I. CALL TO ORDER
Elliott called the meeting to order at 3:01 p.m.

ATTENDANCE: Corey Williamson, Ashley Elliott, Craig Johnson, Bill Muir, Emily Howard, Clint Hafliger, Jacob Brown, Cathleen Cowell, Drew Bellamy, Cindy Diederich, Audrey Taggart-Kagdis, Jeff Clark, Lauren Chard, Payton Lynn, Kotis Atkinson, Sophia Palcic

ABSENT: Anthony Warnick, Kathleen Hatch, Sara Partin, Samuel Schweier, Derrick Harrington, Erik Moore, Javier Cordero

RECORDER: Jennifer Fabrizius

PROXIES: Ashley Elliott for Anthony Warnick, Sophia Palcic for Kathleen Hatch

GUESTS: Audrey Taggart-Kagdis, Assistant Director/Marketing and Student Programs; Jeff Clark, Assistant Director/Retail Services

II. OPEN PERIOD
Elliott reminded members to sign the October 7 meeting sign-in sheet.

III. APPROVAL OF MINUTES
Elliott called for a motion to approve the minutes.

Payton Lynn moved and Cathleen Cowell seconded the motion to approve the September 9, 2022 minutes. 13-0-0.

IV. UPC PRESIDENT REPORT
Atkinson reported on UPC activities – Farmer’s Market (650), Tie-Dye and Pie (216), Cozy Night in @ the Union (220-250), which equates to a 17% increase from last year in attendance for the same time period.

UPC Exec Board is in the process of undergoing constitution revisions, has reviewed the first four sections, and will be brought to the attention of the co-chairs at the next co-chair meeting.

V. UNION AMBASSADOR REPORT
Wertenberger reported Ambassadors has one new member, but numbers are still low. Ambassadors are focusing on the Welcome Desk and Cats Cupboard, as well as recruiting and tabling at the residence halls. The Welcome Desk schedule has been finalized, and Ambassadors will also be helping with Wildcat Dialogues on November 1 and handing out cookies to promote the Welcome Desk.
VI. UGB PRESIDENT REPORT
Elliott reported the Union Corporation Board met on Friday, September 30, and voted on the Union Naming Space Resolution, which will be forwarded to the University President’s Office and onto the Kansas Board of Regents.

Elliott also announced she will be creating a form in Outlook whereby members can ask questions, ideas, concerns, etc. Elliott indicated the form can be anonymous.

VII. COMMITTEE ASSIGNMENTS
Elliott noted committee assignments have been established, were distributed last week and to please notify Corey or Jennifer of known issues. Elliott stressed the importance of attending committee meetings.

VIII. OLD BUSINESS
Elliott called for a motion to approve the Union Naming Space Resolution.

Payton Lynn moved and Sophia Palcic seconded the motion to approve the Union Naming Space Resolution. 13-0-0.

IX. NEW BUSINESS

X. EXECUTIVE DIRECTOR REPORT
Williamson stated today’s meeting will be a working meeting, rescheduled from September 23, and noted UGB will reconvene with its regular schedule again next week on Friday, October 14. Further to discussion during the September 9 meeting, today’s meeting will focus on how to continue to move forward with the Union’s strategic objectives and key results. The exercise is to maximize the student experience within the Union. The group will then reconvene to share ideas from the respective breakout sessions.

Student Development – Audrey Taggart-Kagdis, Staff Lead
Lynn reported the group focused on both student workers at the Union and students who are involved in UGB, UPC and Ambassadors. For consideration:

- Pre and post surveys for skills and expectations going into experience
  - At the end year/term, was there improvement in certain areas (i.e. leadership, career development, etc.)
- Achieve buy-in from students; why being here matters
  - What am I as a student going to get out of the experience?
  - Determine ways to measure and incentivize

Taggart-Kagdis added the two areas of focus were 1) retention of members from year to year, and 2) improvement in certain areas (i.e. student employee evaluations).

Quality Service – Jeff Clark, Staff Lead
Elliott reported the group discussed “secret shopper” type programs:
Members obtain conference cards to food establishments for experience
  o Complete survey as benchmark in the fall; conduct survey again in mid-spring
Similar program with appointments for passports and reservations
  o Survey to ensure good coverage of customer service
Reach out to customer bases who are seen frequently
  o How to make experience better; how to do so
Empowering student employees
  o If you like coming to work, you will perform better at work

Facility Improvements – Craig Johnson, Staff Lead

Johnson reported the group focused on the following topics:
  • Accessibility perspective
    o How to navigate around the Union
    o Highlight additional signage, etc.
  • More refresh on non-updated areas
    o 1st Floor restroom
    o 200 series meeting rooms
  • Larger infrastructure items
    o State of the ballroom
    o Continuing work on HVAC units
    o Other areas that have not been addressed and need attention
    o Challenges moving forward with the budget situation
      ▪ How to try to prioritize what to invest in

Financial Stewardship – Cindy Diederich, Staff Lead

Brown reported the group focused on the ballroom needing attention:
  • Earmark 7% of reserve funds to be used solely for renovation
  • With money still set aside in the event of another pandemic

Community Well-being – Corey Williamson, Staff Lead

Williamson stated the UGB will be a good group to focus on community well-being strategic objective in a future meeting and mentioned a couple of items being considered:
  • Accessibility in and throughout the Union
    o There is currently an inclusive restroom on the 1st Floor
    o Identified a women’s restroom on the 1st Floor, southeast side, to transition to an all-inclusive restroom
  • New affinity group referred to as Cat Ability on campus.
    o For accessibility limitations identified within a facility on campus, there is no concentrated way to communicate back to the University
    o Need a way to communicate access limitation challenges within the Union

UGB discussed top Union renovation priorities, including the ballroom and asbestos in the ceiling. If the ceiling deteriorates, it will need to be addressed immediately or cease use of the ballroom. The abatement quote is in excess of $250,000. Timing depends on how much
can be set aside (within 2-3 years). Johnson reported $100,000 is set aside per year out of R&R funds that are allocated to the Union.

XI. DISCUSSION, CONCERNS, ANNOUNCEMENTS
Williamson, once again, acknowledged and thanked Bill Muir for his support and generosity of his deferred commitment to the K-State Student Union.

Elliott restated the need for members to sign the sign-in sheet, to be on the lookout for her Outlook form, and that UGB will convene again on Friday, October 14, at 3:00 p.m.

XII. ADJOURN
Elliott called for a motion to adjourn the meeting.

Cathleen Cowell moved and Payton Lynn seconded the motion to adjourn the meeting at 3:58 p.m. 13-0-0.