

STUDENT UNION BOARD OF DIRECTORS
MEETING MINUTES

April 7, 2020 at 4:00 PM
This was a telecommuting meeting.

Voting Members Present: Nicholas Ayala, Antonio Bustamante, Sonja Daniels, Charlie Faas, Cynthia Fernandez-Rios, Ellen Middaugh, James Naung, Branden Parent, Emily Wughalter
Voting Members Absent: Yissel Reyna
Non-Voting Members Present: Tamsen Burke
Guests: Amy Guerra-Smith, David Alves, Caryn Collopy, Debbie Gairaud, Dominic Ackerman, Kelsey Snook, Jeff Toone, Shawn Clark

I. CALL TO ORDER

Cynthia Fernandez-Rios called the April 7, 2020 Board of Directors Meeting to order at 4:03 PM via Zoom Conferencing.

II. ROLL CALL

Cynthia Fernandez-Rios asked Amy Guerra-Smith to do roll call. Amy Guerra-Smith noted that she completed a verbal roll call.

III. APPROVAL OF MEETING AGENDA FOR APRIL 7, 2020

Cynthia Fernandez-Rios asked for any changes needed to the APRIL 7, 2020 STUDENT UNION BOARD OF DIRECTORS MEETING AGENDA. No additional changes were requested.

Cynthia Fernandez-Rios asked for a motion to approve the April 7, 2020 Student Union Board of Directors Meeting Agenda.

Antonio Bustamante moved to approve the April 7, 2020 Student Union Board of Directors Meeting Agenda.

Nicholas Ayala seconded the motion.

VOTE ON THE MOTION: 9-0-0 MOTION PASSED

IV. APPROVAL OF MARCH 3, 2020 MEETING MINUTES

Cynthia Fernandez-Rios asked for any changes needed to the MARCH 3, 2020 STUDENT UNION BOARD OF DIRECTORS MEETING MINUTES. No additional changes were requested.

Cynthia Fernandez-Rios asked for a motion to approve the March 3, 2020 Student Union Board of Directors Meeting Minutes.

James Naung moved to approve the March 3, 2020 Student Union Board of Directors Meeting Minutes.

Sonja Daniels seconded the motion.

VOTE ON THE MOTION: 9-0-0 MOTION PASSED

V. APPROVAL OF MARCH 17, 2020 EMERGENCY MEETING MINUTES

Cynthia Fernandez-Rios asked for any changes needed to the MARCH 17, 2020 STUDENT UNION BOARD OF DIRECTORS EMERGENCY MEETING MINUTES. No additional changes were requested. Cynthia Fernandez-Rios asked for a motion to approve the March 17, 2020 Student Union Board of Directors Emergency Meeting Minutes.

Emily Wughalter moved to approve the March 17, 2020 Student Union Board of Directors Emergency Meeting Minutes.

James Naung seconded the motion.

VOTE ON THE MOTION: 6-0-3 MOTION PASSED

VI. APPROVAL OF MARCH 19, 2020 EMERGENCY MEETING MINUTES

Cynthia Fernandez-Rios asked for any changes needed to the MARCH 19, 2020 STUDENT UNION BOARD OF DIRECTORS EMERGENCY MEETING MINUTES. No additional changes were requested. Cynthia Fernandez-Rios asked for a motion to approve the March 19, 2020 Student Union Board of Directors Emergency Meeting Minutes.

Emily Wughalter moved to approve the March 19, 2020 Student Union Board of Directors Emergency Meeting Minutes.

Antonio Bustamante seconded the motion.

VOTE ON THE MOTION: 7-0-2 MOTION PASSED

VII. PUBLIC FORUM

No one was present for public forum.

VIII. EXECUTIVE DIRECTOR'S REPORT

Tamsen Burke noted that the mondo flooring on the second floor of the SRAC building was to be replaced during the week of spring break and due to the SRAC closing and the statewide shelter-in-place order, the project will be postponed and rescheduled with the contractor.

Ms. Burke announced that the Student Union, Inc., and the Food Pantry were closed during spring break week for deep cleaning and disinfecting as a result of a COVID-19 related incident in the building earlier in March. Ms. Burke noted that the east wing of the Student Union completed the disinfecting process and will reopen on April 8, 2020 from the hours of 9:00 am to 5:00 pm. The Student Union, Inc. team prepared all the COVID-19 related protocols required to resume operation. The protocols included requirements around social distancing interactions and proper sanitary steps for those entering and exiting the building through select entrance points. Ms. Burke noted that the Student Union, Inc.'s new protocols were reviewed by Matt Nymeyer, Director of Environmental Health & Safety, University Facilities Development and Operations to make sure that document met all requirements. The new protocols were posted on the building entrances near the pantry and the east wing of the building. Ms. Burke also noted that sanitizers and wipes were placed at each building entrance to ensure the safety of all individuals entering and exiting the building. The facilities team made sure the building was prepared and in full compliance for the reopen.

Ms. Burke stated that the Student Union, Inc. received two recent resignations. Dominic Ackerman, who served in the Interim Director of SRAC position. Ms. Burke worked with Debbie Gairaud, Student Union Director of HR, to create an accurate job description for the SRAC Director position. The job description was posted to NIRSA, and a search committee was created to conduct the next steps of the hiring process. The other resignation the Student Union, Inc. received was from Jon Fleming, the General Manager of the Event Center. Ms. Gairaud and Ms. Burke created a job description after reviewing with some of the external reviewers that run event centers to ensure the accuracy of the job description. Ms. Burke noted that the General Manager position is an integral part of the Event Center. Ms. Burke added that the Event Center brings in about \$600,000-700,000 in revenue. It will be important to fill the position because majority of the planning for the concerts and events typically happen now for 3 to 6 months in advance. Ms. Burke highlighted that if the shelter-in-place order is lifted, the Event Center will need to act quickly to finalize and execute concerts and events for the fall semester to continue generating the revenue expected for the next fiscal year.

The last position that Ms. Burke and Ms. Gairaud created was for an Account Manager to support the existing Account Manager because of the nature of the workload seen in the past year due to the growth of having the SRAC open.

Ms. Burke mentioned that the federal government came out with a couple of different relief packages for organizations—Family First and the Cares Act. Family first is an emergency family medical leave expansion act. The Student Union, Inc. already made every Full-Time employee whole until June 30, 2020. The Family First helped understand possible next steps to support employees during COVID-19 in terms of emergency family medical leave or additional sick time. The Cares Act relief is the federal stimulus loan that Student Union, Inc. applied for through Bank

of America for \$1.5 million as a part of the federal stimulus loan. Ms. Burke noted that the way the loan was written, based on the federal government, 75% must be used for Staff payroll and 25% for leases and utilities. The loan will be forgivable and must be used over an eight-week period. The Student Union, Inc. is at roughly \$1.3 million in lost revenue across the three facilities from March 2020 through June 2020. SRAC is still under evaluation as all memberships were placed on a 30, 60, or 90-day hold, but the individual member holders can cancel their membership and request a refund. Ms. Burke noted that if refunds happen, there could be increases to the lost revenue over the next couple months. The \$1.3 million of lost revenue is based on what the Student Union, Inc. would have earned from event and concerts and not inclusive of student fees. Ms. Burke added that CSU and the university protected Student Union, Inc. fees as a part of the nonrefundable money. There were conversations across the CSU and Executive Directors of how the student fees will be affected due to COVID-19 protocols continuing through summer and fall. Ms. Burke mentioned that in preparation of continued lost revenue as well as decreases to the sum of student fees for the fall semester. Ms. Burke noted that she reached out to the University to get an understanding of what the projected enrollment decreases look like. The projected enrollment for fall semester is anticipated to decrease 5-7%, and CSU is projecting up to or above 10% enrollment decreases.

IX. AGENDA ITEMS

Personnel Committee Items (chair – Antonio Bustamante):

a. Update on SRAC Director Position

Amy Guerra-Smith announced to the Board that the search committee was selected. The committee members are Jeanne Trang (SUBOD Representative), Jerry Darrell (SU Facilities/IT Director), Roger Coldiron (SRAC Aquatics Supervisor), Christine Wong Mineta (WHP Assistant Director), and Bonnie Sugiyama (PRIDE & Gender Equity director). The committee met and reviewed their first tier of applicants and the phone interviews will begin on April 8. Tamsen Burke added that there were 42 applicants for the SRAC Director position. The committee narrowed the pool down to 10 applicants to advance to the phone interviews.

b. Update on Event Center General Manager Position

Tamsen Burke reiterated that the job description has been created and more accurately represents the vision and direction of the Event Center. The creation of a new job description also provided an opportunity to better understand how the position would support Charlie Faas' team, the university, and Athletics.

The search committee for this position will be looking for a candidate that will not only run the Event Center with a focus on events, but how they will intersect with Athletics and the campus in terms of driving the mission. Debbie Gairaud, Student Union HR Director, and Ms. Burke are finalizing the job description, and it will be posted within the next week. Ms. Burke added that she was in touch with various promoters to get a better sense of where to post the position to get the best pool of candidates.

c. Hiring - Fitness Coordinator and Aquatic Coordinator Positions

Tamsen Burke noted that she and Debbie Gairaud were preparing the job description for the Fitness Coordinator, and the position will be posted within a week in July 2020. This is an existing position that needs to be filled.

The Aquatics Coordinator position is a new position that will assist Roger Coldiron, Aquatics Supervisor and it is important to make sure the pool stays in the best condition, especially with how it supports Athletics. The new position would assist with maintaining the pool. Ms. Burke will be presenting the new Aquatics Coordinator position to the Personnel Committee with the hope of posting the position within the next couple of weeks.

d. Executive Director’s Annual Performance Evaluation Update

Antonio Bustamante noted that Amy Guerra-Smith assisted Ellen Middaugh and him to compile the email list to send the Executive Director Annual Performance Evaluation. They have a proposed timeline with dates and the final email list but are still in the early stages of planning everything. Ms. Middaugh added that they will be sending an email out tomorrow and report back with the results.

Facilities Committee Items (chair – Antonio Bustamante):

e. Event Center Strategic Direction - Draft Plan

Tamsen Burke noted that she will be sending out the Event Center Strategic Direction Draft Plan to the Board. There were no additional updates currently.

f. Salas O’Brien Consulting Project Update

Tamsen Burke mentioned that the bid proposals for the consulting project on the next steps for the Event Center are being compiled in terms of priorities of what the needs are for the facility from an operational and systematic perspective. Salas O’Brien was the consultant used for previous projects. Ms. Burke added that the Student Union, Inc. will also be soliciting bids because of the projected amount that will be spent on this project. Charlie Faas requested Ms. Burke consult FD&O on the RFP preparation.

Finance Committee Items (chair – Yissel Reyna):

g. Volatility Market Impact on Investments

Tamsen Burke mentioned that the good news is that the curve has flattened out a little bit. The bad news is that she heard from Larry Van Steenhuyse that the Student Union investment portfolio suffered a loss of revenue of about 19%. The Student Union decided to maintain the current course.

h. 2020-2021 FY Budget Schedule

Tamsen Burke and David Alves conducted 12 interviews where each department walked them through the first interpretation of their budgets. Feedback was provided to each presenter as needed. Each department will submit revised budgets by Friday, April 17, and any outstanding questions will be addressed. April 21, 2020 is the targeted date to present the finalized budget to the Board, with a follow-up presentation on April 28, 2020 as needed, with final review of the 2020-2021 FY Budget on May 5, 2020.

The budget will come with a potential 5% adjustment based on the Student Union, Inc.’s lost revenue assumptions. Ms. Burke and Mr. Alves are working on additional assumptions to prepare for the Board of how they have looked at the proposed budget for 2020-2021 FY.

Cynthia Fernandez-Rios asked if anything was presented in the budgets that was eye opening or if everything seemed normal. Ms. Fernandez-Rios followed up by asking what the support system was like for everyone when creating their budgets. Ms. Burke addresses both of Ms. Fernandez-Rios’ questions noting that the Leadership Team was proactive in making sure they are giving guidance, resources, and directions to their teams at work or via video conferencing. The Accounting Team has been outstanding at making sure to answer any questions asked and getting information from previous budgets as needed. Ms. Burke noted that by having a group of young professionals doing budgets this year, it was important for the team to help them understand that this year was a flat year with the potential to decrease the budgets.

i. 2020-2021 FY Budgets – Strategic Priorities

i. Mission, Business and Operational Practices, and Student Success

Tamsen Burke mentioned that everyone was asked to be mindful of these three Strategic Priorities as they prepared their 2020-2021 FY Budgets. Every budget preparer was asked to reflect on whether their budget was mission driven; intentional about business practices, and if they needed to consolidate those resources that it was being handled; and how their programming supports student success and the development of students.

ii. Student Employment Success

Amy Guerra-Smith has been leading the project. Implementation of the Student Employment Success Program is anticipated starting in August 2020. Ms. Guerra-Smith has identified the core competencies that will be guiding a lot of future employee trainings and principles. Ms. Guerra-Smith added that the core competency pillars speak to four key areas: Thinking, Creativity, and Communication; Personal Development; Inclusion, Diversity, Equity, and Acceptance; and Leadership Development.

Tamsen Burke added that the hope is to build a solid employee group that has some competencies that they want to accomplish in terms of their work and the job description for them. There will be training conducted for all managers on the core competencies, how to evaluate them based on rubrics, and how they are tied to the job description, a job, or specific tasks. Ms. Burke noted that it is exciting to see what the past Student Success Program was and how Amy Guerra-Smith is shifting it to speak to the vision that was intended.

j. Financial Implications Due to COVID-19

Tamsen Burke noted that the most important thing is for the Student Union, Inc. to recognize the loss and the Leadership Team will continue to assess that loss with the hope that the application to FEMA will garner some reimbursement. The Team is still in the process of understanding if FEMA will reimburse lost revenue, but there is a perception that that is a no. The Team is also looking at some of the costs incurred across the three facilities to support COVID-19 and certainly the health and well-being of everyone.

k. COVID 19 Incident at Student Union

Tamsen Burke noted that the individual from the COVID-19 incident at the Student Union from the week of March 23, 2020 will remain anonymous. Ms. Burke stated that there was an incident in the Student Union, Inc. facility. We responded very quickly, and we worked with Barbara Foo, the university appointed doctor, of how to execute notifications and processes. In a matter of hours Ms. Burke and Dr. Foo had a plan as to how to inform the Student Union, Inc. staff that were present as well as the staff that had already left for the day. The HR team has done an outstanding job of making sure that the Student Union, Inc. is doing wellness checks for every one of the employees that were a part of this interaction to make sure their health and well-being is secured. Ms. Burke confirmed that there has been no transmission to any other individuals and that the affected individual is home, doing well, and recovering.

Tamsen Burke added that the building was isolated, only allowing access for five people until the building was cleaned this week. The Student Union, Inc. was preparing to reopen on April 8, 2020 with a solid plan on how to continue to keep the well-being of employees and all other individuals that enter the building in mind.

Brandon Parent asked Ms. Burke what additional precautions would be taken to help students and employees returning to work in the facility. Ms. Burke responded saying that Kevin Kish, Student Union, Inc. Operations Manager, was preparing select building entrance points with a table with provided masks, hand sanitizer, and wipes for individuals to use when they come into the building and before leaving the building. The

building is prepared for social distancing measures with staff using mainly the second-floor restrooms and students using the first-floor restrooms as well as other protocols to ensure safety for everyone.

X. MEETING ADJOURNMENT

Cynthia Fernandez-Rios asked for any other business to discuss. Nicholas Ayala inquired if the performance review process is what has been followed in the past. Tamsen Burke noted that there has not necessarily been a standardized performance review process in place, and that this topic has been discussed with the Leadership Team. Ms. Burke and Ms. Gairaud have talked about and prepared what the criteria for reviews are and decided on metrics for each of the areas. The Leadership Team will review the metrics for performance reviews, and then it will be presented to the Personnel Committee so that they understand what the evaluative tool will be for all staff in terms of performance.

My. Ayala followed up with a question for the Personnel Committee regarding the performance review process approach for the Executive Director in the past or is what the Committee doing something new. Sonja Daniels explained that in the past the performance review for the Executive Director is an extensive process. The new approaches this year include adding collaborative partners across the campus to weigh in on the performance evaluation, in addition to the evaluations from the Executive Director's direct reports. Dr. Daniels added that the evaluation summary will be reviewed by the Vice President for Student Affairs Office.

Cynthia Fernandez-Rios thanked the Board for the additional questions and asked for any additional business to discuss. Seeing no other business to discuss, Ms. Fernandez-Rios asked for any objections to adjourn the April 7, 2020 Student Union Board of Directors Meeting. Seeing no objections, Ms. Fernandez-Rios noted that the **April 7, 2020 Student Union Board of Directors Meeting was adjourned at 4:59 pm by unanimous consensus.**