

**2017-2018
Student Center
Advisory Council**

Chair

Leo Rodriguez

Lauren Parker

Building Managers

Helen Souris

Information Center

Jonathan Colon

Greek Life

TBA

Graduate Student

George Greenidge

Graduate Student

Leo Rodriguez

International Students
Association Council

TBA

Multicultural Center

Keith Glaze

Non-Traditional Student

Brandon Fuller

Residence Hall Association

Im'Unique Hyler

Spotlight Programs Board

Joshua Akinola-King

Student Government

Ladarrius Heath

Student Media

Mia Hawley

Alumni Representative

Dr. Elisabeth Burgess

Faculty Representative

Andy Hudgins

Staff Representative

TBA

Student At-Large

Ex-Officio

Boyd Beckwith

Senior Director
Student Center

Lesia Chandler

HR Coordinator
Student Center

Meeting Minutes

Thursday, September 28, 2017

Student Center West 468

I. Introductions

Guests: Lenore Musick - Senior Director for Panther Dining and Sustainability
David Murkison – Assoc. Dir., Building Admin., Jeannie Cho, Event Planning Manager
Scott Maas – Temporary Digital Marketing Specialist
Absent: Jonathan Colon, Keith Glaze, Joshua Akinola-King, Ladarrius Heath

II. A motion to approve the minutes from the April 6, 2017 meeting by Dr. Burgess, seconded by Hyler passed unanimously.

III. Old Business

a. Nominations for Advisory Council Chair for 2017-18

- i. George provided an overview of the role of the Advisory Council and informed the Council that the primary role of the Chair is to meet with the Student Center Director to develop the agenda, run the meetings and helps select the food that is served at meetings.
- ii. George nominated Leo Rodriguez to be chair of the Student Center Advisory Council for this 2017-18 year. Leo accepted.
- iii. Dr. Burgess moved to close the nominations, seconded by Fuller and the motion passed unanimously.
- iv. George asked Leo if he would like to say anything and replied “when I was running last year for the International Council President I really advocated for giving international students a voice here on campus and help with any issues they have or opportunities for growth. With this position I see it being one where I help all students.”

v. Leo was elected Chair unanimously.

b. Reis & Irvy's Frozen Yogurt Robot – David updated the council that the arrival of the robots has been delayed, but that there will be one in SC East near the ramp in the Courtyard Food Court and in SC West on the third floor where the microwaves are currently located (the microwaves will be moving to the left of the cash registers along with additional microwaves). They will be available during the Student Center's hours of operation and will accept cash, credit card and PantherCash. For a video of how the robot works, Boyd recommended going to youtube and searching for “Reis & Irvy's”

c. Courtland Street Bridge Project 2018-20 – David provided the update that the demolition and construction timeline has been reduced to 9 months instead of 2 years. The state of Georgia has contracted with the same company that repaired I-85 after the fire. This will help accomplish the city's goal of completing the project before the Super Bowl in 2019. The bridge has been needing to be replaced for several years for safety reasons and the funding finally became available.

- i. Will Decatur St. be affected? David: No, for a day maybe, but not for long. All G-deck openings will be closed except for the one close to Peachtree Center.
- ii. They were talking about doing something under Wall St. Is that not in the works anymore? It is in the works, also Decatur will remain open but they are creating some sort of loading center near the Sports Arena that may congest traffic as well.

- iii. There are some other issues like traffic flow that are still being determined
- iv. The Student Center has been told that emergency egress to Collins Street will be protected so that we do not have limit the use of the meeting rooms in SC West.
- v. Boyd suggested that we can invite Russ Seagren from Facilities to attend our February meeting to get an update.
- d. Reservations Focus Group Feedback – Jeannie
 - i. As she reported at our last meeting, despite emailing chartered student organizations who have made reservations in the Student Center and chartered student organizations that have not, to participate in a focus group with food she received no responses. She pointed out that there will be a Student Center Open House next Wednesday from 2-4 pm in the SC East Ballroom.
 - ii. George expressed frustration that we had not been successful in getting feedback yet. He and Jeannie will discuss outside of the Advisory Council. It was suggested that perhaps we could ask survey questions via EMS, however, that would not capture the input of student organizations that are not currently making reservations in the Student Center.
 - iii. David offered that EMS should be easier to use now that you can use your Georgia State University id to login. George added that he finds the EMS website and process to be 50% easier compared to what it was before. Leo offered up ISAC as an informal focus group and will invite Jeannie to attend their next meeting.

IV. New Business

- a. Items for your information
 - i. Changes in Retail Food Operations and Catering – Lenore Musick
 1. In the SC East Courtyard we do grab and go from 6 to 9, we asked Asian Fusion to serve two warm rice bowls to put those out and serve some warm food. We also have those coolers stocked nice and good so if anyone has any question just let us know. As you know, Chick-fila opened last Wednesday and it is a booming success. We actually broke the record of the most sales for opening in the state of Georgia. We have been working with our cashiers to work a little faster, to put a sign of 5 min wait on the door and I do not know if we can work any faster at the moment, but I do appreciate everybody's support.
 2. Panda Express is still on the table for the Courtyard. I actually have a conference call next week for us to talk about some more plans. After we do that we will have talk about the legal part of it.
 3. Where the Chick-fil-A was we will have a pasta and a pizza area. The place where we had a vegetable place it has not been a very successful place so we do want to change it to a quesadilla place.
 4. The former Pasta Mia location will become a pick-up area for online orders. Individuals will be able to order online, pay online and just show the receipt to pick up their food and bypass the cash registers.
 5. I met with an SGA representative who requested to have a different choice of meal plans in PantherDining. I have people saying that they did not know about the ability for individuals to use PantherCash in the dining halls where you come in and pay 20% less. She hopes that SGA will help promote that.
 6. Boyd asked students for the feedback they are hearing about the changes in food service. George: People were confused in the first week about the menu in the SC East Courtyard. Lenore: We plan to put a digital menu so that people can more easily know what is being offered.

7. George: If the 15-minute wait time is going to be a part of the Chick-fil-A Georgia State experience, what ways can we embrace that as a culture? Will there be a way to get just iced tea or coffee without having to wait in the line? Lenore: "As our cashiers gain more experience we will become much more efficient. We are getting a upgrade to our POS system that was not supposed to happen till November, but obviously we needed it last week that will allow us putting on the screen in the back kitchen for 30 second faster which is a lot of time. We will also have some iPads to get much more orders done. If you there we were playing some games to make it a fun atmosphere. George: Have you considered doing the online orders as well? Lenore: Since we are in a license agreement, they do not allow us to do that at this time, they also do not allow catering their products to other locations yet. There are other factors to consider as well, because a lot of people would be standing in line trying to order it online which would create chaos, so we learned that from our other operator. We will work on it from their iPads so see what we can do. So yeah, all great feedback. We can't be better without your feedback so thank you.
 8. Under Sodexo there were some special menu options for student organizations. Are there similar discounted menu items for student organization under PantherDining Catering? Lenore: I believe there is, there is a link on the panther dining website where you can cater for groups, and we actually retained part of Sodexo's catering employees, so they know how popular that was.
- ii. Changes in the Food Policies and Forms – Jeannie
1. In the interest of time, I will say that new food policy is online, when you go online you will see that we have one form for all food requests. The main changes are, snack food up to 99 people, pizza, sandwiches, wings, order from delivery somewhere just again, put in the form. If we have more than 100 people in the auditorium or the ballroom you can do snack delivery but only for true snacks like chips and cookies, not food that requires oven, so no pizza, no wings. The outside catering or PantherDining requests are also included in the one form so that we know what you are ordering.
- b. Items for Your Consideration
- i. Unaffiliated Client Room Rate Proposal – Jeannie
 1. This does not impact student organizations or departments. It only impacts unaffiliated groups or if you are sponsored with an unaffiliated client. The unaffiliated price has not been increased since at least 2009. We are proposing that for the large-scale events the rate is based on 4 hours of usage and an additional amount for each additional hour, and for the smaller spaces hourly after that. So hopefully any increase in revenue would be benefit to the people in this room. I think having the rental period per hour would let them know if they actually need the space for that long. We had clients that asked whether the space was for all day, and 2-hour meeting would have to be booked for 8 hours, so we would like to turn it to clients.
 2. Q. These numbers, how are they determined in terms of hours or?
Jeannie: We looked at our last few years and what was the usage and what was the average price for our clients. We did not want to go too much up, so that we respected our last clients that would like to come back, but we felt with the hourly added, it would be enough to feel what our facilities worth.
 3. Q. So are these prices a lot cheaper than hotel prices?
Jeannie: Yes, significantly. Looking at our surroundings like Georgia Tech.

4. A motion was made to approve a recommendation to adopt the proposed room rates for unaffiliated clients and was passed unanimously.
- ii. Commercial Solicitation at Events – Jeannie
1. Commercial solicitation used to be permitted in Langdale Plaza and now it has moved to Unity Plaza. We want to extend to indoors so, any time a student or partner would like to invite a vendor, the event sponsor will be responsible for collecting required fees and forms to turn it into our office. We think this is a good idea, because if you are invited then you should have the opportunity to let people know in advance opposed to trying to catch audience while already at the event.
 2. Boyd: Just to point out information in general the university does not allow indoor commercial solicitation, so no vendor will ever say we want to rent the ballroom to sell stuff, it has to be a part of student organization that invites them to be a part of the event. Companies cannot sell their brochure items on campus they have to be invited.
 3. Jeannie: Even if they are promoting, let's say a nail polish which is on xyz street, they are a vendor.
 4. Q. What's the daily rate? Jeannie: It is \$50 or \$300 if you are doing a long-term subscription
 5. Q. If I was doing a long-term subscription sale form the department, they have to the student center. Jeannie: Yes.
 6. Q. So the organization must pay \$50, so you guys bill the organization? Jeannie: Well essentially, so when you put in your event request and say we also need a table for the vendor, you as the event sponsor would be responsible making sure the vendor pays, completes the form and gives it to us. We are not asking for the student organizations or departments to collect the money. We're just making sure the money gets to us.
 7. David: The vendor has to fill out a form that the university has created
 8. George: Student organization can opt to pay for the vendor? Jeannie: if they want to do that, that's up to them
- iii. SCW 260 – furniture and AV proposal – David
1. Formerly known as the VIP Room, SCW 260 was designed to host upscale banquets and special receptions. In the 18-month period that ended in June of 2017 we only had 28 banquets and at the same time we had a lot of U shaped open U, closed U, empty space lecture but it's got special equipment and furniture (wooden tables and chairs which are beginning to wear out) in there which is only used in that space. We need to figure out if we are going to buy and replace the special furniture, or to use our other tables and chairs which we already use in all of the other meeting room. 189 times in a 1.5 year period A/V equipment was used or requested for this room, which means we had to bring it in because the room doesn't have a built-in AV system. What we are looking at doing is getting a system in there that not only is built-in A/V but can also be used for hosting meetings requiring video conferencing or webex. We think we could get 40 to 45 people in there, but in order to do that we would have to lose the kind of elegant feel that it was designed for. The former president of the university liked having receptions in there, which hasn't been the case lately.
 2. Lauren: I think that it is, from what I see, opening a room for an event. A lot of times because it is the last room available most times, because of its size and

capacity it gets used for all kinds of events. I would want to minimize that, take out the extra furniture so that it allows the space to be bigger and add the AV, but I don't want it to look like a regular room.

3. Boyd and George: I agree.
 4. David: We can't do it right now, but the question is if we were to create a larger room where we could host webex meetings, do you think it would be utilized by the campus community?
 5. Elizabeth: No, I don't think so.
 6. Boyd: I think the biggest potential is university senate meetings. Right now, University Senate's Student Life committee is the only regular user of WebEx in this building. But I know that the president of SGA has tried to convince the faculty chairs of all the other University Senate committees that they need to also get WebEx because otherwise it's just a disservice to our Perimeter students and faculty because they cannot make it to the Atlanta campus from Alpharetta or Covington on a regular basis to have a 1-hour meeting, when they could just use a computer from their home campus much easier. The Student Center should be seen as the community place, instead of just being a community place for the Atlanta campus, we should be a community place for all 6 campuses.
 7. Elizabeth: I would argue from a faculty perspective that having a resource that is a decent sized room that had that technology would be something that we would be interested in. And seeking to engage across the campuses in ways that we can't that would bring a new audience using it that may not use it now. If we wanted to have a recruitment open house that was electronic, or there's lots of ways which having a resource where to room is a decent size and has that technology would be useful if marketed across campus.
 8. David: Sounds like there may be a need for it. It may not be for the student organizations, but it could have some good things with the other student organizations.
- iv. Proposal to reduce Sunday operating hours
1. As indicated in the provided report, we had 2.7 million people come through the Student Center in FY17. That sounds like a lot and it is. However, it is actually down from the previous fiscal year. We are looking at our resources to see if we are utilizing them in the most effective way. During the last fiscal year, we averaged about 56 people coming through the building between noon to 2pm on Sundays. On Tuesdays from noon to 1pm we had about 1,887 people come through the buildings. In addition, from noon to 2pm on Sundays we rarely have any sort of events in the Student Center. From July of this year to December there are only 11 events in that period from noon to 2pm. The truth is every student counts and the students that come from noon to 2pm obviously are very important that we accommodate them as we need it. But 56 people there's no food service in here at that time, we don't have any offices and if there's barely any events that is the time we have so few people here.
 2. Lauren: You're counting people cutting through the building? David: In some cases, they may be cutting through our building. Have you ever opened at noon on a Sunday?
 3. Lauren: Yea sometimes I'll work the whole day, or I'll close. It's people who just want to use the bathroom, homeless people watching tv, or the rare occasion where a fraternity or sorority is having an event. But most times on Sunday it's like give me hours because there's nothing to do.

4. David: I am recommending that starting in January, the hours of the Student Center are reduced from noon to 9pm on Sunday to 2pm – 9 pm. In a fiscal year we can probably save \$1,000. Any chartered student organization that wants to host an event through the end of this fiscal year between noon and 2 would not be charged an early open fee between Noon and 2 pm. We would then evaluate if we want to permanently change our regular hours to 2pm to 9pm during the academic year and 2pm to 5pm in the summer. A motion to accept David's recommendation was passed unanimously.
- v. Wow Wall Operating Hours – David
 1. We would like a recommendation on whether the Wow Wall should operate only during the times that the Courtyard is open, or for the entire time the Student Center is open in order to increase the likelihood the students will be more likely to spend more time in the area.
 2. David provided a spreadsheet to show that from 7 to 8, from 8 to 9, the number of individuals coming through the building dropped 12%, from 9 to 10 it drops even more so we had a very steady drop in that time. I don't know that the WOW wall as it is right now is something that is going to draw people and keep them here, but it will enhance their time that they're here. The idea of saving on a resource and being able to keep it because it is a hefty investment we made and if we use it less couple hours each day it will wind up a resource we can keep longer before we have to start replacing the light bulbs and things.
 3. Boyd: If you don't have the WOW wall on then it makes the Student Center look deader than it is. Whereas, if it is on the people who are here will think more highly of it and it'll seem more active than when it's not.
 4. David: That's because when we installed it to have it be more visible we did cut down on some of the lighting in that area, so it is a little darker when it is not on.
 5. Scott: We still have to begin programming it, which should increase interest.
 6. Lauren: I think it's a good idea, I think like Boyd was saying the idea of keeping things engaging and entertaining and keeping the community going and so keeping it after the courtyard is closed. I really want to reiterate the excitement level and that's what the WOW wall is.
- vi. Samples of ballroom chair replacements – David
 1. After the meeting please come sit in these chairs and fill out the preference form.
- vii. Marketing Plan – Scott
 1. Leo: I entertain a motion to table to marketing discussion until the next meeting.
 2. Scott: I will be sending a link with a survey.
- viii. Next meeting dates – Thursdays at Noon, Room SC West 468
 - November 16, 2017
 - February 1, 2018
 - April 5, 2018
- ix. Announcements
 - Distinguished Speaker Series - Alex Sheen: Because I Said I Would, Tuesday, October 10 at 4 pm SC Ballroom
 - Deadline to apply for the Carole Golder Memorial Scholarship, Thursday, October 12 <http://studentcenter.gsu.edu/carole-golder-scholarship/>
 - Homecoming, Oct. 16-21 see homecoming.gsu.edu for details