

## College Union Mission:

The College Union is an integral part of the educational life of the campus, serving as a center and forum for the Oregon Tech community, which includes students, faculty, staff, alumni, and guests. In all its processes, through the management of its physical and human resources, the College Union encourages interaction of diverse cultures, ideas, and values.

Goal 1: Promote student engagement, leadership, learning, and success by supporting opportunities for participation and involvement in a diverse array of programs, activities, and employment.

- OB1.1 Provide appropriate space for student programs
  - AP1.1.1 Evaluate space needs of programs yearly to determine if used efficiently
    - OM1.1.1 Number of students using suite compared to previous year
  - AP1.1.2 During quarterly inspections note additional needs such as shelving or ports
    - OM1.1.2 Noticeable items stacked on floors or desks needing a home
- OB1.2 Encourage collaboration with departments or clubs when planning events
  - AP1.2.1 Suggest a specific club a person could contact to help support/sponsor event
    - OM1.2.1 Increase in events and potential community service hours for clubs

Goal 2: Assist patrons with excellent event services support including room reservations, event planning, and event production utilizing available technology and space.

- OB2.1 Provide the proper space and tools for the planned event
  - AP2.1.1 Ask questions and provide suggestions during reservation process
  - AP2.1.2 Setup space as requested and be proactive in accommodating needs
    - OM2.1 Customer feedback from Event Survey (to be re-introduced)
- OB2.2 Upgrading current reservation system as technology changes
  - AP2.2.1 Pay yearly user fee for EMS, upgrade as needed
    - OM2.2.1 Glitches in EMS equal zero
  - AP2.2.2 Invest in diagraming software for to-scale setups for large, complicated events
    - OM2.2.2 Budget allows for investment

Goal 3: Provide a safe, accessible, and welcoming environment for the campus community within a well-maintained facility.

- OB3.1 Work with Campus Safety and Facilities to ensure a safe environment.
  - AP3.1.1 Ongoing training on safety best practices for both permanent and student staff.
    - AP3.1.1a Enlisting risk management for specific training needs (Hazardous materials, lockout/tag out, certification on equipment, etc.)
      - OM3.1.1 Number of incident reports during a quarter.
    - AP3.1.2 Active participation with the Safety Commission
      - AP3.1.2a Attending monthly safety meetings
      - AP3.1.2b Conducting safety inspections quarterly
        - OM3.1.2 Reduction in number of safety violations per quarter
    - AP3.1.3 Plan/Communicate/Practice drills
      - AP3.1.3a Active Shooter training with Campus Safety
      - AP3.1.3b Quarterly fire drills with Risk Management
        - OM3.1.3 Make the fastest time campus-wide for evacuating the building
- OB3.2 Maintain clean building daily
  - AP3.2.1 Schedule both professional and student staff for multiple/overlapping shifts
  - AP3.2.1 Order the correct cleaning supplies for the job in a timely manner
  - AP3.2.3 Work with Facilities on best practices
    - OM3.2 Number of complaints/compliments increase/decrease
- OB3.3 Keep student staffing levels to maintain operating hours of 8am-10pm, 7 days a week
  - AP3.3.1 Hire/train students in spring term to replace graduating students
  - AP3.3.2 Monitor student work ethics to maintain proper coverage after 5pm
    - OM3.3 Number of complaints/compliments increase/decrease