



MEMORIAL UNION ANNUAL REPORT 2008-2009

Oregon State
UNIVERSITY

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INTRODUCTION

The Memorial Union has seen this before; an economy in crisis, social issues dividing the country, the fighting of an unpopular war. The MU has survived and endured through eighty years of difficult times and amazing moments. Since opening its doors in 1929, the news has echoed throughout the marble, stone and hardwood interior: The Great Depression. The invention of sliced bread. The bombing of Pearl Harbor. Microwave ovens. School desegregation. Rock 'n Roll.

The forces of nature have had little effect on the Memorial Union's physical presence on campus. Yet, beyond the stature of its impressive architecture, the MU is sustained more by the value placed on people. The MU's place in OSU history is legendary because it has never swayed from its commitment to students. The Memorial Union is a place of community and diversity. It is a place which holds stewardship of student assets in high regard. It is a place of creative learning and program development. It is a place focused on the sustainability of the human spirit and the world we live in.

As we review the year just past, it is not the difficult times or unnerving headlines we remember. The 2008-09 year will be looked upon, once again, as a moment in time when challenges were met with the courage that comes from having been there before.

DIRECTOR'S REPORT

The Memorial Union is a direct reflection of the nature of the University; its values, aspirations and needs. We do not operate in a vacuum, immune to the trials and tribulations of our global society. There is an incredible cycle swirling around us at any given moment. We live it. We experience it. And with a little luck, we learn from it.

Over the past eighty years the Memorial Union has been witness to economic chaos, cultural upheaval and the shifting mores of society. The organization has survived hardships, not because of its reliance on facility renovations or equipment upgrades but because of the spirited inspiration of human sustainability.

We will always have worthy goals to pursue, programs to improve and leadership to strengthen. The process is evolutionary. Our focus remains firmly connected to the success of student development. The tools used to train, teach and influence the lives of students will be given greater scrutiny. Today's undergraduates demand better information, in part because of their incredible access to information. Rather than forcing more clutter into their brains, we provide an environment which allows students to make the learning experience personal.

Another area of growth and improvement this past year can be seen in widespread involvement in building community and diversity. More students and staff are actively engaged in conversations centered on privilege, cultural competency and the creation of welcoming environments within the MU Organization. Collaborative efforts between the MU and Student Leadership and Involvement (SLI) resulted in campus-wide programs with nearly 100 student leaders participating in efforts to enhance multi-cultural understanding. Additionally, staff from SLI and International Programs worked with "The Basement" student staff to tear away the boundaries to participation by a growing international student population. During Spring Term, 18 full-time MU Building Services employees began to explore the

deep-rooted source of issues which shape personal views of privilege and social identity. Bobbie Harro's "Cycle of Socialization" proved to be a valuable resource in the discovery process.

While we are in a cautionary mood with our fiscal affairs, and heavily focused on human system improvements, we are also entering a critical period for examining the future facility needs of student-fee funded groups. Many of the institution's student-funded programs are currently residing in Snell Hall, which is at the end of its useful life-cycle. This past year, agreement was reached with the University to vacate Snell in approximately two years. We employed the consulting services of several professional organizations in order to assist us in answering important questions about the future of a new student program facility and the willingness of OSU students to pay the costs of construction. A first-ever, all student survey on construction funding was distributed in Winter Term '09. While the answer was less than enough to indicate probability of passing a bond referendum, we did learn a great deal about what must be altered in the proposal to make it more acceptable to student voters. Armed with this information, a new conceptual plan will be developed and put to a vote of the students in 2010. There are many students and staff engaged in the various work teams that are necessary to move such a large-scale project forward. There are also many students to thank for their leadership and input in the process of making these difficult decisions this past year. Some of these students have given hundreds of hours of leadership to get us to this point. Many more opportunities exist in the years ahead ripe with student development experiences. We are not here to win referendums and build buildings. Our goal is the growth of each student's self-knowledge, confidence and skills, as they engage their leadership with us in common efforts. The result of that joint leadership is the continued sustainability of student development.

Michael Henthorne
Memorial Union Director

SUSTAINABILITY INITIATIVES



THE BASEMENT

New student management has taken over the maintenance side of the recreation center. Aaron Wymetalek and Katrina Nera work hard to keep the facility operating in peak condition, sustaining the opportunity for long-term play.

The Basement installed new bowling lane monitors this spring which double as cable televisions. This investment should increase activity during televised sporting events.

Initiation of the EMS reservation system used throughout the Memorial Union has streamlined operations, increased usage & reduced paperwork.



BOARD OF DIRECTORS

A new furniture arrangement for the MU lounge resulted in a more welcome and inviting atmosphere for the many students seeking “living room” comfort in a campus setting. The Lounge is a highly valued event space for students. Increased use and frequent layout adjustments have resulted in the deterioration of furniture and finishes. The Board took steps to retain the classic Lounge environment by recommending a provisional reservation policy which would limit amplified sound programming of the space. This would preserve the sustainability of the Lounge by reducing events requiring constant furniture readjustments. The Board will review program impact in January of 2010 before creating a final Lounge policy.

This year the Incidental Fees Committee made unallocated funds available to capital construction projects proposed by OSU students. The Board approved a successful request to allocate \$52,000 for the purchasing and installation of fiber-optics throughout the Memorial Union. Installation of this type of cable is an exciting improvement for the MU that will expand technological capabilities for many years to come.



BUILDING SERVICES

The things we are doing for sustainability:

Making the transition to a new electric truck. After adjusting to limitations of speed (25 mph) and the considerable time required charging the batteries, staff has enjoyed the change as well as the commitment it demonstrates to OSU students.

When replacing carpet in the Trysting Tree Lounge and Meeting Rooms 109 and 208, we used a product made of recycled content, is installed without the use of toxic adhesives, and is made at a factory utilizing renewable energy sources. The carpet is produced in a tile form which reduces the amount of waste at installation and allows worn sections to be easily replaced.

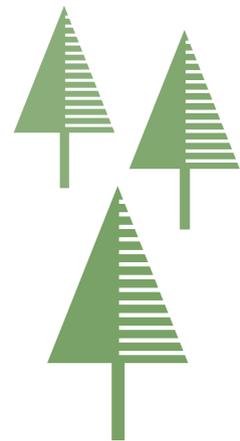
From disinfectants to glass cleaners, all chemicals yielded by MU Custodians are sustainable and formulated to cause no harm to the environment. We buy in bulk quantities to reduce waste of product and packaging.

Bob Zimmerman, MU Maintenance, has devised a way to keep electronic flush valves workable long after their serviceable life. The manufacturer is impressed with Bob's efforts, and the MU has saved thousands of dollars in new plumbing parts this year.

Automatic flush toilets and metered water faucets provide savings.

Recycling of paper, glass, aluminum, cardboard, wood, metal, batteries, aerosol cans, light bulbs and cooking oil is common practice.

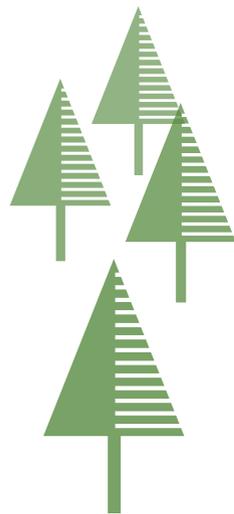
"Sustainable Earth" cleaning products are in use.



CONCOURSE GALLERY

The purpose of the Gallery is to showcase art and artists in a visually rich environment of shared community space. With an operating budget a fraction of comparable galleries the staff utilizes collaborative efforts and creative resources to sustain this valuable campus asset.

A portion of the proceeds received from art sales is applied to the support of future exhibits.



CRAFT CENTER

The Craft Center strives to nurture the sustainability of lifelong learning skills. Community member Sandy Hom writes, "Through the decades, the Craft Center has provided training and teaching experience to students who later become accomplished artists. Through the Craft Center, the University meets the needs of all student interests, especially those who find solace in creativity & lifelong learning".

The Craft Center operates primarily as a self-supported program. Membership fees, class fees and income from the sale of supplies cover student staff salaries, instructor costs and other program expenses.

We invest in quality tools & equipment that are built to last.

We developed valuable contacts for equipment and supply donations that improved our jewelry and glass programs.

We reused or recycled many materials to minimize cost for students and limit environmental waste.

Proceeds from four fundraisers held last year were used to maintain, replace, or improve craft center resources for students.



GUEST SERVICES

The audio-visual systems in the Ballroom, Room 109 and Journey Rooms were all updated and streamlined.

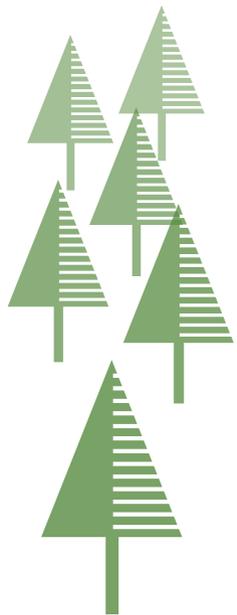
The installation of new equipment decreases event setup and takedown time, reduces wear and tear, and helps sustain equipment for long-term use.



MARKETING & ASSESSMENT

Review of the effectiveness of our promotional material distribution process resulted in a 40% decrease in the number of posters and flyers printed.

Improved and expanded the use of more sustainable digital signage, helping to replace the waste of paper signs and notices.



PROGRAMMING

The programs of the SEAC are committed to supporting sustainability.

- The dishwasher in the MU East Kitchen was replaced with one utilizing less energy, water and detergent.
- Educated student users of the CMS program about recycling of food packaging and raw food items.
- Purchasing products locally whenever possible to help sustain the community.
- Supported green programs such as the Student Sustainability Center, ASOSU Environmental Task Force and Organic Growers.
- Requiring recycling bins at all SEAC sponsored events and CMS supported programs.
- Contributing left over prepared foods to local shelters and food banks.

MUPC has been very attentive to supporting the mission of sustainability at OSU.

Booking local bands for the "Flat Tail Music Festival" kept resources within the community and reduced travel costs.

Providing ample amounts of recycling bins during MUPC sponsored events helps instill good habits in everyday life.



RETAIL FOODSERVICE

J.B. van Hecke opened discussions with Corvallis based Renewable Energy business about recycling pre-consumer and post-consumer food waste.

LeeAnne Spivey attended the first annual Sustainability Conference hosted by University of Oregon.

Dani Rau participated in the NW Sustainability Discovery Tour in Portland.

Composted 100% of Java II's coffee grounds and filters.

Sold reusable mugs in five locations and offered a ten cent discount to customers for their use.

Our coffee vendor, Portland Roasting Company, uses sustainable farming practices, develops water cleaning systems for farms, and creates education opportunities for the communities where they purchase their coffee.

Purchased local seasonal produce from OSU's Organic Club.

Partnered with OSU's Horticulture department to expand local offerings.

Transitioned to the use of 100% compostable disposable products in Buenos Burritos.



STUDENT LEADERSHIP & INVOLVEMENT

The Office of Greek Life conducted its first ever Educational Benchmarking, Inc. assessment. The results will be applied to inform and enrich our work towards a sustainable future.

Interfraternity Council recruitment was shifted to align with CONNECT Week. The concentrated use of resources was a factor in a 20% new member increase.

Purchased a computer lab printer capable of double sided printing.

Relocated open source printer to help reduce non-necessary printing.

The Community Service Center worked with the City of Corvallis in the organization of two separate storm water restoration projects at Willamette Park.

Purchased a computer lab printer capable of double sided printing.



STUDENT MEDIA

KBVR FM presents two Public Service Announcements each hour. About ten percent of those focus on issues of sustainability.

KBVR FM & TV began planning environmental education projects created in collaboration with Steve Cook's GEO 300 class.

The Daily Barometer had students conduct audits in the fall and spring to adjust the number of newspapers delivered to each location and help reduce waste.

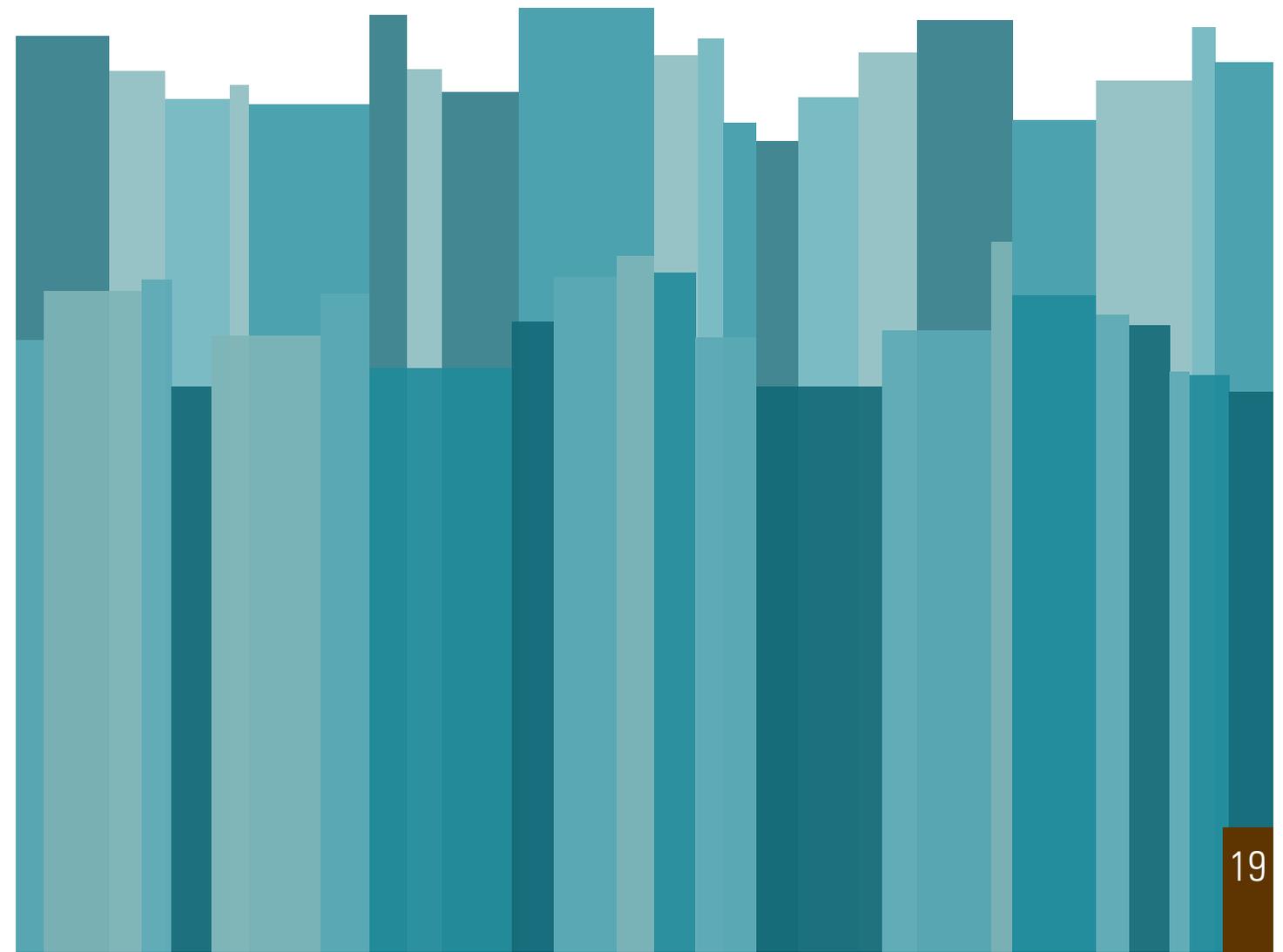
PeaceJam curriculum and outreach emphasizes environmental understanding and action for sustainable living.



PeaceJam NW "greened" its conference, using refillable water bottles and following the composting guidelines of the University.



STUDENT LEARNING & PROGRAM DEVELOPMENT



BOARD OF DIRECTORS

With the deteriorating condition of Snell Hall/MU East there has been much discussion regarding the need for desirable solutions in identifying new homes for its many programs and occupants.

One such organization, ASOSU, has taken a proactive approach in this process and has proposed a partial move to the Memorial Union. This proposal came at an opportune time due to the availability of unallocated funds from the "Raising Reser". Wise use of these funds is the responsibility of the student-led OSU Incidental Fees Committee.

The MU Board of Directors established a task force charged with investigating the feasibility of such a move and developing a plan which would bring ASOSU's leadership into greater visibility. ASOSU was successful in securing \$160,000 in funding for the potential move to the MU and its related renovation needs. Tentative relocation is scheduled for summer 2010.

ASOSU student leaders thrived in the learning opportunities presented by their participation in the relocation and task force discussions. The condition of Snell Hall has created a "real life" educational situation of far greater value than that found in a classroom. Work on the task force will continue into fall 2009.



BUILDING SERVICES

This year, MU Building Services employed 32 OSU & LBCC students. These Maintenance and Custodial Assistants worked alongside full-time staff to keep OSU's premier student building in peak condition and good working order.

Students Leading Students: Throughout the academic year, the MU was maintained on weekends by student-only crews led by Student Building Managers and Custodial Student Coordinators. Daily activities and building response usually managed by full-time professional staff on weekdays was entirely coordinated by students this year. These students developed additional skills in problem solving, team leadership and task accomplishment in addition to time management and customer service.

These are the learning opportunities provided to students by MU Building Services over the past year:

- Scissor and man lift training
- Blood born pathogen training
- Harness and fall arrest training
- Chemical safety training/MSDS (Material Safety Data Sheets)
- Hazardous waste training
- Lock out tag out training for electrical breakers and plumbing valves
- Personal protective equipment (PPE)
- ADA (American's with Disabilities Act) and LCN (door closers) training
- Confined space training
- Tool safety training



COMMUNITY SERVICE CENTER

The CSC executed joint programming with Dixon Rec, HHS, Athletics, ROTC, the BCC, OSU Extension, and SLI in the development of the first "Healthy Habits Day".

Organized and executed the second annual Biking for Justice event supporting social activism.

Team Liberation

Established an advanced training fund for TL members wishing to further their skills.

Explored new ways to market Team Liberation and expand its learning capabilities.

Developed volunteer retention programs, such as the Advanced Training Fund, internship opportunities and social events.

The CSC organized a successful Alternative Spring Break trip that engaged 15 OSU students in a week of service education and learning.



CONCOURSE GALLERY

The gallery featured two exhibits this past year She Flies With Her Own Wings and Young at Art; each had an OSU student stepping into a new experience-the role of curator.

A successful group exhibit is a huge undertaking requiring a great deal of planning, organization, commitment and care. Curators Christina Blanchard from the Women's Center and Tiffany Hartman from the Our Little Village program each took on the challenge. Valuable skills were developed as they learned proper techniques for outreach, promotion, layout aesthetics, exhibition logistics and much more. The opportunity to work with each of these students and support their efforts on behalf of their programs was a privilege.



CRAFT CENTER

In addition to the 2,500 hours of formal classes and workshops offered during the 2008-2009 academic year, 57 hours per week of open studio time were also available. The Craft Center is open seven days a week and functions as both a daytime and late night program for learning, fun and relaxation.

The Craft Center employed 10-15 students as office/administrative support, studio technicians and instructors. These students learned customer service, communication and time management skills. Our student staff is the heart and soul of the Craft Center and is included in curriculum development, office management practices, policy decisions and other vital operations of the facility.

Cameron Tyler King, Fish & Wildlife Sciences Major, writes of his experience working at the Craft Center. "Working at the Memorial Union Craft Center has been a pleasure since I started in the spring of 2007. I've learned about responsibly balancing time between school and work, all while gaining experience with making operations run smoothly in a fairly casual work atmosphere. The most valuable aspect of the time that I spent at the Craft Center was building relationships with staff and members. The variety of backgrounds, interests, and careers of our members creates a melting pot of personalities and has opened my eyes to the rich diversity that we have at Oregon State University. My time with the MUCC undoubtedly helped me succeed at OSU, and the lessons that I learned behind the front desk will carry over and be beneficial in future career settings. From my experience, the Craft Center is a resource for students and faculty that allows them to either work independently, or gain experience and receive lessons from veterans of a craft. Some members use the Craft Center as a source of relaxation and

refuge from school and work, while others use it to strengthen their skills through more formal teaching methods. Either way, the unique atmosphere and opportunity to improve at a craft provides students with a responsible and rewarding extracurricular activity, which is an important aspect of continuing education."

CSSA graduate student Lillian Read writes, "The Craft center is the one place on campus where non-art majors can be creative. It is also one of the few places where students can mingle with community members. I use time in the craft center for stress relief, just like I work out in Dixon. It's a work out for the creative parts of my brain."



GUEST SERVICES

Our contract with Media Services enables the teaching of audio-visual technical skills to our event staff. The hands-on experience gives students the knowledge necessary for proper handling of equipment. Many events require our students to work as technicians for sound and light. These students learn proper setup techniques, trouble shooting and problem solving.

The comfort level achieved through media education allows the staff to provide quality customer service and professional interaction.



MARKETING & ASSESSMENT

Through the process of developing learning priorities for the Union's student employees, staff members gained a clearer understanding of their roll as educators.

Student interns in the marketing and assessment unit have clearly stated learning goals. Their progress and the quality of our teaching methods are given critical review.

Student interns, given the opportunity for practical learning experiences, have been honored for their efforts:

- Chris Arth, 1st place in National ACUI design competition, OSU Senior of Distinction Award.
- Amy Dasso, 3rd place in National ACUI design competition, Art Faculty Award.
- Colleen Fulford, Spark Design Award, OSU Senior of Distinction Award.
- Caitlin O'Shea, OSU Senior of Distinction Award.

A national student center survey lists four predictors for student success. The Memorial Union ranks "Excellent" or "Good" in all these categories.



PROGRAMMING

Student learning and community development are identified priorities for students who participate in the SEAC student staff and SEAC programming initiatives. Student staffs are provided opportunities for self assessment of skills and knowledge prior to joining the team, as well as ongoing reflection as they exit. Participants evaluate program learning round tables and consultations for outcomes centered on:

- Goal setting
- Time Management
- Conflict Resolution
- Problem Solving
- Verbal and Non Verbal Communication
- Program/Event development and execution
- Public speaking and presenting
- Community/Group Development
- Multi Cultural Competency
- Marketing
- Financial Management
- Teamwork

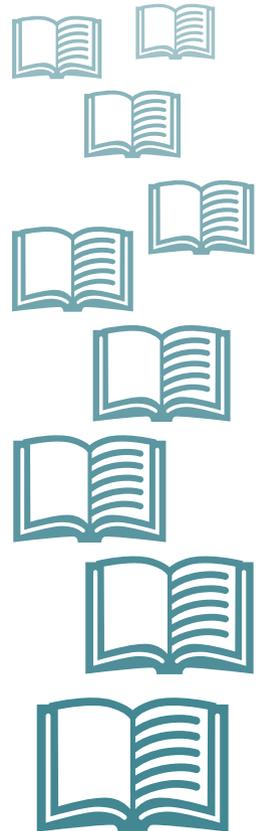
Student staff participants identify community development, multi cultural competency and communication skills as the areas most enhanced by their participation. Program participants identify event development and execution, marketing, and teamwork as the skills and knowledge areas that are developed during round tables and consultations. Both groups identify practical application as the best means of the learning.

MUPC's position as leaders in campus programming was evident through successful events such as Mom's and Dad's Weekends, Children's Holiday Party, Snow in the Quad and Battle of the Bands.

MUPC helps create a sense of community within OSU by providing opportunities for students to learn event planning and execution skills.

Successful team building and collaboration skills are developed through the process of event programming.

MUPC sent both the incoming president and vice president to a leadership conference to provide unique learning experience. The vast diversity that exists in college union programming and the educational opportunities available energized these leaders. They returned to campus more effective teachers and co-workers for the students they serve.



STUDENT LEADERSHIP & INVOLVEMENT

Worked throughout the year to create a model from which to base our future leadership development.

Advised and supported an outstanding Peer Leadership Consultant team.

Developed a number of "Tip Sheets", handouts about such topics as officer transition, fundraising, dealing with conflict, credibility and accountability, and balancing academics and involvement.

Provided workshops, retreat sessions and consultations to student clubs/organizations to bring awareness to those groups with no prior Center for Leadership Development relationship.

Developed two new leadership programs, "Leading with Integrity & Authenticity" for the Student Athletes Advisory Council, and "Tango and Leadership" for ballroom dance instructor Barbara Platt.

Implemented StrengthsQuest™ program for 275 students focused on enhancing leadership development.

Strengthened the support network for student-led programs through the Center for Leadership Development (Team Liberation and the Community Service Center).

Developed a three day student seminar which focused on personal identity.

Coordinated the "Last Year Experience" senior level class as a learning tool for post-college life.

Participation in the "Nurturing and Inspiring" Conversation Series for faculty, staff and students investigated ways in which the University might enhance relationships with students.

The Office of Greek life held regular meetings with Greek Chapter Presidents to address common challenges and frustrations.

An Office of Greek Life intern conducted a focus group survey to learn the value of our efforts in the OSU community.

As an active advisor to the Education Activities Committee, we were able to offer alternative views on fiduciary responsibility in the budgetary decision making process.

Financial Services provides materials to aid in understanding of their procedures.

Information Services trained and supported over ten students with skills in customer service, cash handling, and administrative support services.

The Financial Resources area developed more meaningful responsibilities for their student staff, leading to timely document processing.



RETAIL FOODSERVICE

Provided leadership opportunities to all student staff.

With the requirement to obtain a food handler's card as a condition of employment, staff members learned food safety and sanitation standards.

Partnership with the Nutrition Food Management Program for sharing of kitchen space, recipe testing, mentorship and instruction to 56 students.

Additional responsibilities offered to Student Leads, including opportunities in ordering, scheduling, interviewing, and hiring.

STUDENT MEDIA

Student Media, together with NMC, applied for a Technology Resource Fee Grant to set the stage for media convergence and expand the ability of the media to share resources.

KBVR TV engineer Jack Kemp, created a video streaming player that allows every program created at KBVR TV to be accessed via the web, through a computer or on a mobile video player.

KBVR TV adviser and instructor Ann Robinson enhanced the offerings of her NMC 409 course by adding ten workshops to the list of learning opportunities for students.

The University Student Media Committee began work on a diversity education requirement for all students participating in the various media. The work dovetails with program development that Kami Hammerschmith and Ann Robinson are doing as part of the department assessment plan.

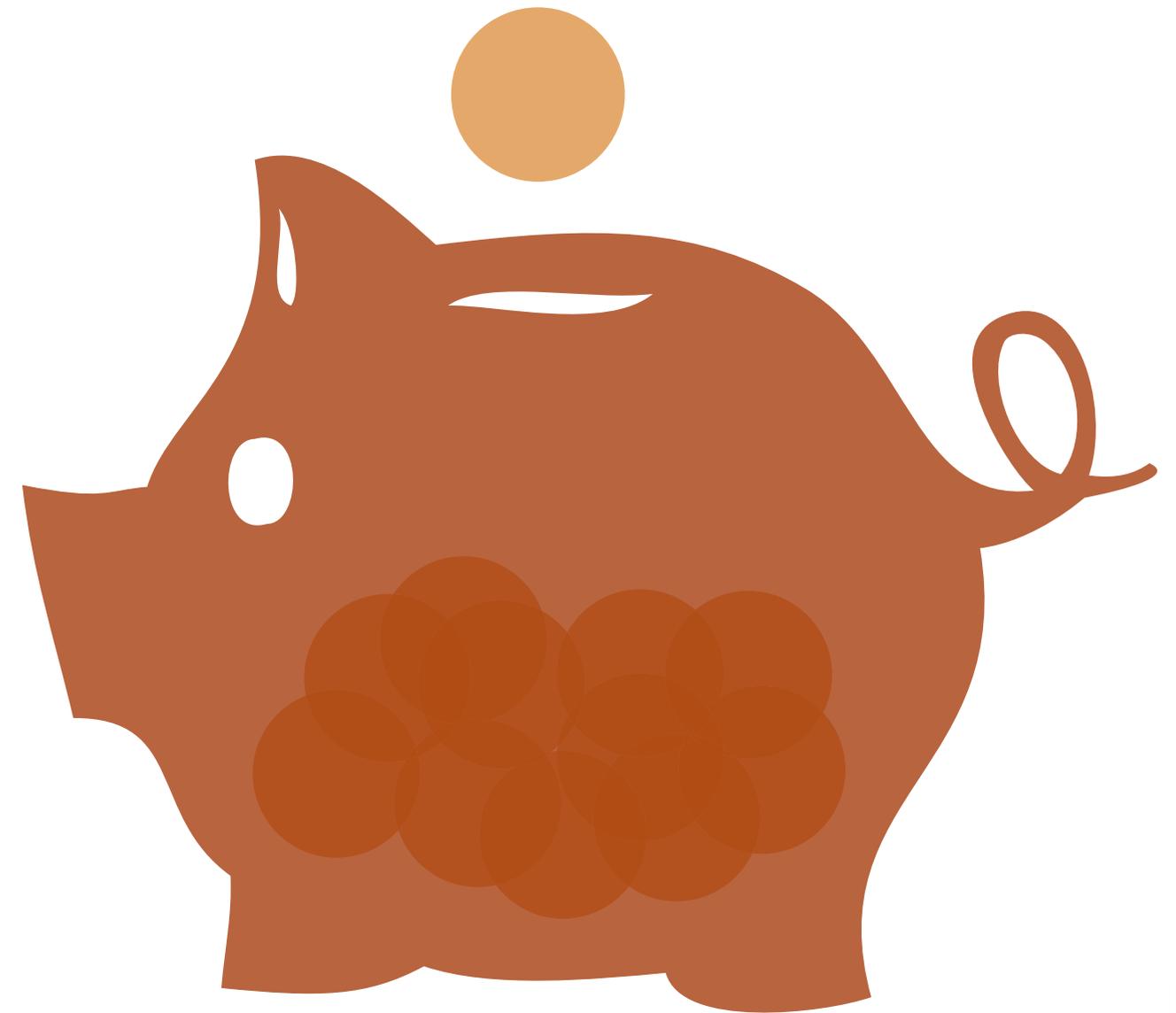
Ann Robinson worked directly with the College of Education student teacher professors to begin connecting those students with PeaceJam curriculum for grades K-12.

KBVR TV and FM worked with OSU Media Services to gain practical experience with a professional remote broadcast of Battle of the Bands.

KBVR FM participated in a retreat for long-range planning and recognition of accomplishments.

For the third year, Ann Robinson taught NMC 382, a four-credit studio production class to 20 students.

STEWARDSHIP OF STUDENT ASSETS



THE BASEMENT

The Basement took a significant step toward promoting wise stewardship of student resources by removing all video games owned by Amusement Unlimited. Though the start up costs of buying our own video games is a big commitment, the investment is well worth it. In five years or less each video game will have paid for itself with the profits returned for the benefit of students.

Each term we coordinate an event called Rock the Basement. We partnered with the Oregon State Musician's Guild to put on a live show, free to students. Free food, drinks, and dollar bowling all night provide a lively atmosphere. The success of this event promotes ongoing use of this valuable student asset.

Two XBOXs and multiple games were purchased for our Beaver Den area. We are currently looking for better ways to reach the student gaming population and increase facility usage.



BOARD OF DIRECTORS

Perhaps nothing speaks to the value of careful stewardship of the Memorial Union than recognition of its storied history.

The MU was dedicated in 1929 to those from OSU who lost their lives in World War I. This fall will mark the event's 80th anniversary. ASOSU is currently working on a Veteran's Awareness Week in November 2009 and will take the opportunity to rededicate the building. Plans are being made to recognize the original plaque honoring OSU's fallen from WWI as well as recognition of those who have died serving our country since.



BUILDING SERVICES

A need was identified for a storeroom to secure expensive sound and light equipment owned by the MU. Rather than rely on the services of an outside contractor, two Event Services students and the MU Building Services staff were able to utilize no-cost recycled materials and about 20 hours of supervised student labor to remodel the space exactly as needed. Their combined efforts on that one project saved over \$6300 for the Memorial Union!

MU Building Services staff are proud of our Basement (Bowling Alley) Student Mechanics, Aaron Wymetalek and Kristina Nera. Both are part time student workers who do everything to maintain, rebuild and fine tune machines with over 500 moving parts and millions of games played. Aaron and Katrina are full time students with bright futures ahead. Their thoughtful stewardship of this program will benefit students for years to come.

The ID Center implemented online photo capabilities which streamlined the process of making an identification card. Savings were seen in student operating expenses. Time spent waiting in line was reduced. Total production capabilities increased without the use of additional staff.



CONCOURSE GALLERY

The Gallery resides in one of the most recognizable spaces on campus. The MU Concourse is at the heart of campus activity and is defined by its architectural detail, colorful flags and exhibits of art.

The Gallery serves as a visually stimulating stopover for the many visitors to the Memorial Union. Respectful stewardship of great campus spaces insures the next generation of students a place of value.

Great care and respect is taken in the presentation and preservation of the exhibit display cases.

"What art offers is space - a certain breathing room for the spirit." - John Updike



CRAFT CENTER

The Craft Center has been providing services for students for more than 37 years.

Starting modestly, the Center used capable stewardship to grow its offerings and engage students. Expense and long-term viability are considered prior to making changes.

Our goal is to be a reliable resource for tools, equipment and the materials students need to pursue their creative endeavors.

All members are given training orientations to our studios; protecting them and preserving facility resources.

The Craft Center is a shared community space belonging to all. We continue to work on developing clear policies and practices to encourage wise use and responsibility.



GUEST SERVICES

Adapting to changing needs is a valuable method for promoting stewardship of student assets.

A tasteful remodel done with quality workmanship can increase the effective use of a space. Room 109 was remodeled during the summer of '08 which led to an increase in event bookings from 251 in 2007-08 to 437 in 2008-09.

The EMS reservation system has evolved to a web based reservation request. Customers wishing to reserve space no longer need wait for a reservationist. Basic meeting requests can be made online by the customer.



PROGRAMMING

As a student fee funded program the SEAC strives to maintain appropriate stewardship of the services and support provided to students. The turn down in the economy created more need for the programs supported through the SEAC, including the OSU Food Pantry, and all of the cultural and social activities that often provide education, entertainment and access to a meal at no cost to students. Students receive direct and indirect benefit of their student fee dollars through the SEAC by:

Forming or joining clubs and organizations that are supported through the SEAC.

Participating in SEAC sponsored programs.

Maintenance of the use fees for the Cultural Meals program at rates established 10 years ago.

Identifying non-fee funded co-sponsorship opportunities whenever possible.

Providing employment opportunities in the SEAC for up to 30 students.

Identification of a service provider that will allow us to realize a 50% reduction in costs for access to a student organization data system for the 09/10 academic year.



The facility and equipment of the Cultural Meals Program have been maintained in excellent condition to insure longevity and availability.

MUPC is very attentive to how our global economy is affecting fellow community members at OSU. As such, great focus was placed on accessibility of events and programs produced by MUPC.

Every effort was made to create affordable programming opportunities. For example, even though higher prices were justified, the popular Mom's Weekend Comedy Show offered low ticket prices so that more people could attend.

MUPC directors were each involved with the budgeting process throughout the year. Informed professionals guided the directors through the steps necessary to become fiscally responsible stewards, while mindful of the needs of the University community.



MARKETING & ASSESSMENT

One of our intentions is to advise student groups on the most effective and cost efficient approach to promoting events. Compared with other student center marketing units, the MU rates within the top 20 nation wide for effectiveness in promotional activities while spending about 30% less than average. This is practical stewardship practiced daily.

As in past years, the Memorial Union participated in a national survey that benchmarks our performance with other student centers across the country. This survey illustrates that we are performing at an "Excellent" or "Good" rating on issues important to students.



RETAIL FOODSERVICE

The department was able to finish the year with a positive cash balance despite another year without meal plan income. Surviving economic adversity is only possible with determined stewardship of assets.

Judy Hickam and Roby Vasale attended the National Association of Foodservice Equipment Manufacturers trade show, exploring energy efficient options to replace aging equipment within the department.



STUDENT LEADERSHIP & INVOLVEMENT

Developed plans to open the Center for Leadership Development in a newly renovated space within Memorial Union 203. Worked with building services to design a space that could be built using in-house work-teams as well as salvaging furniture from other parts of the Memorial Union organization.

Created a new budget for Leadership Development Programs.

The Office of Greek Life worked with Interfraternity Council to consolidate their numerous accounts.

Worked with Greek chapters to help them align with Memorial Union accounting procedures.

Worked to centralize ordering of StrengthsQuest™ codes to minimize cost to OSU.

Despite shifts and absences of key staff, support services to students were maintained at the highest level.

Financial services staff helped to successfully migrate accounts and expenditures for new Student Leadership & Involvement and Intercultural Student Services.

Financial Services continuously reviewed accounts to ensure stewardship of our wholly student fee funded assets.



Through training and education, Financial Services staff was able to ensure that groups operating with student fee dollars were better stewards of funds.

Information services offers student groups free access to printing, and the capacity to sell tickets for student events with no additional service charges.

The Community Service Center completed a full re-organization of the student staff positions and responsibilities in an effort to increase effectiveness and maintain the CSC as a student lead organization in the future.

The CSC (SLI) received an OCC AmeriCorps VISTA Grant to host a Service Learning Coordinator for the next three years. This will assist in further development of civic engagement on campus.

Team Liberation provided mentoring and guidance to new facilitators by pairing them with experienced facilitators for workshops.



STUDENT MEDIA

The summer “High School Minority Journalism Institute” operates under grant-funded resources.

KBVR TV received donated equipment from KGW TV and began a campaign to solicit equipment support from broadcasters throughout the northwest.

The “PeaceJam” team looked at ways to collaborate with service work being done by housing and through the MU’s Community Service Center, including shared office space.

Student leaders of each of the five media began meeting twice a month to create ways to share resources and work more closely together. Coming together to share assets leads to an appreciation of the stewardship necessary to maintain them.

KBVR FM & TV created a combined web presence to help reach a wider audience. The effort was jointly entered in a national competition.

Student Media staff produced an eight-page newspaper for START that is funded through proceeds garnered from advertising revenue on a University calendar/poster that new students receive during CONNECT week. This is done in conjunction with the Beaver Orientation Team.

Our summer high school journalism workshops and NWSP provide money to pay OSU students as resident assistants and conference assistants.



The staff of Student Media met with the faculty of New Media Communication (NMC) to determine the practicality of sharing a director position. The conclusion was that such an administrative management system was not practical but that we should continue to work together wherever possible to maximize resources and student learning.



BUILDING COMMUNITY & DIVERSITY



THE BASEMENT

The Basement has continued to transform its image to that of a community gathering spot rather than regular bowling alley. Sports photos and memorabilia have been added to help develop an identifiable brand for the facility. Former student Jane Schaefer donated an OSU pendant from her days on campus, and a wall has been dedicated for "Beavers Gone Pro" to recognize the accomplishments of Beaver athletes.

Staff members took part in a training seminar to become more successful working with diverse groups of people. One of the first steps taken was to create informational signage and charts in different languages such as European shoe sizes for bowling shoes. Our staff is dedicated to making additional modifications to the Basement environment so that all students feel welcome and free to participate.



BOARD OF DIRECTORS

The Memorial Union is an amazing organization that is certainly as valuable as it is diverse.

During the past year the MU has been a temporary home for the ISOSU International Welcome Center which helped provide a space for international students to become better introduced to the Oregon State community. ISOSU also recognized a need for a more established and permanent space for their program. ISOSU representatives proposed the International Resource Center to be located in the Memorial Union Quiet Lounge. This center will provide a space for ISOSU programming and international student resources. The Board approved this programmatic use of the Lounge for a period of five years.

Building on a long history of culturally themed meeting room spaces, the Memorial Union embarked on a project with students from the OSU African-American community to design and propose renovation of MU 213 and the MLK Conference Room. With assistance by students from the DHE program the two concepts were reworked into a single proposal for adoption by the MU Board. A budget was established out of the existing MU Renovation line item which will be coordinated by a summer Promise Intern. A rededication of the space will also be planned for fall of 2009.



BUILDING SERVICES

Heather's story is one example of the efforts the department has made to broaden and diversify our community. The diversity of our department continues to grow to include people of all ages, colors, genders and physical challenges.

"When I went to work for Memorial Union Building Services, I really felt intimidated. I didn't think it fit my image as a 'girl' to do maintenance work. Working in a mostly male environment, I wasn't sure how I'd be accepted. I've been working for the MU a couple of years now and am comfortable with all facets of building maintenance. I routinely snake drains, fix faucets, troubleshoot electrical outages, change refrigeration compressors for food services and many other things I would never have dreamt of trying. Best of all the staff has provided a nurturing environment in which to learn. The most valuable thing I have learned as a part of the Memorial Union Building Services team is communication. Great customer service cannot happen without open, effective communication. Working relations between team members will fail without open and honest discussion. Lending a smile or hello to someone you pass in the hallway may be all the encouragement they need to get through the day."

- Heather Stonelake



CONCOURSE GALLERY

Our exhibits strive to appeal to the diverse population represented by Oregon State University. The MU Concourse is the setting for a unique community of visitors who were delighted, inspired and stimulated by this past year's showcased works.

- OSU Scholar Athletes: Photographic Posters
- "Know'st me not by my clothes?"* Cymbeline, Act IV, sc. 2
The University Theatre Costume Collection
- Images of Nature: Kimberly Wurster & Lois Miller
- Handmade in Oregon V: Recent work by 8 Pacific Northwest Artists
- Glass with Sass: Reflections of the Craft Center's Glass Program
- She Flies With Her Own Wings: OSU Women's Center Exhibit
- Guido Augusts: 5 Decades of New and Adapted Mythologies
- Young at Art: Our Little Village Children's Art Exhibit and Fundraiser
- Earl Newman: 50 years of Printmaking

"The purpose of art is to represent not the outward appearance of things, but their inward significance"
- Aristotle



CRAFT CENTER

Our diverse membership is comprised of OSU students, faculty, staff and the general public. We find inspiration in the eclectic community of artists who willingly share their talent with others.

"I feel the Craft Center is valuable to students and the general public as a mode for interaction. We interact on a one-to-one basis and learn from each other." OSU Faculty Member

The Craft Center annually conducts events and workshops for individuals of all skill levels. Many are enjoying the creative, interactive resources of the Center for the first time. Children, students and adults from diverse backgrounds leave with a sense of shared pride in finding their "inner artist".

"It is a place where people of very different backgrounds can meet and create art- a valuable resource for students and community. I really enjoy making crafts while meeting people I would otherwise never talk to".

- Melissa Ann McKenney, Bio-Resource student



GUEST SERVICES

The Information Desk Staff continues to have a diverse mix of students from different countries, older than average students and students with differing ideologies. This mix provides opportunities for rich interaction between staff members and the OSU community.

The Event Support staff provides hands-on service during events. This past academic year, fifty six events cultural events were planned, produced and served by students.



PROGRAMMING

The Student Events and Activities Center (SEAC) is committed to enhancing and creating programming for the OSU community through collaboration, leadership and support.

Collaborated with ASOSU, Corvallis-Benton Chamber Coalition, UHDS and Recreational Sports to sponsor a new campus Kick-off event held on the first Friday of fall term. Thousands of students, staff, faculty and community members celebrated the start of the new academic year participating in "Where It's At Beaver Community Fair", "Stand Up, Act Out Concert" and the first "After Dark" event.

Collaborated with Recreational Sports and University Dining to restructure the "OSU Late Night" programming model. "After Dark Friday's 147" Initiative focused on creating programming that would appeal to a wide array of students through film, music, arts and crafts, and interactive fun. Approximately 2000 students participated in the nine events.

Coordinated logistics for the first "Justice in Leadership for the Community" initiative. Developed event plans for the mini conference, diversity in-service, three day retreat and the reflection dinner. Student staff fully identified it as a highlight of the year.

Supported the programming community through learning round tables, peer to peer consultation, day of event assistance and required documentation. In total, 48 large scale programs hosted by OSU's Cultural, Greek, Social, Academic, Spiritual, Political and Community Service organizations benefitted from the experience.

Supported the International Students of OSU in development of a new ISOSU organization model and creation of the International Resource Center and Lounge.

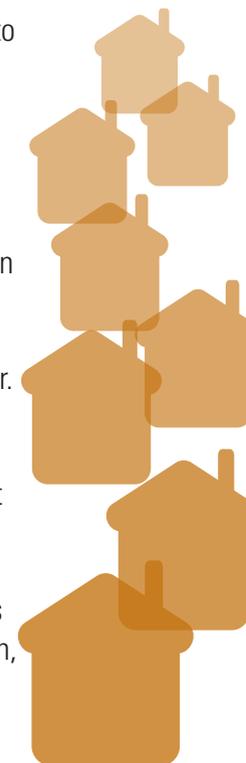
Provided support and access to students in developing a self-catered food option for major events through the "Cultural Meals Program". Over 100 activities, ranging from beverage service to a seven course meal, served 7000+ meals during Spring term.

Collaborated with the MU and MU Retail Food Vendors to host the weekly "MUVies" film series. The showings increased student access to popular new release films, introduced new customers to MU Retail Food Vendors, and enhanced the MU's reputation as a destination for community activity. Movies are consistently identified in student surveys as one of the most desired social activities on campus.

Memorial Union Program Council (MUPC) strives to produce events in an inclusive manner, creating campus programs that are welcoming to a diverse student population. All events create safe, open environments for our students to engage in their community and grow with each other.

The Men's Leadership Conference theme of "Fitness and Finance" molded elements of financial education and planning with a component of holistic well-being and care for oneself.

With the theme, "Pursue Your Passion. Embrace Change," the Women's Leadership Conference focused on changing leadership roles for women, exploring personal strengths and advocacy of women's issues.



“International Women’s Week” raised awareness of the challenges and successes of women, both globally and in our community. A series of free events such as movies, lectures, dancing helped MUPC promote international issues and learning opportunities.

The “Justice and Leadership in Community” initiative connected student leaders on campus with a shared mission of building relationships, fostering friendships and recognizing the support mechanisms that exist within our community.



MARKETING & ASSESSMENT

Marketing and assessment is a management process that identifies, anticipates and satisfies customer requirements. It is a social process by which individuals can find and obtain what they need and want.

Students working in our unit receive diversity training that encourages them to look at their design work from a perspective of inclusion. To be effective, their design work needs to be understood by the comprehensive campus community.

Each year our unit completes over 500 graphic design projects. Over a third of them are for events by under represented populations on campus. This provides our students the opportunity to work with students from different backgrounds than themselves.



STUDENT LEADERSHIP & INVOLVEMENT

Student Leadership & Involvement provides opportunities for Oregon State University students to engage in shaping a better self and a better world.

The "I in TEAM" program was developed as a classroom based group development workshop offered to any academic or other course to create better understanding of team dynamics.

The Office of Greek Life sponsored the first ever gathering of social chairs from Interfraternity Council, Panhellenic Council & Unified Greek Council. Feedback intimated that the gathering was a huge success in building community.

Initiated conversations to build a team of interested faculty who will work through the summer to create a white paper on "Service Learning @ OSU" to present to the Provost under a charge developed in collaboration with SLI, the Associate Provost for Academic Success and Engagement, and the Vice-Provost for Outreach & Engagement.

Hosted and supported a campus-wide team of colleagues to be trained in and help to implement StrengthsQuest™ programs on the OSU campus.

Community Service Center

The CSC partnered with the OSU "FeelGood" student group to maintain a weekly sandwich fundraiser in an effort to raise money to end local and global hunger.

Team Liberation

Conducted 21 human relations facilitations on and off campus (e.g. cultural center orientations, academic classes, CARDV) to more than 320 people.

Conducted 2 Human Relations Facilitation trainings to train more than 30 Team Liberation facilitators.

Conducted campus staff training (e.g., UHDS residential hall directors, Student Leadership & Involvement student staff)

Attended cultural center's open houses to help strengthen community and celebrate diversity.

Participated in and provided input to the MLK Day steering committee. Planned three related events collaboratively with other departments.



STUDENT MEDIA

Student Media works directly with three print and two broadcast publications on a daily basis. This year more than 400 OSU students were regularly engaged in the broadcast and publishing work. Staff members are well aware of the unique resources available to them for community outreach and education.

Student staff participated in Team Liberation diversity training.

Staff members Frank Ragulsky and Kami Hammerschmith served on the Martin Luther King, Jr. Celebration Planning Committee

Under the leadership of Ann Robinson, the PeaceJam NW program was presented to OSU. VISTA volunteer Alan Calvert and Graduate Assistant Anelise Montán coordinated the conference with active participation and leadership from the entire administrative staff of Student Media.

The PeaceJam Leadership Team included representatives from school districts, OSU departments, PSU College of Education, the Oregon Education Association, the Oregon Department of Education, and youth volunteers. They are working together to strengthen the leadership and service opportunities available to youth in the northwest.

Student Media, through NWSP, presented 65 educational sessions to 1,100 students and teachers. "Publications Olympics" enabled high school newspaper journalists to have their work reviewed in 26 categories by teams of professional journalists. Thirty-three students attended Workshop Northwest to learn Leadership and Newsroom Management, Advanced News Writing, Publications Redesign on Desktop, and Advanced Feature Writing.

Over 225 students and advisers were served through four additional summer workshops – OJEA Adviser Workshop, Taylor Publishing Company camp, Jostens Yearbook University and Editors'-in-Residence.

Kami Hammerschmith worked closely with the Panhellenic president to oversee the mutual selection process during recruitment. With 423 women registering for recruitment this year, quota per chapter reached 31, up seven from the year before. She chaired the Panhellenic Advisory Board and mentored members of the 11-member Panhellenic Council that received two awards at the Western Regional Greek Conference – Scholastic Achievement and University Involvement.

Student Media and "The Oregonian" newspaper, under a grant sponsored by The Ethics and Excellence in Journalism Foundation, held a ten-day High School Minority Journalism Institute for 18 high school journalists.



RETAIL FOODSERVICE

Met with Cultural Center leaders to present and discuss Memorial Union Retail Foodservice resources. Each Cultural Center representative was thankful for the outreach and embraced our commitment to hiring employees from a diverse ethnic background.

Spearheaded the International Welcome program by providing refreshments and a friendly face during their summer and fall events.

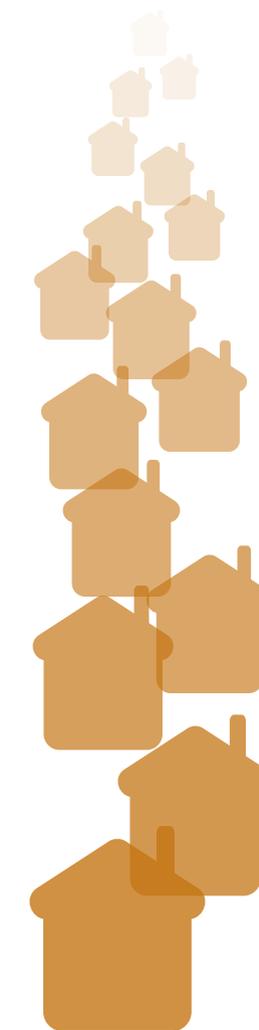
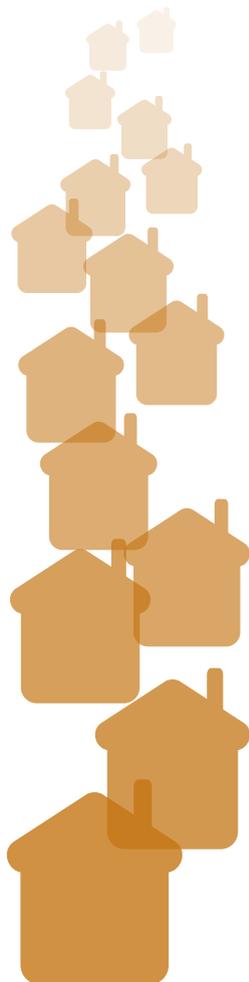
Created a positive work environment by fostering open conversations between student-staff, management and customers focused on personal background and cultural differences without bias.

Management staff focused on diversity topics and awareness during summer staff retreat and committed to recruiting a staff representative of OSU's global community.

Expanded menu offerings to appeal to a wide range of ethnically diverse customers.

"I feel as though I work in an environment that embraces diversity. We have so many different cultures represented at Pangea and the staff does an excellent job trying to integrate multiple ethnic views into the Pangea family. No culture is excluded from either our staff or our cuisine. It is a wonderful opportunity to be able to work in a setting which celebrates and welcomes the unique differences in our community."

- Retail Foodservice Staff Member



FINANCIAL ANALYSIS



FISCAL ANALYSIS

Fiscal year 2009 was another positive year for Memorial Union operations and programs. Almost every budgeted operation exceeded net budget operating results.

- Income (less expense) came in on the positive side by approximately \$424 K. This was prior to recording depreciation and reserve transfers.
- The positive operations were primarily the result of a utility savings, cost awareness, and actual expenditures.
- Working capital increased by approximately \$33 K in fiscal year 2009. The increase is after transfers to reserves, and capital purchases of a dishwasher and oven.
- The Memorial Union and Memorial Union Retail Food Services continue to retain sufficient cash reserves for at least 60 days operating expenses.
- Both Equipment Replacement and Building Repairs Reserves are fully funded per OUS recommendations.

MEMORIAL UNION BUSINESS SERVICES ACCOUNTING

The Memorial Union Accounting staff is transitioning to a Business Center for transaction processing.

We reorganized desk placement to accommodate workstations for student staff to enter transactions into the Banner Financial System.

The Memorial Union Business Office provides banking services to approximately 300 Student Organizations that do not directly receive funding from Student Incidental Fees. In the 2009 Fiscal Year the cumulative balance of these organizations increased by approximately \$34 K.

Support to these groups represents a significant effort on the part of the Memorial Union Accounting Office. During the year we processed over 800 individual deposits for slightly more than \$950K, made over 900 cash disbursements, and processed 2100 checks. In total, support for these student organizations represents 21% of the transactions processed by the Memorial Union accounting staff.

The Memorial Union Accounting staff is one of the highest volume and most productive single units on campus.

RECEIPTS

	Actual 2007-08	Approved 2008-09	Actual 2008-09
Administration	3,798,627.68	4,007,780	3,955,503.26
Building Services	180,359.45	188,900	193,354.08
Event Services	248,298.79	299,983	230,200.12
MU Facilities Operations & Maint.	854,742.60	879,391	842,525.18
Custodial	105,526.25	108,504	109,405.25
Recreation Center	87,895.35	80,311	83,380.40
Craft Center	93,883.89	127,443	91,777.15
Concourse Exhibits	1,619.00	1,545	2,165.00
Student Leadership	63,608.89	80,652	18,316.80
Program Council	185,935.29	100,000	179,875.41
Marketing/Graphic Arts	14,298.00	17,000	14,768.00
Peavy Lodge	3,315.00		
MU Retail Food Service	2,128,824.59	2,132,108	2,252,815.72
MU Publications	56,814.90	59,032	57,390.17
TOTAL RECEIPTS	7,823,749.68	8,082,649	8,031,476.54

STUDENT FEES

Fall, Winter, Spring	3,472,932.00	3,617,284	3,617,220.00
Summer	258,624.00	291,600	291,600.00
TOTAL RECEIPTS	3,731,556.00	3,908,884	3,908,820.00

ENROLLMENT

Fall, Winter, Spring	16,700	16,700	16,700.00
Summer	4,800	5,000	5,000.00

COST PER STUDENT
PER TERM

Fall, Winter, Spring	69.32	72.20	72.20
Summer	53.88	58.32	58.32

DISBURSEMENTS

	Actual 2007-08	Approved 2008-09	Actual 2008-09
Administration	672,644.67	736,253	673,361.41
Building Services	474,848.46	496,406	460,546.59
Event Services	115,552.75	140,550	150,359.59
MU Facilities Operations	887,733.16	917,402	868,565.90
MU Facilities Maintenance	537,498.61	554,426	624,111.74
Custodial	565,297.39	597,607	578,428.93
Recreation Center	71,847.24	65,417	74,433.69
Craft Center	151,312.65	192,251	148,023.46
Concourse Exhibits	3,690.81	9,045	5,043.05
Student Leadership	999,174.61	1,183,730	1,081,359.92
Program Council	274,491.58	192,509	265,381.52
MU East	346,756.12	368,553	361,457.02
Marketing/Graphic Arts	37,133.34	42,096	36,134.03
Peavy Lodge	3,898.46		
MU Retail Food Service	2,100,833.10	2,131,975	2,199,573.39
MU Publications	351,206.37	388,968	379,521.01
MU Technology	61,984.47	63,761	63,550.93
Non-Budgeted	(-30,450.00)		35,192.30
TOTAL DISBURSEMENTS	7,625,453.79	8,080,949	8,005,044.48

Income Less Expenses	198,295.89	1,700	26,432.06
OUS Mandated Depreciation	308,591.99	313,632	309,077.30

Oregon State
UNIVERSITY

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