

Mandatory Student Fee Advisory Committee

November 11, 2022

Student and Campus Event Centers

- Campus Center Debt Fee
- Student Center Operations Fee



Agenda

- **Mission/Vision**
- **2021 Usage numbers**
- **User satisfaction**
- **FY23 and FY24**
- **Final Thoughts/Questions**





The logo for GT Student and Campus Event Centers, featuring the 'GT' logo and the text 'Student and Campus Event Centers' in a white rounded rectangle.

Mission and Vision

Mission

The Mission of Student and Campus Event Centers is to **build a strong sense of campus community** by offering a wide variety of *high-quality services, well-managed facilities, educationally relevant programs, and leisure-time activities* that are second to none.

Vision

The Vision of the Student Center is to be the national leader in producing **life-shaping campus experiences** for students while providing an **irresistible environment** for the Georgia Tech community to gather.



Bringing Campus to Li³fe

Learning | An environment that facilitates developmental and educational experience, encourages stretch goals, and provides opportunities for professional growth.

Integrity | A high standard of honesty and ethical behavior; operate with consistency and fairness.

Inclusiveness | Facilities, programs and services that recognize, celebrate and meet the needs of a diverse and dynamic Institute community.

Innovation | See novel, creative and efficient methods to deliver high quality programs and services.

Fiscal Responsibility | Operate with solid business practices and demonstrate good stewardship, transparency and financial accountability.

Exceptional Service | Strive to consistently exceed service expectations with each interaction.



Campus Services Customer Satisfaction

Student and Campus Event Centers

Students																			
Characteristic	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2022	5-Yr	10-Yr	15-Yr
																	Δ ('17-'22)	Δ ('11-'22)	Δ ('06-'22)
Cleanliness of facilities	---	---	---	---	---	---	---	---	---	---	---	4.44	4.19	3.98	4.00	4.67	0.23	---	---
Level of customer service you received	4.06	4.29	4.32	4.27	4.26	4.39	4.30	4.37	4.24	4.24	4.30	4.32	4.23	4.05	4.10	4.31	-0.01	-0.08	0.25
Maintenance and upkeep of facilities	4.21	4.29	4.48	4.43	4.36	4.44	4.41	4.39	4.30	4.43	4.36	4.44	4.22	4.10	4.05	4.62	0.18	0.18	0.41
Safety and Security	---	---	---	---	---	---	4.37	4.30	4.31	4.41	4.48	4.54	4.30	4.36	4.35	4.61	0.07	---	---
Usefulness of the web site	---	3.72	4.09	4.16	4.07	4.34	4.05	3.74	3.78	3.70	3.60	3.69	3.71	3.79	3.68	3.79	0.10	-0.55	---
OVERALL satisfaction with Student Center and Commons	4.30	4.20	4.39	4.38	4.31	4.33	4.34	4.26	4.17	4.26	4.13	4.28	4.16	4.12	4.09	4.39	0.11	0.06	0.09
Employees																			
Characteristic	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2022	5-Yr	10-Yr	15-Yr
																	Δ ('16-'20)	Δ ('11-'20)	Δ ('06-'20)
Cleanliness of facilities	---	---	---	---	---	---	---	---	---	---	---	4.45	4.26	4.13	4.11	4.70	0.25	---	---
Level of customer service you received	4.29	4.18	4.34	4.41	4.46	4.47	4.44	4.45	4.49	4.52	4.46	4.43	4.30	4.19	4.22	4.45	0.02	-0.02	0.16
Maintenance and upkeep of facilities	4.29	4.23	4.39	4.44	4.46	4.46	4.42	4.44	4.44	4.56	4.41	4.46	4.23	4.13	4.18	4.66	0.20	0.20	0.37
Safety and Security	---	---	---	---	---	---	4.38	4.40	4.48	4.54	4.47	4.49	4.23	4.38	4.27	4.62	0.13	---	---
Usefulness of the web site	---	4.25	4.05	4.13	3.99	4.28	3.99	4.03	4.06	4.04	3.97	3.92	3.80	3.87	3.85	4.10	0.18	-0.18	---
OVERALL satisfaction with Student Center and Commons	4.22	4.25	4.39	4.39	4.35	4.37	4.41	4.38	4.39	4.45	4.35	4.38	4.20	4.19	4.21	4.53	0.15	0.16	0.31

Reservations for building spaces – FY22

Student Center, Exhibition Hall, West Village

In **August**, our buildings had **812** reservations
(512 department and 270 RSOs)

Exhall = 52

JLSC = 105

Tabling (inside and outside) = 162

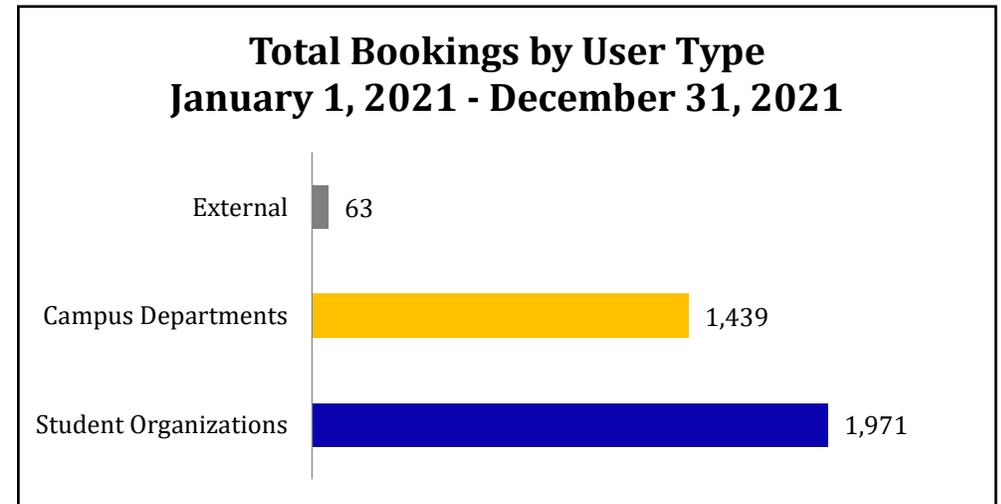
Outdoor events = 44

Classroom reservations = 449

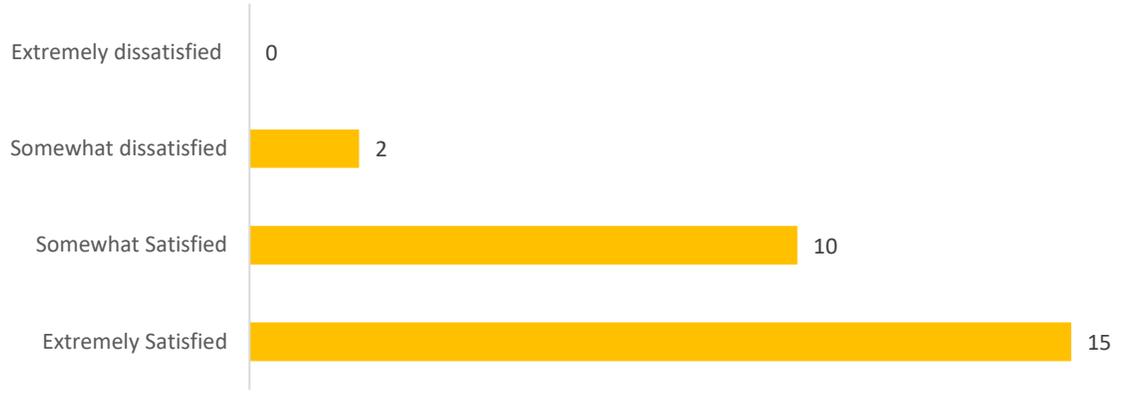
**Bookings by Group Type - Exhibition Hall, West Village |
July 1, 2021 - June 30, 2022**

Month	Student Organizations	Departments	External	Total (Sum)
July	11	90	19	120
August	119	154	8	281
September	268	152	7	427
October	257	158	4	419
November	217	171	1	389
December	119	75	5	199
January	155	64	8	227
February	271	140	5	416
March	234	191	4	429
April	270	168	2	440
May	50	62	0	112
June	0	14	0	14
TOTAL (Sum)	1,971	1,439	63	3,473

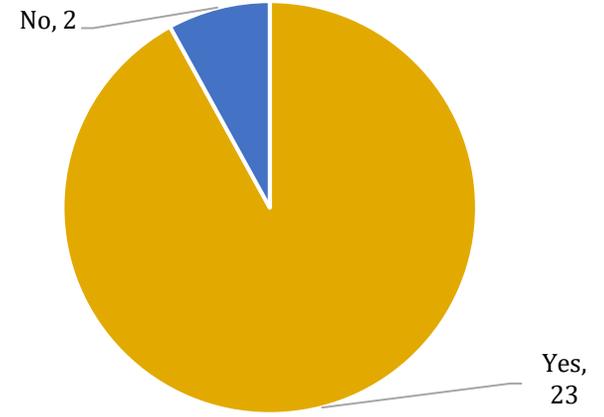
**Total Bookings by User Type
January 1, 2021 - December 31, 2021**



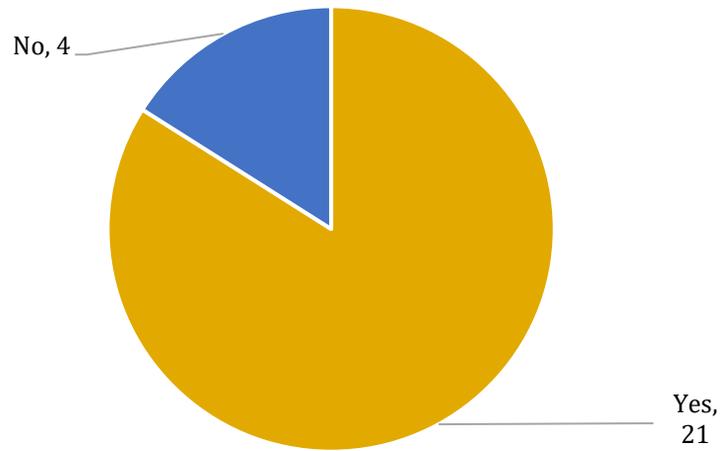
How would you rate your overall experience starting from reservation request, all the way through to the completion of your event?



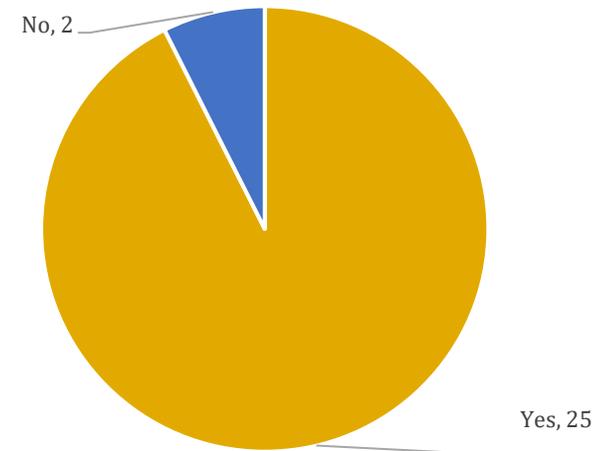
Did a member of our event services team contact you in a timely manner?



Was the event space set appropriately per your request?



Was the event space comfortable and clean?



Budget Implications

No SC Operations Fee increase

Entire Campus Center Facility Fee goes to paying debt

Growth of Team

- Team is 75 FTE and 150 students
- Over 30% growth in team between FY22 and FY24

Operating in new spaces for 14 weeks and working off a proforma.

This year we will need to closely monitor revenue during first year of operations.

- Per budget office the budget is net zero but we projecting a deficit of \$300,000

Exhibition Hall 2nd floor and Paper & Clay will be open later this semester.

Change in funding - *increase in RI allocation vs Ops fee allocation*

Funding Source	FY23	FY24
Student Center Operations Fee (\$32)	\$1,523,361	\$1,594,474
Campus Center Facility Fee (\$85)	\$4,110,703	\$4,310,862
Sales and Services	\$522,835	\$673,951
RI Budget Support	\$3,635,866	\$3,990,761
Other income	\$23,929	\$24,408
Total Budget	\$9,816,964	\$10,594,456

Student Center Operations Fee – FY24

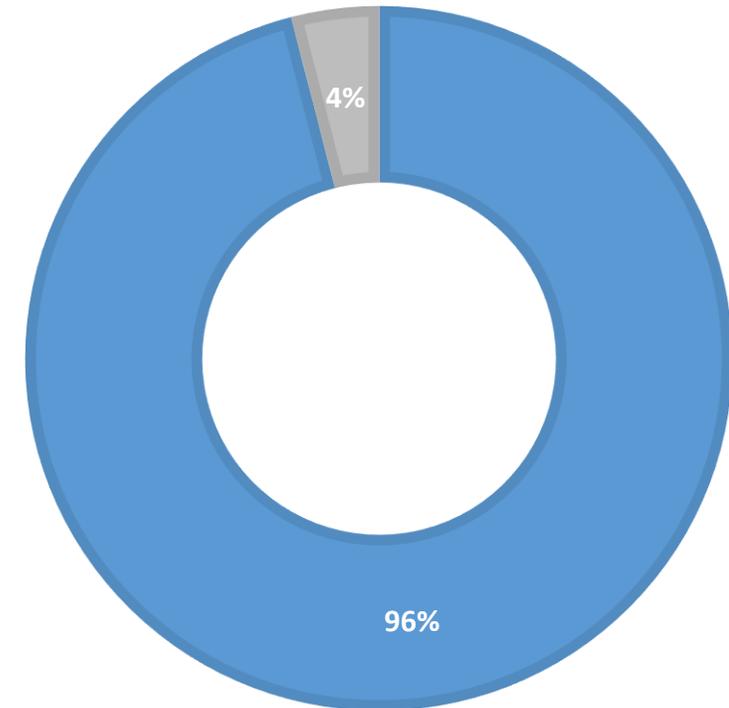
No Fee increase

Total fee amount collected - \$1,594,474

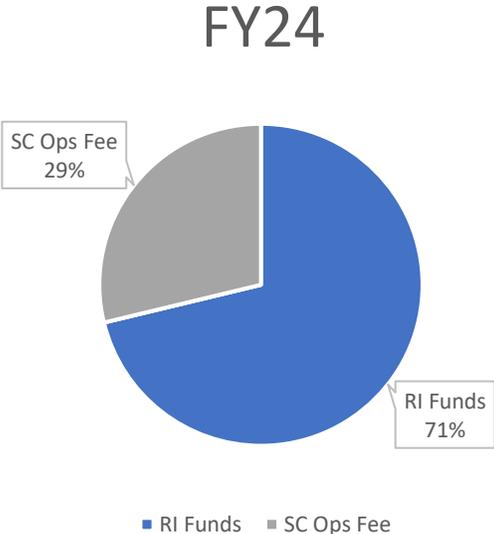
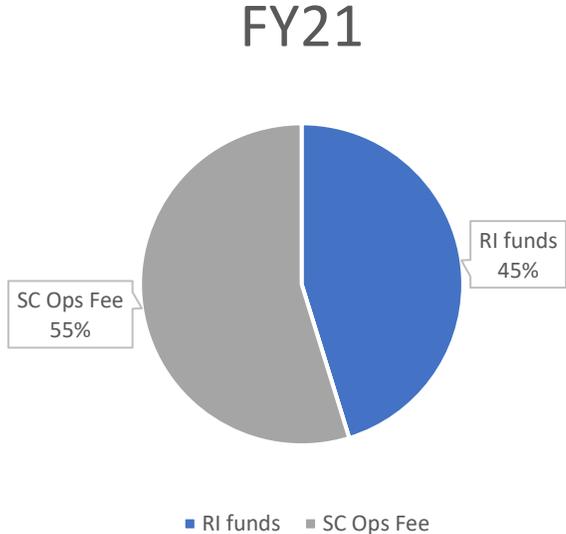
- **Personal Services**
\$1,531,615
- **Non-Personal Services**
\$62,859
 - **Supplies & Material**
 - **Maintenance & Repairs**
 - **Contracted Services**
 - **Telecommunications**

FEE ALLOCATION – FY23

■ Personal Services ■ Non-Personal Services

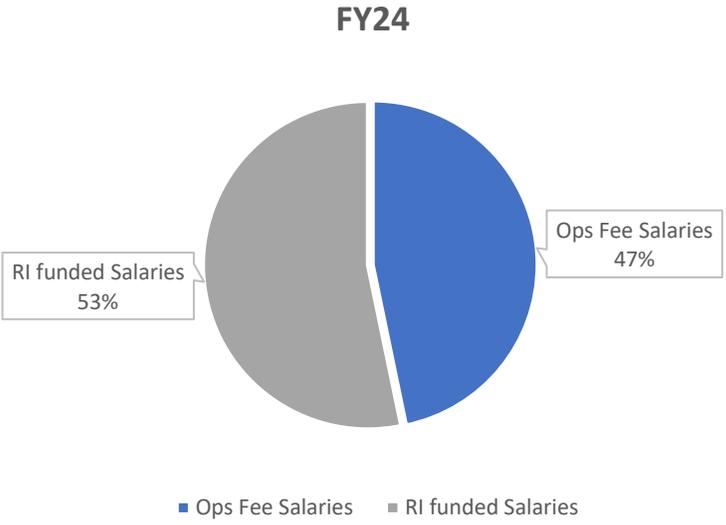
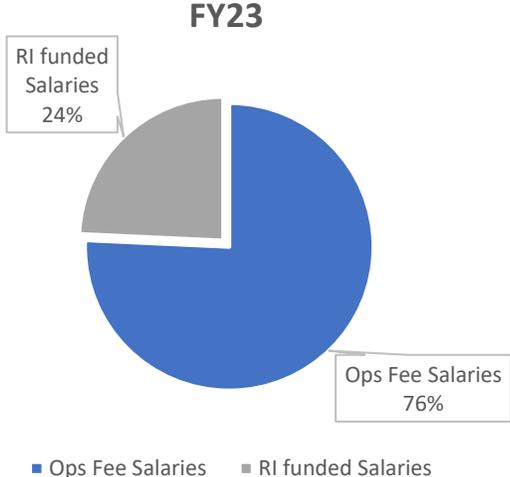
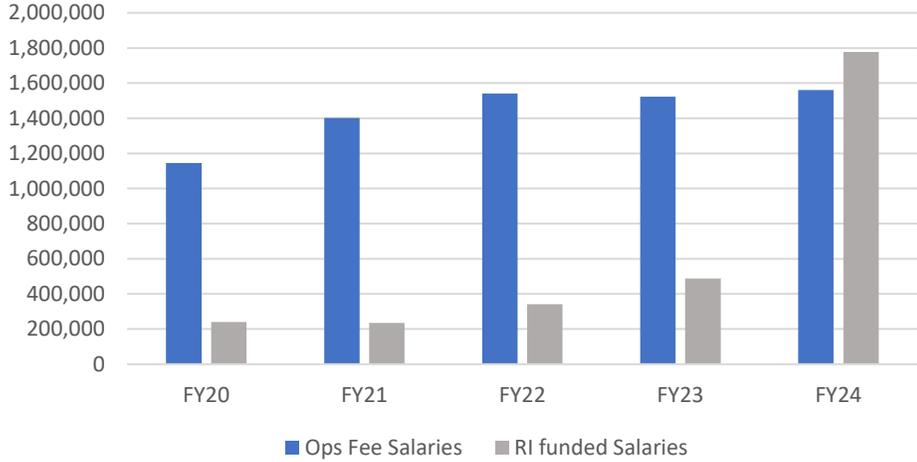


Changes to funding sources from FY21-FY24



Changes to funding sources for team members

Ops Fee and RI salary dollars







Questions?

Open House coming soon....