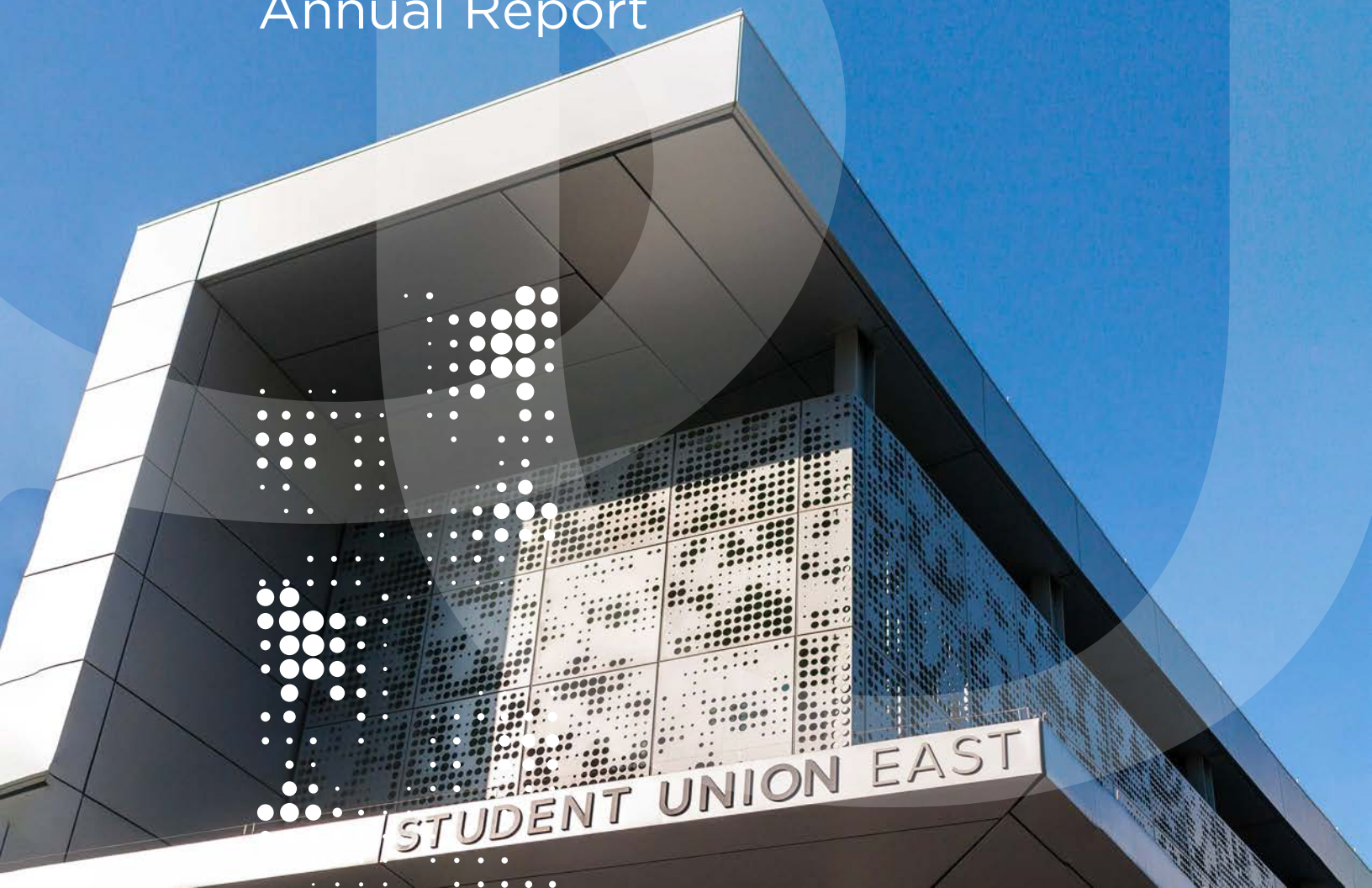
SAN JOSÉ STATE UNIVERSITY

DIAZ COMPEAN **STUDENT UNION, INC.**

2020–2021 Annual Report



Mission Statement

The Student Union, Inc. of San Jose State University supports the development, growth, and well-being of students and the campus community by providing diverse programs, desired services, and quality facilities that enhance the collegiate experience.

Executive Director's Message

To say the least, 2020 has been a year full of surprises. Throughout the entire 2020–2021 year, the Student Union, Inc. at San José State University has stayed agile and kept our focus on what's important—our students, staff, and campus community.

First, and above all, the safety of everyone was paramount. The Student Union, Inc. conducted extensive research and planning for the safe use of facilities, employee safety plans, and return to work training as we reopened in Summer 2020. Second, business continuity was key. We re-prioritized our business operations and programming modalities to a virtual platform that fostered engagement and a sense of belonging that our students missed greatly from the on-campus experience. Third, we worked collaboratively and strategically with the university to unify shared service approaches to our facilities with the activation of the Emergency Operations Center to address major emergencies brought on by the COVID-19 pandemic. By leveraging the talents and resources of all departments, we achieved more together than we ever could have on their own. By uniting the passion and commitment to our students, our team pivoted to continue the mission of Student Union, Inc. in a way that was sustainable no matter the modality and the challenges we faced as a community.

Throughout the 2020-2021 year, the Student Union, Inc. responded to the changing programming modalities and operational setbacks from COVID-19 with planning and oversight in compliance with many local, state, and national government agencies. Diving into trend research and meeting with peer practitioners, our team was able to develop comprehensive virtual programs and reopening plans for the Spartan Recreation and Aquatic Center and the Student Union. The Student Union Board of Directors approved difficult but necessary financial decisions to minimize operating expenses while preserving jobs and maintaining 24/7 connectivity for the students, faculty, and staff.

> "As challenging as the year was, it gave us glimpses of inspiration born from the opportunities afforded to us through collaboration, endurance, cooperation, and care."

As challenging as the year was, it gave us glimpses of inspiration born from the opportunities afforded to us through collaboration, endurance, cooperation, and care. We proved our long-term strategy and our business model as a core component to the SJSU campus experience.

Our people are resilient and act responsibly in everything they do. If anything, the events of the past year have only sharpened our focus on service to students and our broader community. Now more than ever, our priority and the key to sustaining our business is student success, learning, and belonging. Our staff showed remarkable adaptability under incredible stress yet consistently provided exceptional service and demonstrated outstanding commitment, flexibility, and perseverance during the pandemic. Our SU Board of Directors has done extraordinary work in providing governance and support to the Student Union, Inc.

Every day, I am honored and privileged to see excellence in how our staff engage with students; how our students serve one another and the communities around us; and how our students and staff work together to provide a transformative approach to all that we do. I thank each and every one of our students, staff members, and Board of Directors for their commitment to a strong and resilient organization that keeps students at the forefront of our service.

Sincerely,
Tamsen K. Burke, Executive Director

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Student Union
Board of Directors

Impact Statements

Cynthia Fernandez-Rios

Student Representative
and Board of Directors Chair
B.S. in Business Administration,
Concentration in Finance | Spring 2021

Serving on the Student Union Board was one of the best college decisions I could have made. Greatest impact I have made was making sure I never lost sight of our mission and kept the needs of our diverse students in mind.

Antonio Bustamante

Student Representative
B.S. in Business Administration,
Concentration in Human Resource Management | Spring 2021

The Student Union Board of Directors gave me professional-level responsibility and understanding of what exactly goes into running a successful organization on campus. Not only was I able to understand and appreciate the deep level of consideration for students that each Board Member possessed, but was able to represent the student body and provide insight in ways that I had never thought before. I am extremely grateful for the time I served on the Student Union Board of Directors and will always be confident in the steps they take to become more inclusive and provide the best experience possible for students.

Zachary Birrer

Student Representative
and Board of Directors
Vice Chair

Ishan Gupta

Student Representative
B.S. in Business Administration,
Concentration in Finance with Dept Honors, Cum Laude | Spring 2021

During my time on the Student Union Board of Directors, I believe the impact I hopped to make was to uphold the Student Union Inc mission statement of supporting the development, growth and well-being of students and the campus community by advocating on behalf of SJSU students to provide diverse programs, services and facilities that enhances the collegiate experience for each student.

Joshua Reyes

Student Representative
B.S. in Advertising, Marketing and Communications | Est. 2023

Serving on the SUBOD has been such an honor and privilege. I never thought I'd be the one to help advocate for my fellow peers at SJSU, but after serving on the Student Union Inc. Board of Directors, it has made me realize my true passion for wanting to help those around me for a better future.

Ellen Middaugh

Faculty Representative

During my time on the SUBOD, my priority has been to advocate for our student body to make sure all students have access to shared campus resources, such as the Student Union Ballroom and Meeting Rooms, the SRAC (Aquatic Center), and other facilities that their student fees pay for. Additionally, I have had the pleasure of working with student leaders and supporting them to have a say in how these fees are spent.

Zobeida Delgadillo

Associated Student President

Charlie Faas

Vice President
Accounting and Finance

I have had the pleasure to serve on the Board for the past 5 years. I plan to continue to ensure that we are aligned with providing responsive and exemplary services and stewardship of university assets and resources to our students.

Emily Wughalter

Faculty Representative

In the 2020-2021 academic year, I served for the 11th year on the SUBOD. Throughout my service, I saw many changes on campus directly impacted by the work of the SUBOD including the renovation and expansion of the Student Union building, the building of SRAC, and renovations to the Event Center. I developed many substantial long-term relationships with my participation alongside numerous students, faculty, and staff. I served as Chair of the search committee for the new Student Union, Inc. Executive Director. I hope that my commitment to service on SUBOD has had an impact for the San Jose State University community & especially its students.

Dr. Sonja G. Daniels

Associate Vice President for Campus Life

Nicholas Ayala

Faculty Representative
B.S. Business Administration,
Concentration in Management Information Systems | 2014

As a Community Member and SJSU Alumnus, I have been able to share my perspective on discussion items that help Student Union, Inc. better serve the student community. With the year that the organization and the campus community has had to endure, I am grateful for the ways that SUI was able to navigate through the time of uncertainty and support the students to the best of their ability.

Financial Summary

The Student Union, Inc. of San José State University is a 501(c)(3) California State University auxiliary organization that manages and operates three major facilities at the San José State University (SJSU) campus, which include the Diaz Compean Student Union, the Provident Credit Union Event Center, and the Spartan Recreation & Aquatic Center.

The Student Union began its operations at SJSU in October 1969 and became incorporated in March 1982. As a non-profit corporation for over 50 years, Student Union receives no state funding and its budget is derived from Student Union Fees collected each semester, as well as revenue earned from various service and rental fees in use of the facilities.

The Student Union, Inc. finances support the mission to develop diverse programs, desired services, and quality facilities for the development, growth, and well-being of students and the campus community. Over 33,000 students, faculty, and staff use the Student Union, Inc. facilities on a daily basis, enhancing campus life at the university and ensuring student and community needs and expectations of the campus experience are met. Through comprehensive programming in Spartan Recreation, Event Center, and Student Union, including concerts, athletic competitions, various special events, and space for graduation commencement and meeting venues to enhance the collegiate experience.

The Student Union, Inc. functions as part of the Student Affairs Division on campus and is governed by a Board of Directors made up of a student majority, faculty, and administrators.

Board of Directors

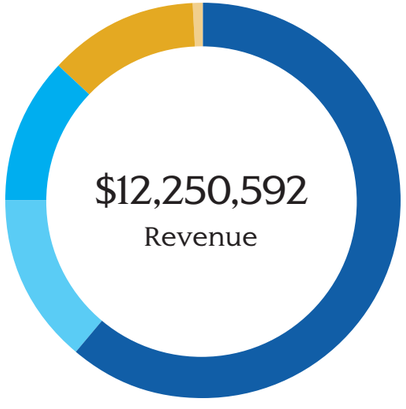
The Student Union, Inc. is governed by a Board of Directors composed of eleven voting members: Students, Faculty, a Community Member, and Administrators.

The Student Union's Executive Director serves as the chief administrative officer for the Student Union, Inc. The Executive Director is responsible for the overall administration and executive leadership of a wide range of auxiliary operations and serves as the Board Secretary. The Board of Directors meets at least monthly to review and develop policy, and approve the corporation audit and annual budget. There are four subcommittees of the Board that address Personnel, Facilities & Programs, Audit, and Finances of the corporation.

The Student Union financial reserves consist of Local Reserves held by the Student Union and the balance of the collected Student Union fees held in trust by San José State University. The Student Union Long-Term Reserves are reviewed regularly by the Board of Directors to maintain a solid financial position as well as ensure adequate funding for future capital improvements. The Student Union, Inc. staff and the Board of Directors continue to prioritize quality programs, services, and facilities for the campus community.

Revenue & Expenses Comparison

FY 2020–2021



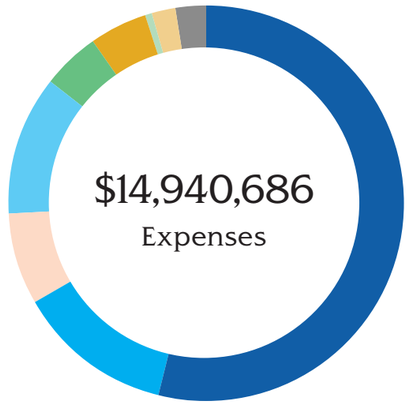
61.2% Program Fees (Formerly Student Fees)
13.9% Investments
11.9% Rental Income
12.4% PPP Loan Forgiveness
0.6% Other

35.9% Wages and Benefits
9.1% Business Services (Outside Agencies)
7.7% Utilities
5.4% Depreciation
4.3% Insurance
3.3% Other Operational Costs
1.7% Repairs and Maintenance
0.4% Event Cost
0.2% Project Expenditures
32.0% Contributions to University: Non-Capital

Revenue & Expenses Comparison *continued*

FY 2019–2020

68.4% Student Fees (Returned for Operations)
17.8% Rental Income
5.4% Reimbursed Costs for Events
2.9% Commissions and Other
1.0% Investments
4.5% Service Fees



54.0% Wages and Benefits
12.7% Business Services (Outside Agencies)
7.6% Event Cost
11.4% Utilities
4.7% Other Operational Costs
4.7% Depreciation
.5% Repairs and Maintenance
1.9% Insurance
2.5% Project Expenditures

Statements of Net Position

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2021 & 2020

ASSETS	2021	2020
CURRENT ASSETS		
Cash and Cash Equivalents	$ 298,663	$ 1,532,502
Restricted Cash	123,975	-
Investments	2,518,849	5,529,175
Accounts Receivable	137,828	56,258
Receivable from affiliates	491,537	495
Prepaid Expenses and Other	154,048	127,338
Total Current Assets	3,724,900	7,245,768
NONCURRENT ASSETS		
Investments	8,783,691	7,242,179
Funds Held in Trust	65,009	57,468
Capital Assets, Net	2,201,905	2,829,383
Total Noncurrent Assets	11,050,605	10,129,030
Total Assets	$ 14,775,505	$ 17,374,798
DEFERRED OUTLOWS OF RESOURCES		
OPEB deferred outflow	$ 855,447	$ 309,744

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2021 & 2020

LIABILITIES & NET POSITION	2021	2020
CURRENT LIABILITIES		
Accounts Payable	$ 154,858	$ 340,765
Accrued Payroll and Related Expenses	404,403	507,556
PPP Note Payable	-	1,514,421
Other Accrued Liabilities	326,932	275,356
Total Current Liabilities	886,193	2,638,098
Net OPEB liability	671,186	673,175
Funds Held in Trust Liability	65,009	57,468
Total Noncurrent Liabilities	736,195	730,643
Total Liabilities	1,622,388	3,368,741
DEFFERRED INFLOWS OF RESOURCES		
OPEB deferred inflow	$ 558,357	$ 609,348
NET POSITION		
Investment in Capital Assets	$ 2,201,905	$ 2,829,383
Unrestricted:		
Board-Designated	794,485	497,820
Unallocated	10,453,817	10,379,250
Total Net Position	$ 13,450,207	$ 13,706,453

Statements of Revenues, Expenses, and Changes in Net Position

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2021 & 2020

OPERATING REVENUES	2021	2020
Programs Fees	$ 7,500,000	$ 11,564,085
Service Fees	6,897	762,225
Reimbursement of Event Costs	3,200	917,077
Rental Income	1,461,546	3,008,288
Reimbursed Wages and Benefits	7,325	348,544
Commissions	21	105,349
PPP Loan Forgiveness	1,514,421	-
Other	50,802	31,200
Total Operating Revenues	10,544,212	16,736,768
OPERATING EXPENSES		
Wages, Benefits, and Payroll Taxes	$ 4,489,047	$ 8,064,982
Insurance	544,028	283,451
Supplies	115,808	414,225
Communications	258,948	202,602
Repairs and Maintenance	215,082	82,883
Utilities	958,141	1,700,230
Event Costs	45,098	1,134,780
Small Equipment Purchases	11,756	35,631

The Student Union of San José State University
(A California State University Auxiliary Organization)

YEARS ENDED JUNE 30, 2021 & 2020

OPERATING EXPENSES (cont.)	2021	2020
Depreciation and Amortization	$ 678,925	$ 699,124
Business Services	1,138,452	1,894,928
Miscellaneous	21,605	51,520
Project Expenditures	29,948	376,330
Total Operating Expenses	8,506,838	14,940,686
Operating Income	2,037,374	1,796,082
NONOPERATING (EXPENSES) REVENUE		
Contributions to the University: Non-Capital	(4,000,000)	-
Investment Income, Net	1,706,380	173,847
Total nonoperating (expenses) revenue	(2,293,620)	173,847
(Decrease) Increase Net Position	(256,246)	1,969,929
NET POSITION		
Beginning of Year	$ 13,706,453	11,736,524
End of Year	13,450,207	$ 13,706,453

Student Union Operations

Student Union Operations is responsible for the safety and cleanliness of the Student Union facility on a daily basis. The Operations Department is the backbone to the Student Union facilities as we create and maintain a safe atmosphere to socialize and relax. We provide a sanitized clean environment that is of great use to the student community.

COVID-19 Pandemic

In response to the COVID-19 Pandemic, the Operations Department took immediate action to provide hand sanitizer, disinfectant solutions, and Clorox 360 Disinfectant Sprayers to keep the community safe and clean. We developed an efficient procedure for the sanitization of restrooms, offices, and high-touch points on a regular basis.

Metrics

The Operation Staff had to maintain the cleanliness of the Student Union, Event Center, and SRAC facilities. When the building was closed from COVID, we trained operation staff on how to resurface terrazzo flooring and lay a new coat of wax.

We ensure that the Student Union, Inc facilities are safe, sanitized, and operational.

35
student employees

10
full-time staff

Looking Forward

Ensure the Student Union is one of the cleanest buildings on campus.

Make a new training manual to help student employees develop more leadership skills.

Work with the new AV and Event staff to ensure events are run smoothly for clients.

Maintenance

The Maintenance department provides maintenance & repair of buildings, and works collaboratively with departments, FDO, contractors, and designers to make improvements to the building.

Metrics

Preventive maintenance schedules were established to ensure equipment is adjusted, calibrated, and inspected to minimize risk and reduce failure. To ensure the pools are within health guidelines, maintenance staff clean, test, and adjust chemical levels as well as calibrate pool controllers and other building equipment. In addition to preventive maintenance, over 249 maintenance requests were sent to the maintenance and completed. Last fiscal year, the two pools used the following amount of chemicals to maintain safe pool chemistry.

- 10,843 Gallons of Acid
- 23,540 Gallons of Chlorine
- 23,975 Lbs. of CO_2
- 21,000 Lbs. of Sodium Bicarb

3
student employees

5
full-time staff

Through the Pandemic

In response to the pandemic, the maintenance department assisted in developing operation guidelines that met the requirements of CDC, State of California, Santa County Health Department, the CSU and SJSU. Several revisions were made throughout the various stages of the pandemic. Notable changes were air filter replacements and increases to outside air flow, and taking water fountains out of service. The maintenance department also kept up preventive maintenance for air handlers and building systems. Fire system quarterly, bi-annual, annual, 5 year inspections and service was also completed during this time.

Professional Development

Maintenance staff completed several training sessions through Allison and CSU Learn.

Allison:

- Basic Electricity
- Electrical Test Equipment
- Electrical Wiring Systems
- Forklift Training
- Intro To Plumbing
- Plumbing Drawing and Tools
- Scaffolding
- Water Distribution Systems

CSU Learn: Scissor Lift & Electrical

Event Center & Technical Services

The Event Center technical services team supports a wide variety of events, ranging from small outdoor events to full-scale concerts in the Event Center. The team is responsible for supporting events and providing low-cost audio/visual services to students, staff, faculty, & community members all across campus.

Through The Pandemic

Our department worked diligently with clients to cancel upcoming events. We collaborated with other departments to create plans for re-opening, safety protocols for supporting events, and training materials for remote and hybrid events.

Many student employees moved away from campus during the pandemic. In response, the department offered numerous opportunities for remote training to enhance student skills and career development.

During the fall semester, local student employees implemented their training in support of basketball events. Full-time employees facilitated the re-opening of Student Union and the SRAC.

Professional Development

Technical Services has continued its work with the International Alliance of Theatrical Stage Employees (IATSE), offering a unique apprenticeship program that allows hours worked by student technicians to count towards the membership and call list for IATSE Local 134, a union of stage and picture operators.

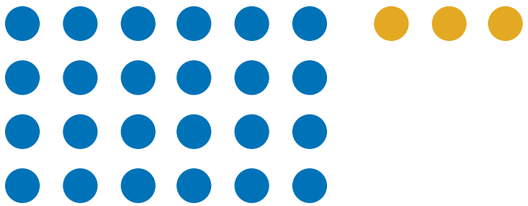
Staff and students also received in-person training hosted by industry professionals.

Student Highlight: Louis Frame

"Working with the Event Center AV Department not only provided me with the flexibility to attend school full time and maintain a part-time job, but it also taught me valuable teamwork skills and stage skills. More often than not, shows would load-in and load-out with the help of several departments within the Event Center, the show's crew, and the local stagehand union. This meant I was always working with new people to bring shows to life. Now I can truly highlight my teamwork skills in my resume!"

24
student employees

3
full-time staff



Looking Forward

Currently, the Technical Services team is merging with Event Services. Our goal is to be able to:

Provide frictionless service, build stronger relations, and support our partners.

Event Services

Event Services provides quality services for event scheduling and audio visual equipment and operation at the Student Union as well as for various campus locations for meetings and events.

- Upgraded all of our scheduling and reservation processes and procedures and AV training materials.
- Produced training manuals for Event Services and audio visual operations.

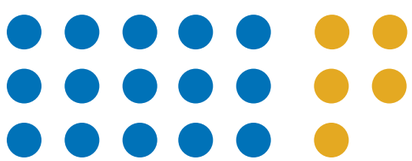
Professional Development

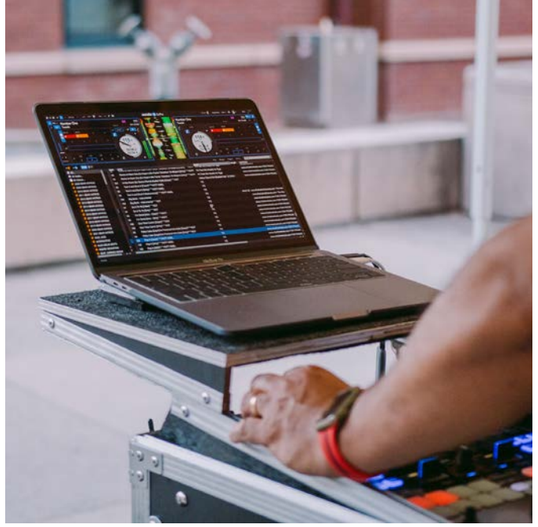
We are working with the Student Success Program for student career advancement. The manager meets with the students to guide them through their collegiate experience by providing resources and work experience in their student assistant roles. AV technical staff participated in advanced courses for audio, video, and lightning. Our goal for our student staff is to grow their professional development and to provide transferable skills that they can take with them to their future careers.

Our goal for our professional staff was to set SMART goals for 20-21 to improve and enhance our work performance and grow our knowledge within our career positions. We attended professional development courses that aligned with our SMART goals to assist our daily work activities so that we could improve our supervisory and managerial skills.

15
student employees

5
full-time staff





Through the Pandemic

- Offered the campus community with a study space during the pandemic at the Student Union Ballroom. Event Services monitored the location throughout its opening, ensuring the safety and cleanliness of the area.
- Upgraded our scheduling processes, procedures, reservation request forms, and office and event management training guides.
- Audio Visual team created technical manuals and videos for audio visual setup and operations.
- Assisted the students and campus community with the transition to virtual events.

Looking Forward

The Event Center AV team recently merged with Event Services and will work together to streamline operations for Student Union, Inc and campus events.

Offer live, in-person events as we transition to in-person per the SJSU Adapts plan.

Implement updated reservation, scheduling procedures and AV Technical training manuals to improve workflow and efficiency.

Expand our scheduling services to include SRAC & Campus AV to simplify the reservation process.

Student Highlight: Saneel Daniel

“Working with the Event Services and the Student Union teams has been one of the key highlights of my journey at SJSU. Working as an AV Tech has been vital in helping me enhance my collaboration and interpersonal skills, and furthermore, it also helped me in enhancing my network, hardware, and software troubleshooting and maintenance skills, which are all basic prerequisites for becoming a good Software Engineer. I am not only thankful to the management team, who have been really very helpful and supportive in finding new roles that fit my skill set, but am also grateful for the opportunity provided to switch roles during the COVID lockdown period, when no events were being held within the Student Union. To sum it up, the experience not only helped me to sharpen my skills at the job, but also made me feel connected to the Campus Community.”

Special Events & Programming

Special Events & Programming at the Student Union, Inc. aims to bring SJSU students a variety of high-quality events and activities that promote exploration, enhancement, and enrichment. During the 2020-2021 year, the Student Union, Inc. provided over 28 virtual events for 685 Spartans.

COVID-19 Pandemic

Our department worked hard to transform our traditionally live, in-person events to virtual events by utilizing various platforms like Zoom, Trivia Maker.com, YouTube Live. Because of the virtual requirement for events, our biggest challenge was getting Spartans to our events. The students who attended and participated in our events found it hard to engage and interact.

65

students logged onto the Fall 2020 Virtual Student Union Open House Event.

Spring 2021 Finals Care Packages

The SUI curated and distributed 200 care packages over the course of 3 days to Spartans. The care packages included snacks, useful office supplies, pens, highlighters, and a few games for study breaks. 200 students picked up their finals care package for the date and time they registered for.

“It was **something to look forward** to and felt nice to have a gift before exams began.”

Looking Forward

As Events & Programming moves into the next academic year, we are working toward strategic goals to boost engagement and feedback:

- Develop relationships across the campus.
- Increase attendance across all events by 25%.
- Increase the event feedback response rate of 2% to 25% and feedback rating by 5 points.
- Increase events/program diversity.

Student Union Human Resources

The Student Union Human Resources Team facilitates a healthy, communicative environment to foster the aspirations of students and staff, enabling them to be their best and contribute to our culture of excellence. As a trusted partner, we enhance the collegiate experience by fostering business priorities that create a culture of learning and growth where students and staff can excel.

COVID-19 Pandemic

Thanks to support from our SU Board of Directors, we continued to pay students throughout the initial Spring 2020 COVID closure. We are happy to have supported students' careers and professional development all throughout the pandemic.

For full-time employees, we transitioned to work from home, and worked to prepare a safe environment for an eventual return to work.

Metrics

Assisted in phone campaign recruiting/touching base with prospective new students—51 students worked 656 hours working on this for 2 weeks for a total of $10,462 dollars donated to the SJSU project.

The Student Union, Inc at SJSU is one of the **largest** student employers in the university.

Employee Count	July 2020	June 2021
Company Total	**408**	**309**
Full Time	53	45
Student & Part Time	355	264
Event Center	**45**	**35**
Full Time	6	5
Student & Part Time	39	30
Spartan Recreation and Aquatic Center	**249**	**194**
Full Time	13	11
Student & Part Time	236	183
Student Union	**114**	**80**
Full Time	34	29
Student & Part Time	80	51

Looking Forward

Collaboration with the Student Success group to:

ensure student success academically, personally, and professionally.

Student Success, Leadership & Assessment

The Student Success, Leadership & Assessment department provides support and resources to the Student Union, Inc. professional staff to strategically design and measure opportunities that develop critical skill sets for our students.

COVID-19 Pandemic

In Spring 2020, SJSU and the Student Union, Inc. shifted all instruction to be online in response to the COVID-19 pandemic. Because of this decision, the size of the pilot group identified was based on the student employees working. The SRAC Aquatic Center was the only Student Union department operational at that time.

Training Our Students to Become Leaders

In Spring 2021, the Aquatics Center manager identified team leadership as the core competency required for the development of student lifeguards.

The Aquatics Center team worked together to develop hands-on scenarios and procedural training designed for students to develop their leadership skills. These training sessions included valuable skills including effective communication, collaboration with colleagues, safety and emergency medical personnel, and patrons, active listening, and deepening relationships as well as practical skill drills on the pool deck.

There were a total of 5 training sessions throughout the semester. At the beginning and end of each training session, and the overall semester, student lifeguards were asked to evaluate their own confidence in their leadership skills and ability to execute emergency procedures.

The Results

36%

of students improved their team leadership core competency skill over the course of the semester.

Improvement in students' self-confidence in their

teamwork, leadership, and communication abilities.

Students were granted additional opportunities to demonstrate their team leadership skills by leading the practical skill development portion.

Looking Forward

Continue to develop the student success program and core competencies rubrics.

Provide training opportunities for the Student Union, Inc. professional staff.

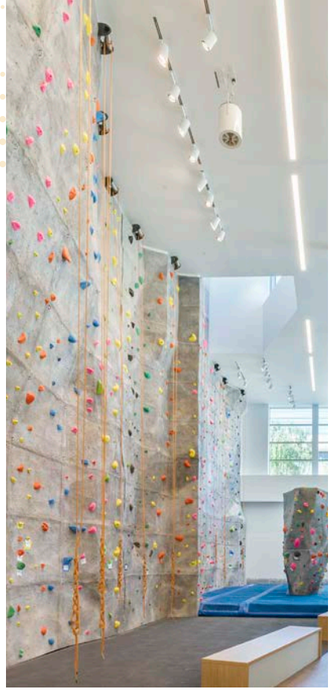
Achieve 65% improvement of student skill development for 2021-2022.

Spartan Recreation and Aquatic Center

The Facility and Operations division of Spartan Recreation aimed to provide as many safe exercise opportunities as possible while following the guidelines set forth by the SJSU Adapt plan. Access to the SRAC was and is currently limited to currently enrolled students, faculty, and staff. During the 2020–2021 academic year, the Spartan Recreation and Aquatic Center was one of two facilities on campus that were operational and providing services to the university community. We aimed to achieve a safe and friendly environment for patrons choosing to use our building.

20,000
entrances into the SRAC since July 1, 2020

163
memberships sold



Through the Pandemic

We responded to the COVID pandemic through facility adjustments, staff training, and strategic logistical moves. Spartan Recreation provided limited capacity reservations for patrons in an effort to provide enough safe space for working out. Equipment was also spaced out to provide a (10) foot barrier for exercise. Student staff were trained on cleaning strategies and sanitized equipment between each reservation period.

By the Numbers

11
full-time staff

9
part-time staff
2 Outdoor,
1 Club Sport,
6 Fitness

183
student employees

SRAC Through the Pandemic: A Timeline

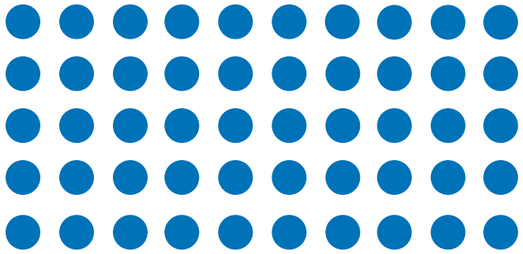
2020	March 16	SRAC closes down according to county mandated COVID order.
	July 27	SRAC pool reopens to students, faculty and staff for 45 minute lap swimming reservations.
	Aug 19	Campus closes for a week due to unhealthy air quality.
	Sept 11	Campus closes again for 3 days due to unhealthy air quality.
	Oct 2	Campus closes due to unhealthy air quality.
	Oct 13	SRAC reopens at 10% capacity under the county's red tier guidelines. Patrons are required to make a reservation for a workout time slot.
	Oct 28	SRAC increases capacity to 25% under the county's orange tier guidelines.
	Nov 17	SRAC closes down due to county regressing back to the purple tier guidelines.
	Dec 5	Regional stay at home order is issued. Lap swimming is stopped for the rest of the semester.
2021	Jan 11	Lap swimming resumes
	Jan 27–Feb 7	Lap swimming is unavailable due to a broken pool heater.
	March 15	SRAC reopens at 10% capacity under the county's orange tier guidelines.
	April 26	Cardio area is now open in the SRAC.
	June 1	Summer SRAC hours begin.

Aquatics

Complete with an Olympic Competition pool, diving boards, a recreation pool, poolside basketball hoops, lounge chairs, in-water volleyball net, inflatable obstacle course, and open deck space, the Aquatics facility provides a wide variety of options for anyone who walks onto the pool deck. The Aquatic Center is a popular place for students to swim laps, do homework, meet friends, de-compress from school, and get some sun. Both open recreation and structured programs are offered. This facility provides all students, whether living on or off campus, a place to enjoy campus, stay active and healthy, and achieve their fitness goals.

50
student employees

1
full-time staff



70 lifeguards participated in a training hosted by the aquatics manager to become American Red Cross certified or recertified. Monthly in-service training was also conducted to keep student lifeguards up to date with Covid-19 facility procedures, CPR, First Aid, and lifeguarding skills. Each in-service training had over a 30% participation rate amongst student lifeguards. It should be noted that lifeguard training and in-service training were adapted due to the Covid-19 global pandemic. Monthly in-service trainings were conducted virtually and in-person when allowed.

Through The Pandemic

A thorough procedural reopening plan was created to ensure the safety of all individuals who enter the pool deck (patrons, staff, lifeguards, etc.), culminating in a 17-page document with the procedures and precautions needed to operate safely and effectively during these unprecedented times.

- Lap swim reservations in the middle of a pandemic
- Daily practices for NCAA swim, men's and women's water polo
- Top Women's water polo teams in the nation for matches against Cal, UCLA, and Indiana University
- Men's water polo matches against Pepperdine, SCU, and Cuesta College
- Hosted virtual and in-person trainings on safety skills and new COVID-19 protocols

In addition, the facility provided training and employment for student lifeguards and a safe place for students and faculty to work out during a global pandemic when a majority of fitness facilities and pools in the area were shut down.

- 80 Student Lifeguards
- 63 Student-Athletes across Men's and Women's Swim & Dive and Water Polo Teams.
- Student lifeguards participated in a leadership development program through a series of 5 in-person sessions averaging 25-40 students per session

Goals for Next Year

- Offer leadership training on-site with employees
- Provide water certification opportunities
- Offer on-site water and first aid training including Title 22 certification

Staff Development

- American Red Cross Lifeguard Training, First Aid/CPR Training, COVID-19 Training, Monthly In-Service Training (Assessment Project): Shock, Hypoglycemia/Anaphylaxis, Seizure, Stroke, Multiple People Rescue, In Water Rescues
- Leadership Development Program

Programming & Offerings:

- Lap Swim
- Men's Water Polo Team
- Women's Swim Team
- Women's Water Polo Team
- Lifeguard Training
- First Aid/CPR Training
- Kinesiology Swim Classes

Student Highlight:
Christian Femat-Gomez

"Working for the Aquatics department is an honor I will hold in high regard, and as an example for any future career. The work environment created by the supervisor is one that values work ethic and promotes a healthy living. Communication is key when working at the aquatics center and as Lifeguards we are taught to communicate entire messages with little words or hand signals. This type of clear cut message allows for direct communication if any confrontation or issue may arise, and with this skill in mind, I have also adapted it to my academic studies. Anything from communicating to a professor or proposing a research topic. These indispensable values are some that take years to hone alone, but the aquatics center ensures that these life skills are endorsed to all employees. With this in mind, the life lessons that surrounded the aquatics center are some that I have embedded in the foundation of my character. A special thanks to all the aquatics employees that have influenced my life, they are amazing individuals with great aspirations that inspire."

Projects

Developed and implemented new facility policies and procedures that met CDC, State, County, and Campus guidelines

- Implemented new lap swim reservation system
- Re-designed the layout of the pool deck
- Facilitated patron entry and exit to the deck
- (only one entry and exit point)
- Created & posted new signage around the facility

Hosted NCAA conference matches for the men's and women's water polo teams

- Worked closely with athletics to create a game day operation system that kept all personnel safe and met all safety guidelines from numerous entities (CDC, State, County, San Jose State University, and athletic conference)
- Programmed the scoreboard and set up the scoring equipment, staffed the event

Looking Forward

Expand swimming & fitness programs for all students, faculty, staff, and community members.

Boost presence as an event rental location for groups on campus and in the community.

Offer professional & enjoyable NCAA matches and tournaments for our sports teams and spectators.

Expand *Learn to Swim* program to include more youth & adult participants to increase water safety in San Jose.

Fitness

In June of 2020, the Fitness department pivoted to a virtual platform for fitness classes. Utilizing our MindBody software, we live streamed virtual fitness classes for our students, faculty, and staff. Our instructors quickly adapted to teaching in a home environment with limited equipment and did an excellent job of keeping participants motivated and engaged.

Goal: Increase engagement and activity on @sjsu_fitness social media.

Result: By the end of Spring 2021, engagement statistics went up by 40%.

Our Future Goal: Continue to expand our social media presence, offer more interactive content, and collaborate across the Student Union, Inc. for a cohesive brand identity.

"The Spartan 100 Challenge was the motivation I needed to not be lazy! It was just right—not too challenging and very doable."

"I'm so thankful for the free access to the virtual fitness classes because I normally wouldn't be able to participate in person. The instructors are great. They switch up their classes so the workout is different each time. I love that I have the option to turn off my video while working out."

Fall 2020

- 1,000 participants in the virtual fitness classes
- 200 participants in the monthly challenge events
- Increased participation and engagement on social media.
- Collaboration with campus Victoria Secret PINK reps - Virtual fitness event in November
- Collaboration with the Women's Wellness Center for yoga & mindfulness workshop in April.

Spring 2021

- 700 participants in virtual fitness classes
- 263 participants in weekly and monthly challenge events
- 279 participants in Instagram challenges and brackets

Looking Forward

Development of In-house training program for fitness instructors and personal trainers.

Develop student staff professionally and personally.

Collaborate with Kinesiology department and incorporate Kinesiology & Fitness interns.

Expand the scope of practice (e.g. personal trainers) with additional certifications such as specializations in nutrition or corrective exercise.

Collaborate across campus with other departments and organizations.

Intramural Sports

Intramural Sports at San Jose State University offers quality programming and services for various sports and activities to the student body. IM Sports is committed to student development in a diverse campus community through quality gameplay, good sportsmanship, and top-tier student leadership.

We serve the SJSU campus & our students by inspiring growth as leaders in collegiate recreation.

20 student sports officials

8 student supervisors

2 full-time staff

Through the Pandemic

Intramural Sports had to quickly pivot their operation to being completely virtual. As a predominantly in-person department, this was a challenging task, but we strived to provide virtual programs and activities for students that drove engagement and participation. Accordingly, in the Fall 2020 to Spring 2021 semester, Intramural Sports began to offer more Esports tournaments and leagues, virtual trivia nights, and pro sports pick 'ems and contests.

Intramural Sports Learning Outcomes

Working for IM Sports requires training, evaluation, and learning. IM Sports training focuses on leadership, communication, and safety training. Students demonstrate their safety ability through risk management, forms and reporting, and handling injuries. In assessing student leadership and communication, respondents said they gained interpersonal confidence and leadership qualities by being employed with IM Sports.

464 student participants

3,837 engagements on social media bracket challenges.

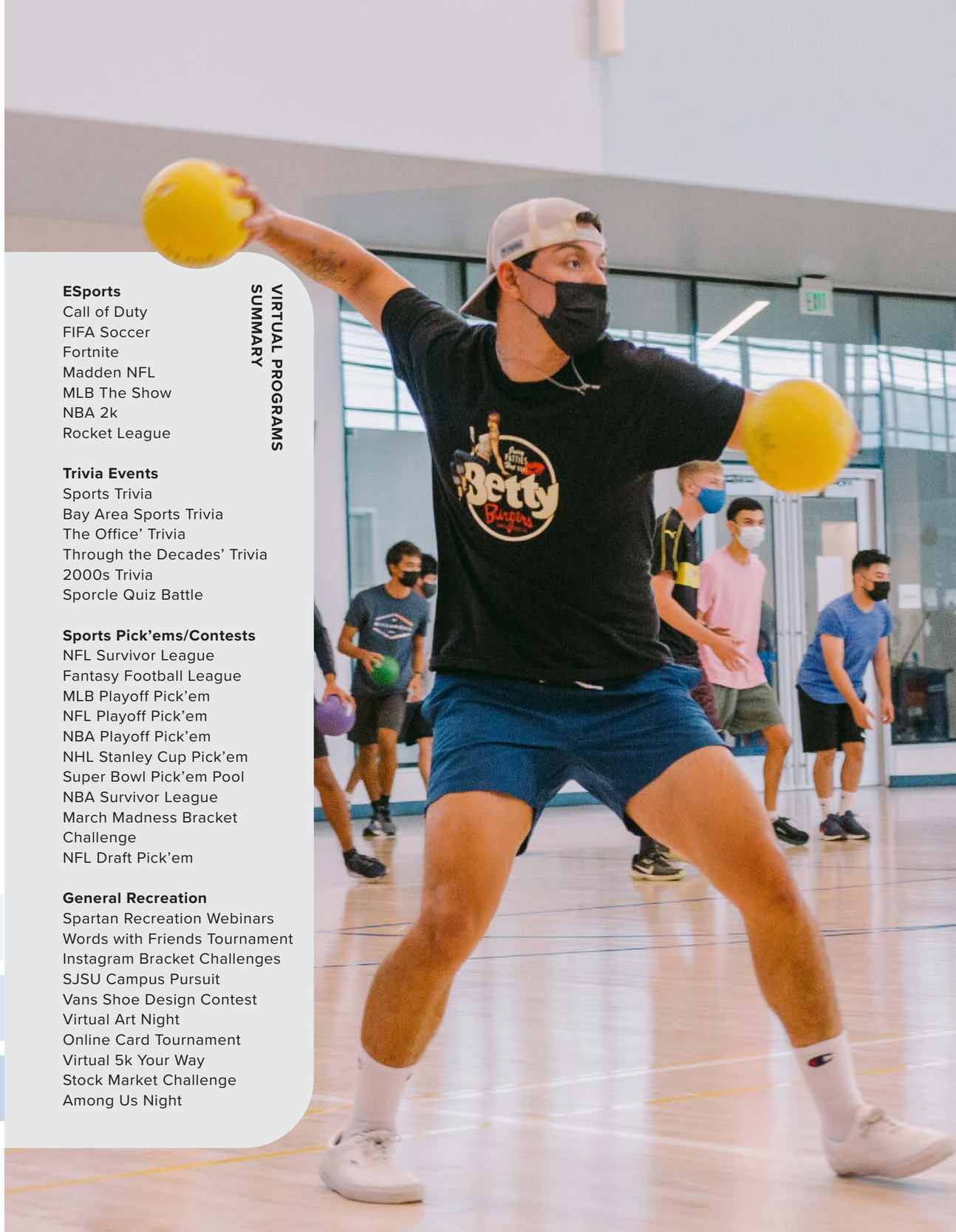
Looking Forward

The pandemic has changed the way the program has operated for over a year now. We are excited to get back to doing what we love most.

More in-person activities in the 2021-2022 academic year in addition to virtual programming.

With the transition back to in-person, we will be hiring a lot of new student staff during Fall 2021.

Development of new and existing virtual and in-person programs will continue.



VIRTUAL PROGRAMS SUMMARY

ESports
Call of Duty
FIFA Soccer
Fortnite
Madden NFL
MLB The Show
NBA 2k
Rocket League

Trivia Events
Sports Trivia
Bay Area Sports Trivia
The Office' Trivia
Through the Decades' Trivia
2000s Trivia
Sporcle Quiz Battle

Sports Pick'ems/Contests
NFL Survivor League
Fantasy Football League
MLB Playoff Pick'em
NFL Playoff Pick'em
NBA Playoff Pick'em
NHL Stanley Cup Pick'em
Super Bowl Pick'em Pool
NBA Survivor League
March Madness Bracket Challenge
NFL Draft Pick'em

General Recreation
Spartan Recreation Webinars
Words with Friends Tournament
Instagram Bracket Challenges
SJSU Campus Pursuit
Vans Shoe Design Contest
Virtual Art Night
Online Card Tournament
Virtual 5k Your Way
Stock Market Challenge
Among Us Night

Club Sports

Spring 2021 9-week fitness challenge

A push to get athletes more invested in their fitness and connected to their teams and Club Sports as a whole. Student athletes participated The ESports team won the challenge with a total of 151 workouts. Baseball came in second place, and Men's Ice Hockey came in third.

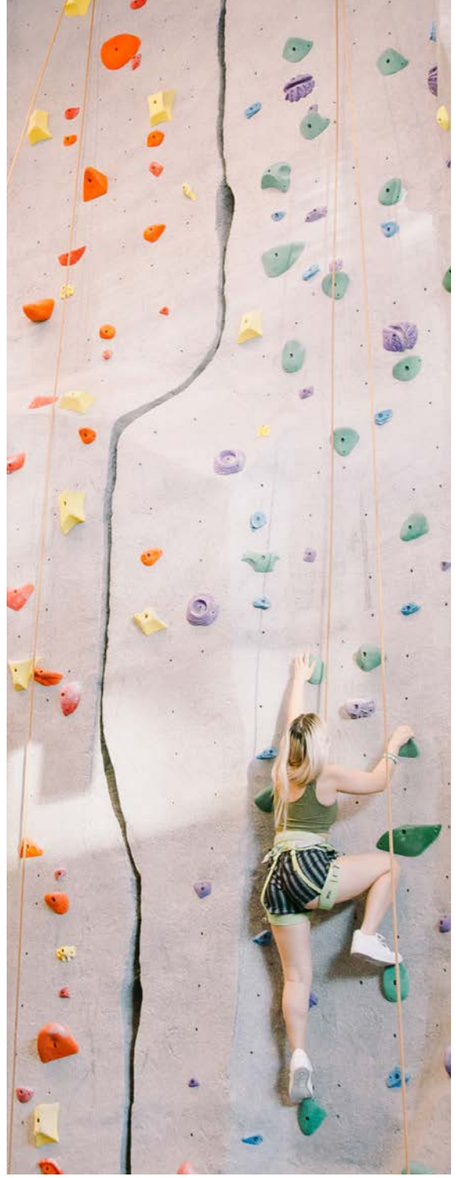
75
students participated & earned points for their teams by completing workouts through the Volt Athletics app.

615
total activities completed

"I started working for Spartan Recreation when I was a freshman in college because I saw it as a great opportunity to get involved on campus and a way to continue to stay physically active. However, what started as just a job led me to discover new passions, create meaningful relationships, and immerse me in a community of like-minded individuals.

Student Highlight:
Kelsey C.

"The environment of the SRAC is unlike any other job: the fun, the energy, and the people. It's a truly unique place to work and to be a part of on campus. Working as a group fitness instructor has been transformational to me personally and professionally. Teaching has given me confidence, sparked many friendships, and allowed me to push myself physically. I couldn't have done any of this without all of the support and encouragement I've gotten from my coworkers and supervisors too. The SRAC is full of opportunities and excitement and I am so grateful to be a part of it all!"



"It was great to stay in shape as an athlete. It made me feel like I was still practicing and playing with my teammates while being remote."

Outdoor Adventures & Climbing Wall

Outdoor Adventures (OA) enriches the student experience through development of meaningful connections with other humans, the community, and the planet. Students who develop relationships through outdoor activities are better able to handle daily stressors from college life - stressors that have been amplified with COVID-19.

Bouldering wall reopened during the Spring 2021 semester. After prepping the facility for compliance with state, county, and university guidelines, we were able to allow 300 climbers to reserve a time at our wall, in addition to bringing three of our student staff members back to work.

Mt. Everest Challenge

Students hiked the equivalent elevation of Mt. Everest on their own local trails throughout the duration of the semester. During this challenge, students were required to connect with other students through our virtual workshops, where we also shared information and resources with them that we normally include in our in person trips. Each of our virtual workshops had a unique educational component from taking students on a tour through California's National and State Parks, to sharing some of our favorite "camping hacks."

"Thank you for putting all these events together and for creating the Everest challenge! I appreciate that we were able to have these events at all during the pandemic, and the Everest challenge was such an awesome and creative way to encourage people to stay active and get outside. I also really enjoyed how the presenter went above and beyond the lecture content to engage everyone by sharing stories and asking fun interactive questions. Thanks again, and I look forward to participating in future Outdoor Adventure programs!" *— Rachel H.*

Staff Development

While our student staff were unable to work through a majority of the pandemic, we provided students and student staff the opportunity to attend the virtual "Western Regional Outdoor Leadership Conference" in January 2021. This three-day workshop educated students about Outdoor Leadership as well as networking with students from other university outdoor programs across California, Nevada, Oregon, and Washington.

258
students participated in 28 virtual programs & challenges, like educational tours of California's National and State parks, hiking challenges, and virtual "campfires."

Looking Forward

We plan on opening an Equipment Rental & Resource Center in the SRAC where students can rent a tent, sleeping bag, or other outdoor equipment for their own personal trips. The rental and resource center will not only complement our Outdoor Adventure and Climbing programs, but will also supplement other Spartan Recreation programs such as Intramural Sports.

Return of in person programs for Fall 2021.

Return of top-rope climbing and a full selection of wilderness offerings in Fall 2021 and Spring 2022.

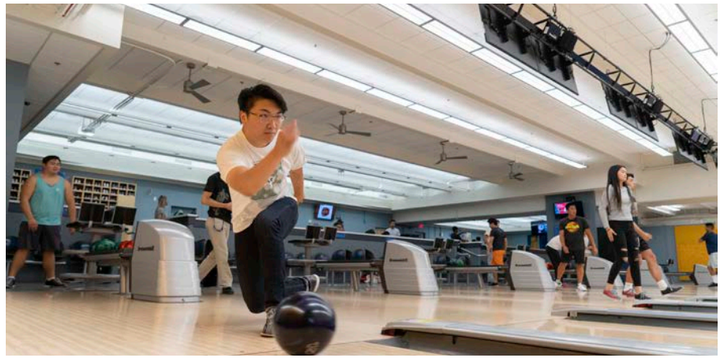
We will continue to develop and offer virtual programs, which were popular during the pandemic.

Bowling Center

Equipped with bowling lanes and billiard tables, the Bowling Center is a space for recreation and socialization. Students use the bowling alley as a spot to meet friends, study, and bowl.

1
full-time staff

0
student employees due to COVID-19 closure



COVID-19 Pandemic

During the majority of this year, Bowling Center management took advantage of the closed facility to attend a variety of training classes to further develop personal and professional skills.

Policies and procedures were enhanced to improve future operations. A few examples are supervisor and management classes from CSU Learn, Bowling University courses from BPAA, pinsetter training, and ongoing database studies to add more features to our current database.

Looking Forward

Because of the COVID-19 pandemic, much of the student workforce was eliminated. Accordingly, the Bowling Center will implement:

- an efficient training procedure for new staff members in preparation for the return to campus.
- a different approach to student league bowling and recurring events in Fall 2021.

Info Center & Marketing

Housed inside the Diaz Compean Student Union, the Information Center is the number one informational resource for all things campus related, answering questions on everything ranging from academic resources to best dining locations on campus. The Information Center does an excellent job of offering valuable up-to-date information and they proved to be a valuable point of contact for questions regarding departments, change in hours, events, and campus services. Staffed entirely by student employees, the Info Center connects students with one another in the ways that truly enhance the campus experience.

The Information Center and the Marketing Team work hand-in-hand to inform the campus community about the various programs, services, facilities, and events that the Student union, Inc. offers. Creating everything from signage to collateral packages spanning multiple print and digital mediums, the Marketing Team is a complete advertising, design, print, and publication department within the Student Union, Inc. We create numerous marketing materials to be distributed within the Student Union, including brochures and flyers, sunglasses, mouse pads, stickers, and more. We are brand designers that craft a cohesive image and style of the Student Union, Inc.

Through the Pandemic

Due to campus closures and student staff transitioning to remote modalities, the Information Center remained closed for the entire Fall 2020 and Spring 2021 semesters. The Information Center looks to reopen in the Fall 2021 semester.

While the Information Center closed its doors through the pandemic, the Marketing Team was in full gear throughout the Fall 2020 and Spring 2021 semesters. Thanks to a dedicated events and programming staff, the Marketing Team was busy with promoting virtual programing through our Instagram platform, creating not only promotional images, but also interactive games including an IG Story Trivia contest for the iconic On The Basis of Sex movie.

Looking Forward

The Marketing Team seeks to expand their team and hire more student talent in order to establish a larger digital presence within the campus community. Stepping into the 2021-2022 academic year, the Marketing Team hopes to launch multifaceted, long-term marketing campaigns focused on

student engagement, professional development, and personal growth.

connecting the Student Union, Inc to the larger campus community.

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