvene the Free Expression Response Team to advance prior work and develop the next generation of democratic engagement and free speech policies. The Student Organization Resource Center will continue to enhance the TerpLink Event Review Process as a means to assist student groups with producing well-planned and safe events.

EMERGING SUPPORT SPACES

STAMP staff will invest in efforts to responsibly plan and manage the use of our space and resources. This will include strategically engaging our campus partners in upcoming renovations guided by the Student Affairs Facilities Strategic Plan and strengthening our work with student organizations. **STAMP will facilitate the creation and support of the new campus cultural centers and use engagement data to guide the development of our curricular, co-curricular, service, and space offerings.** These initiatives will be guided by the Departmental Review that will begin this year which will seek to ensure alignment with the university's new strategic plan, reimagining the ways in which our programs, events, services, and resources influence student learning.

STAFF SUPPORT

As we continue to emerge from the COVID-19 pandemic, **STAMP staff will engage with our campus and divisional colleagues to determine ways in which we can holistically support staff** to retain our top talent, revisit our staffing models to ensure we are structured efficiently in all areas, and recruit, hire, and onboard new staff to our department. Key to this work will be advancing the four goals outlined by STAMP's climate working group.

STAMP

Organizational Chart

Administration

Director: Marsha Guenzler-Stevens
HR/Business Coordinator (split): Kelsey Diggs
Special Projects Coordinator: Vacant

Administrative Operations

Assistant Director: Kalila Patricia

HR/Business Coordinator (split): Kelsey Diggs

HR, Training, & Development

Coordinator: Marinel Martinez-Benyarko

Business Office

Business Manager: Sharon Tharkur
Business Manager: Ali Barlow

Leadership, Engagement, Advocacy & Diversity

Associate Director: Bridgette Behling

Leadership & Community-Service Learning

Assistant Director: Courtney Holder
Administrator: Pamela Gouws
Coordinator: Vacant (Maryland Mentor Corps);
Coordinator: Vacant (Alternative Breaks);
Coordinator: Vacant (TerpService);
Leadership Manager: Melissa Rocco;
Coordinator: Myles Alexander

Multicultural Involvement & Community Advocacy

Assistant Director: Brandon Dula
Administrator: Erica Simpkins
Program Manager: Yvette Lerma Jones (LatinX)
Coordinator: Ghonva Ghauri (Multi-racial & Native)
Coordinator: Jennifer Enriquez (Asian Pacific American)
Coordinator: Michelle Aguilar (LatinX)

Facilities, IT, Event & Guest Services

Associate Director: Nicole Miskimon

Facilities & Maintenance

Assistant Director: Paul Jacobus

Maintenance

Maintenance Supervisor: Bobby Smith
Multi-Trades Chiefs: Aaron Marshall,
Gavin Du, Steven Whipple
Painter: Adam Samonisky

Housekeeping

Housekeeping Chief: Letticia Teckham
Housekeeping Supervisors: Dina Hernandez & Blanca Zelaya
Housekeeping Leads: Dieudonne Noel, Ding Weng,
Timmy Nguyen, Tigist Gebrehiwot
Loading Dock Manager: Curtis Shade
Housekeepers: Tengne Betru,
Ernst Boursiquot, Marie Castor, Maria Cea,
Maricela Coredero, Silvia Cruz, Lemlem Giday, Karina
Lemus, Karina Larios, Kadiry Kallon, Beletu Legese, Ema
Lopez, Juan Lopez-Lazo, Suaad Mulim, Addison Powell,
Roxana Ramos, Will Ramirez, Ying Zhang

Event & Guest Services

Assistant Director: Susan Canady
Administrator: Crystal Miller
Coordinator: Joshua Poston (Event Services)
Coordinator: Vacant (Event Services)
Coordinator: Vacant (Event Services)
Manager: Mark Salazar (Event Support)
Manager: Josh Smith (Guest Services)

IT Services

Assistant Director: Stephanie Payne-Roberts
Coordinator: Wyatt Clough (Helpdesk)
Coordinator: Rob Gewain (IT Coordinator)
Coordinator: Chris Hegwood (Multimedia)
Coordinator: Myco Paulo (Web Services)
Coordinator: Bilal Wright (Network Assistant)

Strategic Communications & Partnerships

Associate Director: Donna Lim
Administrator: Michelle Reese

Centers

Manager: Michael Golze (TerpZone)
Manager: Tara Youngborg (Studio A & Gallery)
Manager: Denise McHugh (Memorial Chapel)

Assessment & Research

Assistant Director: Sophie Tullier

Marketing & Communications

Assistant Director: Eva Tennant
Coordinator: Bree Caudill
Coordinator: Vacant

STAMP work is supported by:

Student Affairs Development & Alumni Engagement

■ Operations
■ Programs
■ Development





21
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22



DIVISION OF
STUDENT AFFAIRS

ADELE H. STAMP STUDENT UNION
CENTER FOR CAMPUS LIFE