

RHATIGAN STUDENT CENTER



**ANNUAL REPORT
Fiscal Year 2024
(July 2023 - June 2024)**



WICHITA STATE
UNIVERSITY

RHATIGAN STUDENT CENTER



Letter from the Director

Dear Students, Faculty, Staff, and Supporters,

As the Executive Director of the Rhatigan Student Center, I am thrilled to present our Annual Report for the past fiscal year—a year that has been marked by growth, innovation, and remarkable achievements. Our mission has always been to enhance the student experience, and this year we took significant strides in fulfilling that promise.

During the summer of 2023, we began some work in our food court! We updated our Chick-fil-A to expand our menu offerings, allow for kiosk ordering and more. We also completed construction to open our new student-choice restaurant for the year, Tu Taco. We also partnered with WSU Dining for the launch of the Starship food delivery robot program, a cutting-edge initiative that has transformed how our campus accesses meals and snacks. The positive response to Starship has been overwhelming, and we are proud to be at the forefront of this technological advancement. We are bringing more robots onto campus this year to keep up with demand!

Another priority this past year was expanding our Access Now digital course materials program in the Shocker Store, making it easier and more affordable for students to access essential learning resources. This initiative is part of our ongoing commitment to reducing barriers to education and ensuring that all students have the tools they need to succeed. The Access Now program saved students over \$470,000 this past fiscal year.

In September, it was announced that the women's bowling program would transfer to an NCAA program under WSU Athletics. This transition is a major step forward for the women's program, providing the student-athletes with greater opportunities to compete at a higher level. A good part of this year was spent working out logistics on the transfer, before it went into effect on July 1, 2024. We are proud to continue to be the home of the men's bowling program, as the NCAA does not support men's bowling as an NCAA sport. In April, we had the opportunity to celebrate the women's bowling team, who brought home their 11th national championship!

While we celebrate these successes, it is important to acknowledge the challenges we faced along the way. One of the most pressing issues has been the increasing demand for space within the Rhatigan Student Center. As more departments and student organizations need space to hold events and meetings, we've found that our current facilities are sometimes unable to accommodate all the requests. This demand underscores the growing vibrancy of our campus community, but also highlights the need for future expansion and resource allocation.

The University's changes to what event spaces are reserved by which office presented us with some adjustments to be made within our RSC Event Services office and our operations. Adapting to these new procedures required flexibility, both for our team and for the groups we serve. We worked diligently to ensure that the transition was as smooth as possible, but we recognize that this has been a learning process for everyone involved.

As we look back on these accomplishments and challenges, we are reminded of the power of community, innovation, and teamwork. None of this would have been possible without the dedication of our staff, the engagement of our students, and the support of our partners. I am deeply grateful to each of you for making this past year one of our best yet. Looking ahead, we are more committed than ever to enhancing the college experience for everyone. Thank you for being a part of this journey.

With gratitude and excitement for the future,

Kevin Konda
Executive Director
Rhatigan Student Center





At a Glance

CORE VALUES

At the Rhatigan Student Center, we value ...

- 🕒 **Educational experiences**
- 🕒 **Partnerships**
- 🕒 **Customer Service**
- 🕒 **Diversity**
- 🕒 **Quality programs/services**
- 🕒 **Integrity**

RSC MISSION STATEMENT

The mission of the Rhatigan Student Center is to be a diverse composition of people, services, programs and facilities that enrich the intellectual, cultural and social well-being of the WSU student and supports the university's mission to serve the greater public good.

VISION

The Rhatigan Student Center will serve as the centerpiece of campus life by welcoming our diverse community and promoting out-of-class learning experiences.

SHOCKER STORE'S ACCESS NOW PROGRAM

- 🕒 Average participation rate: **93.2%**
- 🕒 Total textbook savings to students over academic year: **\$473,436**

SKYFACTOR STUDENT UNION SURVEY

- 🕒 Union has a Positive Environment- **90%** of RSC visitors agree
- 🕒 Union is a Safe & Welcoming Space- **88.7%** of RSC visitors agree

BUILDING TRAFFIC

JULY 2023:	32,162
AUGUST 2023:	98,277
SEPTEMBER 2023:	101,464
OCTOBER 2023:	96,804
NOVEMBER 2023:	86,324
DECEMBER 2023:	38,789
JANUARY 2024:	61,048
FEBRUARY 2024:	91,101
MARCH 2024:	72,151
APRIL 2024:	95,095
MAY 2024:	48,372
JUNE 2024:	36,568
TOTAL:	858,155





At a Glance



NUMBER OF MEETINGS/ EVENTS HOSTED IN RSC

JULY 2023:	357
AUGUST 2023:	801
SEPTEMBER 2023:	932
OCTOBER 2023:	1,074
NOVEMBER 2023:	1,068
DECEMBER 2023:	354
JANUARY 2024:	912
FEBRUARY 2024:	1,405
MARCH 2024:	1,249
APRIL 2024:	1,470
MAY 2024:	750
JUNE 2024:	1,014

RSC'S SUPPORT AND ADVANCEMENT OF THE DEI AND STRATEGIC PLAN

The Rhatigan Student Center (RSC) has made strides in supporting and advancing the goals outlined in the Division of Student Affairs' DEI and Strategic Plan.

Education and Development: The RSC has actively contributed to enhancing cultural and inclusive awareness by partnering with the Student Affairs Inclusive Excellence (SA IE) Committee. The RSC has supported the creation of comprehensive training plans, hoping to ensure that all Student Affairs staff members are equipped with key DEI concepts.

Recruitment and Retention: In alignment with the goal to reflect the racial and ethnic demographics of Wichita State University and the City of Wichita, the RSC HR team has been developing additional search committee training. This training aims to reduce implicit bias and diversify candidate pools, ensuring a fair and inclusive recruitment process. Furthermore, by sharing the Division's DEI, Strategic Plan, and related initiatives, the RSC has highlighted its commitment to diversity and social justice.

Programming and Services: The RSC collaborated with institutional units and external partners to enhance the accessibility and inclusivity of programs and services. Our efforts to create universal, accessible content, and to support programs with broader appeal, demonstrate a strong commitment to supporting underserved student groups and fostering a welcoming campus community.



Department Highlights



OPENED STUDENT-CHOICE DINING OPTION, TU TACO

- ➔ Voted on by students in April 2023, with construction occurring summer 2023
- ➔ Operated August 2023-May 2024
- ➔ Served tacos, burrito bowls, nachos and more!

LAUNCHED STARSHIP FOOD DELIVERY ROBOTS

- ➔ Launched in August 2023 with 13 robots
- ➔ From July 2023 – June 2024, Starship robots delivered 12,953 orders from RSC dining locations



WSU Digital Course Materials

ACCESS NOW

EXPANDED SHOCKER STORE'S ACCESS NOW DIGITAL COURSE MATERIAL PROGRAM

- ➔ Continued with the opt-out Access Now program with an average participation rate of 93.2% each semester
- ➔ Individual students who participated in the program:
 - Fall 2023: 13,341
 - Spring 2024: 11,997



Department Highlights

PARTNERED WITH WSU ATHLETICS ON THE TRANSITION OF THE WOMEN'S BOWLING PROGRAM TO AN NCAA PROGRAM

- It was announced in September 2023 that the women's bowling program would transfer to an NCAA program on July 1, 2024.
- Current women's bowling coach, Holly Harris, would remain head coach.
- Even though the official switch did not come until FY 2025, this year was spent working on logistics of the transfer like office space, facility usage and much more.



WOMEN'S SHOCKER BOWLING TEAM WON THEIR 11TH NATIONAL TITLE

- In April 2024, the women's bowling team won their historic 11th Intercollegiate Team Championship, the national title for the United States Bowling Congress
- They defeated the current NCAA champion, Jacksonville State

FOCUSED ON UPGRADING TECHNOLOGY IN MULTIPLE MEETING ROOMS

- New TVs were added to five meeting rooms





Staff Highlights & Features

COMMITTEE INVOLVEMENT ON CAMPUS:

- 📍 **David Kidd:** ITS Business Relationship Manager
- 📍 **Lisa Tilma:** Braeburn Tenants Board
- 📍 **Amanda Schmits:** Student Affairs Diversity Equity Inclusion Committee
- 📍 **Laura Wilson:** Student Affairs Engagement Agents
- 📍 **Rich Renollet:** Campus Credit Union Board of Directors and Campus Credit Union Credit Committee
- 📍 **Maria Ciski:** Student Affairs Leadership Team, Free Expression Group, Parking Committee, EMS Review Committee, Crisis Management Committee, Presidents Holiday Party Committee
- 📍 **Julia Capps:** Rhatigan Student Center Board of Directors
- 📍 **Kevin Konda:** Student Affairs Leadership Team, Accessibility Committee, Dining Services Committee, Rhatigan Student Center Board of Directors, Emergency Planning Committee, Braeburn Tenants Board
- 📍 **Vanessa Bell:** Student Affairs Leadership Team, University Collaboration Team, Student Affairs Assessment Committee, Student Affairs Marketing Committee

PROFESSIONAL DEVELOPMENT COMPLETED:

- 📍 **Laura Wilson:** Certified in Professional DynaMetric Programs
- 📍 **Amanda Schmits:** Title IX, PDP Professional, Understanding the Organizational Role of HR, Strategies to Foster Inclusive Language at Work, Understanding and Supporting ADHD Colleagues in the Workplace, Diverse Talent in Hiring and Recruiting, KS SHRM Diversity Series, How Organizations Can Demonstrate dedication to DE&I, Secure 2.0 Update, When Privacy Data and Ethics Collide, Change the way the World Sees Disabilities, Employment Law Update, Mental Health as a Business Strategy, Embracing AI in the Workplace, Drug Testing and Background Checks in Today's World, Retirement Plan Updates, KS Unemployment Insurance Update - Business & Industry Perspectives, Flipping the Script: Turning Leaders into Talent Innovators, Reimagining Employee Relations, Unlocking Engagement, Effective HR Investigations, Attracting and Retaining Top Veteran Talent, First Class Recruiting Tactics
- 📍 **Craig Steier:** 12 hours of continued education for Mechanical License
- 📍 **Julia Capps:** CACUBO Annual Conference, ACUI Regional Conference, Barton School Accounting Forum
- 📍 **Vanessa Bell:** Attended ICBA conference
- 📍 **Lisa Tilma:** Attended ICBA conference, MBS Symposium



RETIREMENTS:

- 📍 **Linda Sims:** Retired after 38 years as Event Services Coordinator

FULL TIME NEW HIRES:

- 📍 **Deanna Thiessen** - Assistant Course Materials Manager

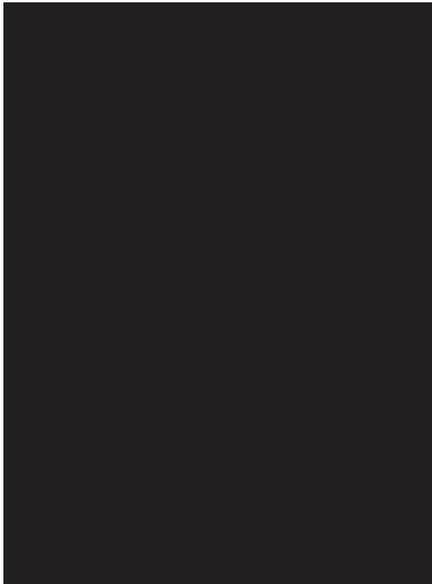
STUDENT EMPLOYEE OF THE MONTH:

- JULY:** Kacia Shirley, RSC Building Manager, Event Services
- SEPTEMBER:** Kasey Spillman,
E-Commerce and Technology Coordinator, Shocker Store
- OCTOBER:** Nick Olmedo, RSC Building Manager, Event Services
- NOVEMBER:** Vamsi Sridhara, Kitchen Helper, SSSL
- FEBRUARY:** Evelyn Kim, Retail Associate, Shocker Store





Employees - FY 2024



FIRST NAME

Nanditha
 Shivani
 Hugo
 Haneesha
 Anand
 Satya Bharath Kumar
 Srinivas
 Vanessa
 Mathias
 Agustin
 Harika
 Wyatt
 Troy
 Julia
 Thanushree
 Maria
 Arantxa
 Lisseth
 Nicholas
 Vishnuvardhan
 Maneesha Reddy
 Nelay
 Poojitha
 Niharika
 Collin
 Bryant
 Colton
 Brandon
 Macwin Christy Ignatius
 Lisa
 Nicholas
 Tarun Kumar
 Christian
 Joseph
 Bhavani Ruthwik
 Matthew
 Stephanie
 Harshitha Reddy
 Rahul
 Kourtney
 Holly
 Jacob
 Julie
 Piper
 Hannah
 Janis
 Hailey
 Eriq
 Ramdeshai
 David
 Neto
 Jinha
 Caitlyn
 Kevin
 Geetha
 Sunny
 Pavan Kumar Reddy
 Mohammed
 Olivia
 Mark
 Pranavi
 Haidyn
 Diego
 Fernando
 Gabrielle

LAST NAME

Addapa
 Agarwal
 Alvarez
 Attaluri
 Avvaru
 Bangaru
 Bavupally
 Bell
 Benitez Vera
 Benitez Vera
 Bepeta
 Bobo
 Bookless
 Capps
 Chithani
 Ciski
 Cortez
 Covarrubias-Bernadac
 Crawley
 Daroji
 Deva
 Dey
 Digumarthi
 Dirisala
 Dugan
 Eden
 Ediger
 Ekeler
 Fabian Ignatius
 Fitzsimmons
 Flanagan
 Gani
 Garcia
 Gomez
 Goteti
 Graber
 Grizzard
 Gudati
 Gudi
 Hannigan
 Harris
 Hartley
 Hejtmanek
 Hudson
 Huynh
 Hwang
 Jeffery
 Joe
 Karingula
 Kidd
 Kilaho
 Kim
 Kingery
 Konda
 Kondakindhi
 Nithil
 Kurri
 Aisiff
 Larson
 Lewis
 Lonavath
 Mackey
 Martinez Acosta
 Medina Esquivel
 Merten

JOB TITLE

Shift Supervisor
 Shift Supervisor
 Building Manager
 Guest Server
 Kitchen Helper
 Retail Associate
 Shift Supervisor
 Director of Marketing
 Building Manager
 Building Manager
 Guest Server
 Shipping and Receiving Coordinator
 Maintenance Technician, Senior
 Director of Finance
 Guest Server
 Director of Event Services
 Building Manager
 Retail Associate
 Technology Support Consultant
 Retail Associate
 Kitchen Production Assistant
 Retail Associate
 Shift Supervisor
 Kitchen Helper
 Retail Associate
 Kitchen Helper
 E-Commerce/Technology Coordinator
 Maintenance Technician
 Guest Server
 Course Materials Manager
 Maintenance Technician
 Kitchen Helper
 Lead Retail Associate
 Assistant Director of SSG
 Kitchen Helper
 E-Commerce/Technology Coordinator
 Accounting Specialist
 Kitchen Helper
 Retail Associate
 Shocker Store Cashier
 Women's Head Bowling Coach
 Engraver
 Administrative Clerk
 Retail Associate
 Student Graphic Artist
 Engraver
 Engraver
 Lead Retail Associate
 Retail Associate
 Director of IT
 Retail Associate
 Retail Associate
 Retail Associate
 Associate VP of Student Affairs Auxiliaries
 Retail Associate
 Kummari Retail Associate
 Kitchen Helper
 Kutagolla Kitchen Helper
 Student Graphic Artist
 Director of the Bowling Program
 Kitchen Production Assistant
 Marketing Coordinator
 Building Manager
 Building Manager
 Retail Associate



Employees - FY 2024 Cont.



FIRST NAME

Heena Begum
Praneeth Chowdary
Rishitha
Pavan Kumar
Kevin
Jashwanth Reddy
Rebecca
Diego
Sean
Jessica
Sri Rekha Sravani
Dev
Divya
Sri Bhargav
Nikitha
Shivakumar
Kate
Donovan
Vicknesh
Lea
Kelvin
Rohith
Amrutha Kiran
Krishna Sai Bharadwaj
Richard
Tessa
Sarah
Amanda
Hyemin
Teresa
Kacia
Charles
Maneja
Linda
Kasey
Vamsi Krishna
Richard
Craig
Alexandria
Shama Afraa
Yogananda
Deanna
Yajaira
Charles
Natalie
Isaiah
Lisa
Thao
October
Sai Gopi Chand
Gabriel
Marcia
Ace
Max
Sean
Nolan
Cheyton
Laura
Collin
Kayley

LAST NAME

Mohammad
Mulpuri
Nallu
Nalukurthi
Nguyen
Nimmala
Off
Olmedo Benitez
Oneal
Owens
Pasumarthy
Patil
Peddi
Pernapati
Perupalli
Ponna
Potter
Powell
Prasad
Prinsloo
Punungwe
Putti
Ramasahayam
Ramavarapu
Renollet
Roberts
Schaar
Schmits
Seo
Sheahan
Shirley
Short
Siddiqui
Sims
Spillman
Sridhara
Steelsmith
Steier
Stubblefield
Syed Firdous Alam
Theeguru
Thiessen
Thompson
Thompson
Thompson
Thornburg
Tilma
Tran
Tumbleson
Vajja
Vazquez
Ward
West
Weve
White
Whitney
Williams
Wilson
Wright
Years

JOB TITLE

Guest Server
Kitchen Helper
Guest Server
Retail Associate
Retail Associate
Kitchen Helper
Event Coordinator
Building Manager
Lead Retail Associate
Guest Server
Retail Associate
Retail Associate
Guest Server
Shift Supervisor
Guest Server
Kitchen Helper
Retail Associate
Lead Retail Associate
Engraver
Shocker Card Assistant
Shift Supervisor
Kitchen Helper
Lead Retail Associate
Retail Associate
Director of Shocker Sports Grill and Lanes
Retail Buyer
Building Manager
Director of Human Resources
Senior Lead Retail Associate
Retail Assistant
Building Manager
Graphic Design Supervisor
Building Manager
Event Coordinator
E-Commerce/Technology Coordinator
Kitchen Helper
Men's Head Bowling Coach
Director of Plant Operations
Retail Associate
Shocker Card Assistant
Kitchen Production Assistant
Assistant Course Materials Manager
Assistant Course Materials Manager
Building Manager
Marketing Coordinator
Shift Supervisor
Director of the Shocker Stores
Senior Lead Retail Associate
Kitchen Helper
Kitchen Helper
Shocker Card Supervisor
Accounts Receivable Assistant & Cashier
Building Manager
Lead Retail Associate
Student Graphic Artist
Shift Supervisor
Retail Associate
HR Administrative Assistant
Facilities & Set-Up Manager
Retail Associate



RSC Board of Directors - FY 2024

Dr. Teri Hall, Board President

Iris Okere, SGA President

Werner Golling, Board VP and Treasurer

Sophie Martins, SGA Vice President

Kevin Konda, Board Secretary

Kylee Hower, SGA Speaker

Dr. John Dreifort, Faculty Representative

Devin Moore, SGA Finance

Richard LeCompte, Faculty Representative

Valeria Paunetto, SGA Policy

Dr. Rhonda Lewis, Faculty Representative

Jia Wen Wang, SGA Treasurer

Brian Sullivan, Alumni Representative

Liz Dickerson, Fraternity and Sorority Life

Dr. Nathaniel Johnson, Staff Senate

Matthew Phan, Community Service Board

Dr. Gabriel Fonseca, Staff at Large

Garima Thapa, Student Activities Council



Impact & Assessment

ASSESSMENT OVERVIEW

ASSESSMENT	FREQUENCY	AUDIENCE	DESCRIPTION
Skyfactor Student Union Assessment	Every other year	Sent to 3,000 students	Comprehensive survey about student union operations
SSG&L Group Survey	Sent after completion of each event held there	Sent to any students that host events there	Survey consists of questions about service, facilities and staff
Event Services Survey	Sent monthly to those that held an event in the RSC the month before	Sent to event/meeting organizer	Survey consists of questions about staff, room setup, technology, and catering
Employment Exit Survey	Upon resignation of employee	Sent to students who resign from their job at the RSC	Asks about why they are moving on, training they received, best/worst thing about working at the RSC
Shocker Store general survey	Sent to students, faculty and staff once a year	Sent through Strat Comm email newsletters	Asks about products, customer services, shopping habits and more

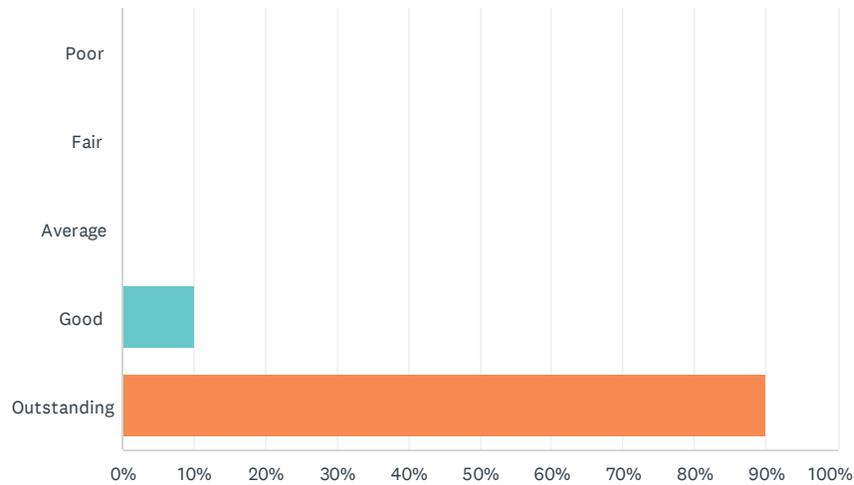


Impact and Assessment

SHOCKER SPORTS GRILL & LANES

Please rate your overall group visit experience at SSGL.

Answered: 80 Skipped: 0



ANSWER CHOICES	RESPONSES	
Poor	0.00%	0
Fair	0.00%	0
Average	0.00%	0
Good	10.00%	8
Outstanding	90.00%	72
TOTAL		80

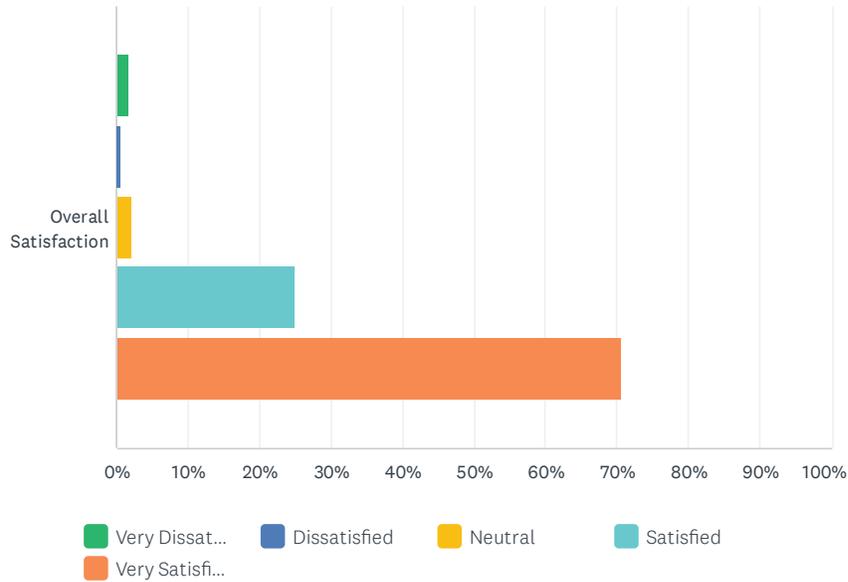


Impact and Assessment

EVENT SERVICES DATA

Please indicate your overall satisfaction with your time at the RSC:

Answered: 180 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Overall Satisfaction	1.67% 3	0.56% 1	2.22% 4	25.00% 45	70.56% 127	180	4.62

SHOCKER STORE DATA

Q5. How would you rate your overall experience with the Shocker gear section of our website?

Count	Percent	
0	0.00%	Exceeds expectations
8	47.06%	Fully meets expectations
8	47.06%	Does not fully meet expectations
1	5.88%	Does not meet expectations at all
17 Respondents		



Impact & Assessment

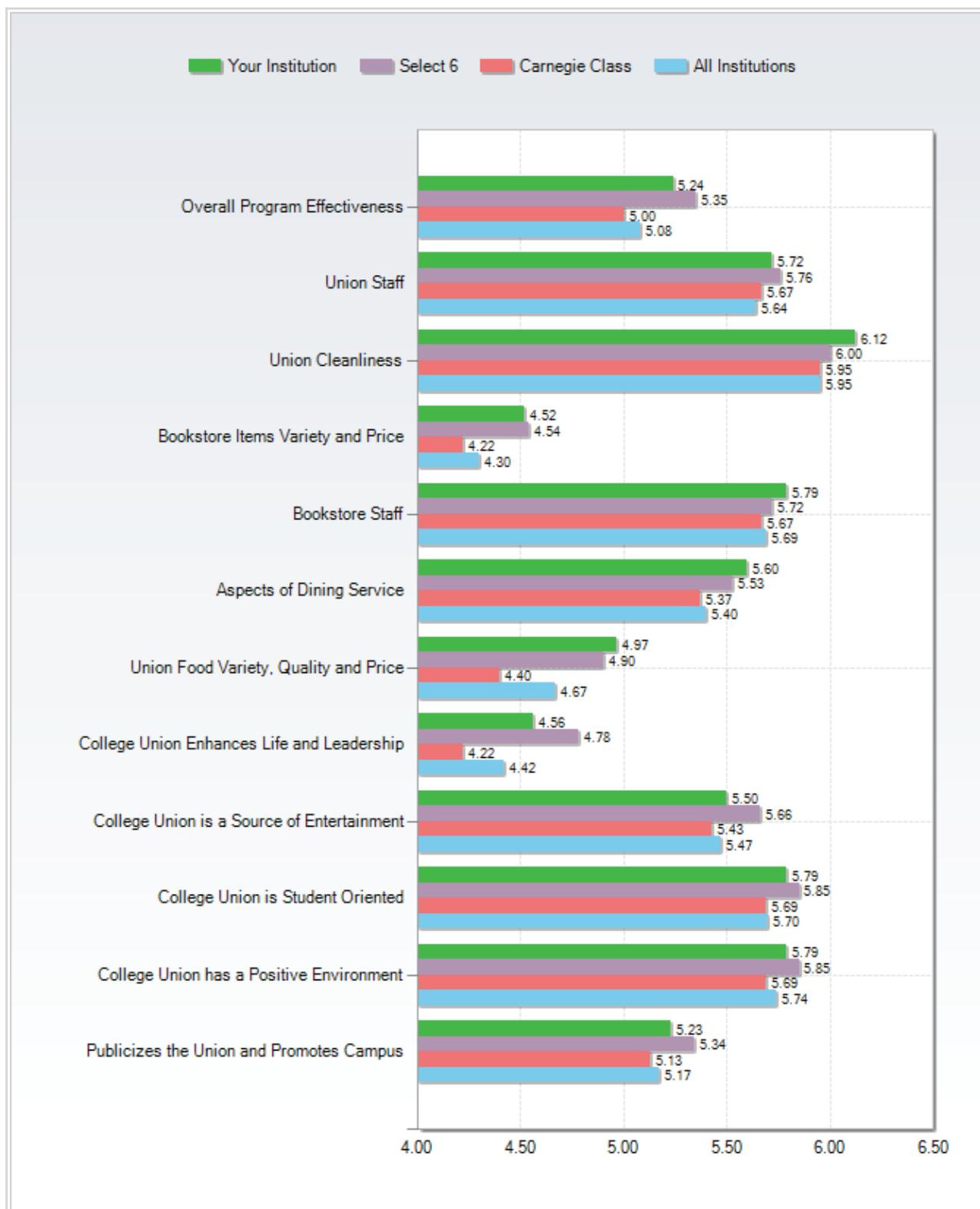
SKYFACTOR STUDENT UNION SURVEY - RECOMMENDATIONS REPORT

Top Priority		
Factors	Recommendations	Rationale For Recommendations
 <ul style="list-style-type: none"> ● Bookstore Items Variety and Price ● College Union Enhances Life and Leadership ● Union Food Variety, Quality and Price 	Increase efforts (e.g. personnel, fiscal, time, focus) in these areas	<p>Performance on these factors is below goal value and improvement of these factors should impact Overall Program Effectiveness.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Impact </div> <div style="text-align: center;">  Performance </div> </div>
Maintain or Improve		
Factors	Recommendations	Rationale For Recommendations
 <ul style="list-style-type: none"> ● College Union is Student Oriented ● Aspects of Dining Service ● Union Staff ● Bookstore Staff ** 	Maintain current efforts (e.g. personnel, fiscal, time, focus) in these areas	<p>Maintaining the current level of performance on these factors is desired since these factors have high impact on Overall Program Effectiveness. However, further improvement will be difficult since current performance is already excellent.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Impact </div> <div style="text-align: center;">  Performance </div> </div>
Maintain		
Factors	Recommendations	Rationale For Recommendations
 <ul style="list-style-type: none"> ● College Union has a Positive Environment ● Union Cleanliness 	Consider reducing current efforts (e.g. personnel, fiscal, time, focus) in these areas	<p>If possible, consider reallocating some efforts from these areas to the Top Priority areas. Maintaining high levels of performance for these factors that have little to no impact on Overall Program Effectiveness may be unnecessary.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Impact </div> <div style="text-align: center;">  Performance </div> </div>
Monitor		
Factors	Recommendations	Rationale For Recommendations
 <ul style="list-style-type: none"> ● Publicizes the Union and Promotes Campus ● College Union is a Source of Entertainment 	Monitor efforts (e.g. personnel, fiscal, time, focus) in these areas	<p>Carefully monitor performance in these areas and reallocate some efforts to the Top Priority areas, if possible. While these factors are low performing, they have little if any impact on Overall Program Effectiveness.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Impact </div> <div style="text-align: center;">  Performance </div> </div>



Impact and Assessment

SKYFACTOR STUDENT UNION SURVEY - EXTERNAL COMPARISON





Looking Forward to FY 2025

RSC FOCUSES FOR NEXT YEAR

Facility enhancement

- Updating CAC Theater
- Updating building furniture
- Renovation of students services end of the 2nd floor
- RSC Roof

Course Materials

- Continue building Access Now digital course materials program
- Analyze what the future of physical textbooks is for the Shocker Store

Development of Student Employees

- Increase training opportunities
- Look at onboarding procedures
- Implement Shocker GROW in departments

