

# UNIVERSITY of HOUSTON

## STUDENT CENTERS

### Student Centers Policy Board Meeting Minutes

Friday, November 22, 2024

Student Center North – Senate Chamber

**Attendees:** Keith Kowalka, Eve Esch, Katy Kaesebier, Bridget Portier, Kerry Creelman, Omar Castanon, Yhoalibeth Guerrero Becerril, Jordan Porter, Tulin Nanneh, Diego Arriaga, Sairam Veeramsetty, Sung Yun Kim, Lucy Lerma, Sharia Turner

**Voting Members:** Kerry Creelman, Omar Castanon, Yhoalibeth Guerrero Becerril, Jordan Porter, Tulin Nanneh, Diego Arriaga, Sairam Veeramsetty, Sung Yun Kim, Lucy Lerma

**Nonvoting Members:** Keith Kowalka, Eve Esch, Katy Kaesebier, Deb Huebler, Sharia Turner, Bridget Portier

#### Call to Order & Introductions

##### I. Approval of Agenda –

- **Eve** – Changes to agenda – takeaway from previous conference.

##### II. Approval of Minutes from previous meeting (October 2024) -

- **Omar** - Motion to approve minutes from previous meeting.
  - i. Asks if anyone is available for the meeting on December 13<sup>th</sup>, 2024.
  - ii. The majority will need to be present to vote for FSAC presentation.
  - iii. Attended conference ACUI – interacted with other institutions. Learned about different student unions and how they function.
- **Eve** – Advises update for October 2024 minutes (statutes added).

##### III. Chairperson’s Report – Omar Castanon

- Availability for 12.13 meeting?

##### IV. Committee Updates

- Facilities Use & Policy Committee – Yhoali/Bridget update
  - i. Met yesterday to review revisions to quiet study policy.
  - ii. Read during prior meeting.
  - iii. Changes made based on recommendations. Will be bringing policy back for review/approval by policy board.
  - iv. Plaza – Pined Face policy to be reviewed and changed. The subcommittee chimed in on changes to the language and will be presented later during the meeting.
- Lease Operations & Student Organization Space Committee – Katy Update
  - i. In good shape – fewer than 10 lockers available. Sending out another round to see if students are interested.
  - ii. Carrolls available.
  - iii. Talked earlier this week about the screens – issues students unplug computers to plug in their laptops. On hunt for new method to prevent computers being unplugged. Requesting any new solutions to help resolve.

- iv. Talked about having a big monitor to allow them to connect to that.
  - v. Can test to see how this would work out.
- Long Term & Current Projects Committee – Diego update
  - i. Projects – Signs on southwest corner to be installed on Dec 2<sup>nd</sup>.
  - ii. Monitors on Circle Dr marquee – order frames.
  - iii. Legacy Lounge – final quote for new chairs should have soon.
  - iv. Reupholstery pick up – December 27<sup>th</sup>, 2024 (identifying which needs the most work).
  - v. Updating counter system for building entry.
  - vi. Video Wall above Starbucks being removed and new one installed – Dec 16<sup>th</sup>.
  - vii. Changes to Games Room – Table Tennis area completed.
  - viii. Two 40-inch monitors were installed.
  - ix. Other projects in place.
- Sustainability Committee – Eve next Lunch & Learn December 10<sup>th</sup> – Successful Lunch & Learn with Keep Houston Beautiful.
  - i. App can be installed to help with Trash pickup tracking.
  - ii. Plant Swap – New event from Sustainability Committee – Sam Nguyen – suggested and was successful.
  - iii. Donated her own plants (100’s donated). Containers and soil purchased for the event. Eve brought Cacti. About 300 in attendance.
  - iv. Last Lunch & Learn will be December 10<sup>th</sup>, 2024 – Local organizations that run sustainable farms in Houston – will come to talk to us and their passion in sustainability. “Small Places” is the name of the organization. Farms throughout the city and various area – Nurture culture of health between people and community. The owner and another rep, also UH alumni, will be in attendance.
- Art Board – Eve
  - i. Board hasn’t met recently – not as many meetings in the fall compared to the spring. Will meet in December and great progress with Art Book.
  - ii. Celebrating 5 years and coming up on the 10-year celebration – making updated book of art. Student - Madison has been working on this project.
  - iii. More Art to be shared at the next meeting.
- FSAC – Jordan update
  - i. During last FSAC meeting – Consultant Border Khoun came to share experience with dining

## V. Staff Reports (Informational Items)

- *Report from Assistant Vice President, Student Affairs – Student Life*
  - SCN Expansion update – Board of Regence approved movement forward with UC addition.
  - RFQ on street before the meeting – received 12 applications from architects. Eve, Dr. Kittle and Keith reviewing to make selections in December.
  - Focus groups with students regarding Carroll spaces.
  - Breaking ground September 2026.
  - Construction RFQ on this street early next week.
  - Sometimes architecture can be very grand – good to have construction and architect at the table together.

- *Report from Executive Director, Student Centers*
  - Program Updates –
    - Plant swap – Really cool -
    - Coog\$ave -
      - Sairam – First game night at the Student Centers – 225 students' previous event close to 70 students. Excited about what's coming.
      - Now close to 3,700 strong.
      - This number should go up for the spring to 4,500 or 4,600.
      - Recap of program – a lot of discounts for upcoming holidays.
      - Available for any questions or additional information.
      - Go to the student center website, Coog\$ave and programs.
    - 10 Year Celebration
      - Celebration going well – less than 2 months out – really fun stuff planned. Will be January 15<sup>th</sup> – first Wednesday after classes start. Mark your calendars, food and freebies.
    - Secret Shopper program
      - Previews last month – Policy Board helps to do secret shopping – normally led by a grad student but since not available completed by Eve.
      - To evaluate customer service.
      - Sending a rep to interact with a service provider to get a feel for the interaction.
      - Fill out a survey to give feedback on experience.
      - Games Room, CARS, Shasta's and Info Center – onsite or phone interaction
      - Provided with scenarios for the interaction – link to take survey after survey – no more than 5 minutes.
      - Able to make some updates to student staff training – based on feedback from the spring.
      - January will do the random assignments and share the scripts for the February secret shop – then results in March.
      - Feedback on how to make the program better.
    - Takeaways from conferences
      - Three conferences back-to-back – NACAS (Auxiliary Services) - Dining, Bookstores, ID Cards.
        - OSCAR – company from Canada – Sorts and teaches people how to recycle. Company originally created the device to sort on the backend – but no info being shared. Changed to help educate the public. Corporate sponsors showed commercials – hoping UH can be one of the locations for the test pilot (between \$10 and \$12K for purchase). No current composting here at UH.
        - BotRista – Drink making robot – takes staff interaction – hoping to pilot in Shasta's to provide the availability to sell Boba and dairy free juices and smoothies. Looking into the possibility of that as well. If the contract can be approved by Dec 31<sup>st</sup> they will pay for the shipping and installation.
      - San Antonio – Region II – Eve received award during conference. Thanks for the nominations.

- TCU – Big 12 Conference – Union Directors meet – About 80 in attendance to exchange ideas and tour. Stopped at Buckey’s.
- *Report from Associate Director, Student Centers – Bridget Portier – Won Division Golden Paw award*
  - Upcoming events – *(adding specific events from list provided 11.22.2024)*
    - Tomorrow – Baylor at UH – Final home game (Go Coogs).
    - Thanksgiving next week – no events
    - Blood Drive – student health center – STI testing on Dec 2<sup>nd</sup>
    - Honors College – Dec 4<sup>th</sup> and 5<sup>th</sup>
    - Biannual cleaning – power washing plaza and stage and north tables – Dec 9<sup>th</sup>, 10<sup>th</sup> and 11<sup>th</sup>.
    - MLK
    - IT Team conducting EMS upgrade for reservations in the facility. Take down at 5:30pm to install those upgrades. Event submissions unavailable during update – 4-5 hours.
- *Report from Director, Center for Student Involvement*
  - Upcoming Events
    - Finished events for the semester – thanks many here.
    - SPB Winter around the World – partnered with CCA.
    - Yhoali and team hosted cultural explosion with several amazing teams.
    - Pulled numbers for semester – well ahead of last year – just under 26,000 this year – last year under 40,000.
    - Great involvement from all
    - Events start again in January -
    - Spring Cats Back – great opportunity to showcase organizations.

## VI. Old Business

- Policies (Quiet Study Room)
  - i. The previous version has a contradictory statement – modified so that it’s singular study.
  - ii. The purpose is where the majority of changes were made – to recognize quiet space. Meant for individual study – if part of a group please reserve group study room (primary modification made).
  - iii. Consensus received – still other locations on the Plaza where students can have their lunch as opposed to eating in the quiet spaces.
  - iv. Locations for quiet study room – Changes to meet needs according to students. At least 3 students sign up at info Desk – looking to remove that barrier and have students' study individually if needed.
  - v. Preset rooms are available in Student Center South as long as there is empty chair during the allotted timeframe student can go into study.
  - vi. Student Center marketing would also get the word out and post on Instagram page also.
  - vii. Voting for policy of new policy – policy has passed.

- CougarRed Friday design
  - i. Updated designs – Division of Student Affairs want to do big initiative – ideas of where to put signage in different locations than where it is normally advertised.
  - ii. Gabe Jackson provided visuals via email – reviewed during the meeting.
  - iii. SGA President states – “it's like putting CougarRed Friday in small print.”
  - iv. Offices provided with a pullup banner.

## VII. New Business

- Policies (Pie in Face Update & Social event definition) -
  - New Policy – Displayed concerning new set location for students to have fundraiser (reviewed by Policy Board members).
  - Limiting the number of spaces where this can be held helps with clean up, etc.
  - Sung Yun asks – instead of two different locations, will it be just one?
    - Concerns about students throwing pies.
    - Students bringing materials into building and becoming a hazard.
    - Four different organizations may do it at the same time.
  - Motion to approve new policy – policy has passed.

## IX. Announcements –

- **Finals Mania** – Free to students, bring your Cougar card (menu available).
  - Survey going out to all student and faculty – be on the lookout from Auxiliary Services – in depth and significant changes. Incentives and random changes.
- **December 3<sup>rd</sup> (Tuesday)** - Student Life Celebration – Winter graduates to be recognized – November step/track competition. Steps can be submitted via Microsoft Form.
  - If you are able to come, please RSVP – to ensure there is enough food for all attendees.

## X. Adjournment - Adjournment at 1:02pm.

Next Meeting: December 13, 2024 (Senate Chamber)  
 January 31, 2025 (Senate Chamber)  
 February 21, 2025 (Senate Chamber)  
 March 28, 2025 (Senate Chamber)  
 April 25, 2025 (Senate Chamber)