Program Evaluation Results

• Access to study, gathering, meeting, event space was provided (7) days and (95) hours a week during the regular academic year in partnership with the UND Police Department.

• Over (25) students were employed to support operations while returning dollars for educational or living expenses and also providing opportunities to expand leadership and life skills.

• A master planning assessment was completed by (1334) students to analyze space usage and gather input on needs and priorities for future services and amenities.

• The MU’s (EMS) event management system resource configuration was further developed to improve capabilities to enhance services and more effectively support building operations.

Mission
The Memorial Union supports division and institutional goals focused on recruitment, retention, and the success of students. We accommodate space needs of academic departments and support services, we serve as an employer of students, and provide services that are essential for the daily life of students and the campus community.

Points of Pride
• Supported (5,962) space bookings for the UND campus community and guests
• Initiated (10+) enhancement projects to improve amenities and services for students and UND campus community
• Supported (20+) building partners who primarily serve students
• Launched a facility Master Planning Process
• Provided (1800) Dakota Student summer issues targeted towards new students

Departmental Strategic Plan Goals
• Complete Memorial Union organizational staffing re-structuring process.
• Establish direction to launch a feasibility study of the Memorial Union that will interface with the UND Campus Master Planning Process and target student and campus community needs.
• Complete scheduled upgrade of the (EMS) Event Management System and expand system configuration to maximize usage and more effectively deliver event and conference services and streamline operational processes.
• Create a structure for and implement a Memorial Union Advisory Board.
• Complete a review of the 2015 Skyfactor Mapworks College Union/Student Center assessment results and utilize data to create greater awareness of operational, service perceptions and needs to enhance the delivery of services provided by the Memorial Union department and building partners.

Progress & Accomplishments
The Memorial Union completed and/or made progress on each departmental strategic plan goal outlined for 2015-16.

Program Evaluation Results
Challenges
Two full-time staff vacancies and student staffing reorganization occurred due to operating budget reductions. Service delivery options, costs and priorities were reviewed, modified and re-launched for opening in July 2016 in order to meet service demands within current funding levels.

Use of Results
- Building traffic counts and expanded EMS capability improved assessment of facility usage and statistical reporting to inform operational decision making and service delivery.
- The student employment program continues to be reviewed to ensure high quality support of services and operations while providing students with intentional student learning opportunities.

Student Learning Outcomes

Assessment Results
- A student learning focused reflection process is used with Memorial Union Building Managers. These managers serve as the senior leaders in our Student Employment Program. A total of (8) managers participated in the 2015-16 process.
- Memorial Union student staff attending the Association of College Unions International (ACUI) regional conference write a reflection response about their experience.

Use of Results
The Building Manager reflection process assesses individual learning, and the impact of training and investment in their experience. The assessment is used to adjust additional training or development needs.

The ACUI student reflections serve as a method to tie the conference experience to student employment positions and to also assess the level of impact the experience may have on personal development. One Building Manager summed up the experience well about why student employees should attend, “because it might possibly give us real life experiences we may not have been able to gain otherwise.”

Priorities for the Future
- Stabilize department with completion of staff reorganization & filling of vacancies.
- Expand and refine services offered through the Memorial Union Service Center
- Continue work on additional building enhancement projects to improve amenities and services offered to students and the campus community.