**Cover Page**Rhatigan Student Center  
Annual Report Fiscal Year 2022  
July 2021-June 2022

**Page 1**RSC Board of Directors  
Dr.Teri Hall, Board President  
Werner Golling, Board of Vice President & Treasurer  
Kevin Konda, Board Secretary  
Dr. John Dreifort, Faculty Representative  
Dr. Richard LeCompte, Faculty Representative  
Dr. Rhonda Lewis, Faculty Representative  
Brian Sullivan, Alumni Representative  
Randy Sessions, USS Representative  
Trish Gandu, Unclassified Professional Senate  
Rija Khan, SGA President  
Kamilah Gumbs, SGA Vice President  
Jacob Tubach, SGA  
Jade Warden, SGA  
John Kirk, SGA  
Maureen Wetta, Student Activites Council  
Bethany Hollingsworth, Community Service Board  
Brett Ellis, IDC President

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.

**Page 2**

Building Traffic Data

|  |  |  |  |
| --- | --- | --- | --- |
| Month | Fiscal Year 2021 | Fiscal Year 2022 | Percentage Up/Down |
| July | 9,059 | 26,783 | +282% |
| August | 50,373 | 94,419 | +187% |
| September | 44,304 | 91,651 | +207% |
| October | 42,950 | 76,995 | +179% |
| November | 27,967 | 74,289 | +266% |
| December | 8,725 | 29,197 | +335% |
| January | 12,484 | 53,448 | +428% |
| February | 34,502 | 67,497 | +196% |
| March | 41,343 | 74,234 | +180% |
| April | 43,720 | 84,768 | +194% |
| May | 31,546 | 51,288 | +163% |
| June | 32,566 | 46,349 | +142% |

Total Building Traffic  
Fiscal year 2020: 990,000  
Fiscal year 2021: 380,000  
Fiscal year 2022: 771,000

**Page 3**  
RSC By the Numbers  
Shocker Sports Grill & Lanes

Games Bowled, fiscal year 2022**:** 39,460

Group Events Hosted fiscal year 2022: 446

Shocker Store  
Access Now Pilot Program

Access Now is a system that digitally delivers all of a student’s course materials at a discounted rate. In Spring 2022 and Summer 2022, the Shocker Store piloted an “opt-out” model.

Spring & Summer 2022

Overall savings to students**:** $83,436

Participation rate: 97.8%

Total events hosted in RSC  
Fiscal year 2018: 18,592  
Fiscal year 2019: 18,038  
Fiscal year 2020: 14,766  
Fiscal year 2021: 5,010

Fiscal year 2022: 12,624

Shocker Card Center  
Number of Shocker Cards Produced: 6,684

Other RSC department stats  
Human Resources  
Students Employed: 57

Student Wages Earned: $262,053

Shocker Bowling  
3.38 – Average GPA for Shocker Bowling athletes

Dining Services  
Number of Transactions Per Dining Location

Starbucks 84,971

Chick-Fil-A 67,816

Panda Express 59,890

Freddy’s 25,722

Chaat House 8,262

**Page 4**About the Assessment

From Skyfactor- “The College Union/Student Center Assessment enables an institution to evaluate the overall college union experience, including usage, student satisfaction, perceptions of learning and reasons why students don’t visit.”

Implementation

The survey was sent out by email from Skyfactor to 3,500 random students using a list provided by the Office of Planning and Analysis. Respondents were offered an incentive to participate. 547 students completed the survey.

Tell Me About Who Completed the Survey

* 91% of respondents visited the RSC during this academic year
* 91% of respondents not involved in a student organization
* 79.4% of respondents live off campus
* 78.1% of respondents are age 25 or younger
* 73.7% of respondents have at least some of their classes online
* Top 3 reasons they visit: eating (26.1%), study (18.2%) and meet others (13.9%)
* Visit frequency: 2-3 times per week (29.4%), 1-2 times a semester (14.7%) and 4-5 times per week (14.5%)
* Find out information about events and promotions at the RSC: Email (23.7%), social media (12.6%), banners/signage (12%), word of mouth (11.9%)

What the RSC is Doing Well

* Student Union has a positive environment- 94.7% strongly/slightly agree
* Union cleanliness- 92.5% very/slightly satisfied
* Source of entertainment for students- 87.4% strongly/slightly agree
* Welcoming/safe place- 82% agree, 17% neutral

Opportunities for Analyzing or Improving

* Look for opportunities for more seating for both lounging and dining.
* Look for opportunities for more quiet study space.
* Assess the access students have to electrical outlets and/or charging stations
* Pricing (food court, textbooks, Shocker merchandise)
* Hours for dining operations
* Marketing departmental student events through RSC channels