

RHATIGAN STUDENT CENTER



ANNUAL REPORT Fiscal Year 2025 (July 2024 - June 2025)



WICHITA STATE
UNIVERSITY

RHATIGAN STUDENT CENTER



Letter from the Director

Dear Students, Faculty, Staff, and Friends of the RSC,

It's my pleasure to share this year's Annual Report from the Rhatigan Student Center. As always, our focus has been on enhancing the student experience—and over the past year, we've made great progress through exciting updates, new partnerships, and continued investment in our facilities and programs.

One of the biggest highlights was the opening of FujiSan, our newest student-choice dining option. Students voted for this concept last spring, and it officially opened in August. It's been a hit so far, serving up sushi, poke bowls, boba tea and more. We love being able to offer dining options that reflect what students actually want, and FujiSan will remain on campus through next year as well.

We also saw a major operational shift in August 2024 as WSU Dining Services assumed operation of the grill area in the Shocker Sports Grill & Lanes. This partnership has allowed for more efficient food service while still maintaining the vibrant and welcoming atmosphere our guests expect. It's already proven to be a successful and mutually beneficial move.

Our facilities also saw meaningful improvements. In February, we completed the transformation of the CUW Room into a more collaborative, relaxed space for campus use. And in a major milestone, we replaced the remaining original roof from the 1969 expansion—more than 40 years old! This critical infrastructure project, funded in part by student fees and RSC reserves, underscores our continued investment in maintaining a safe and welcoming environment for our campus community.

Our dedication to student involvement and excellence remained front and center. In April, our Shocker men's bowling team finished as national runners-up at the Intercollegiate Team Championships—a remarkable accomplishment that continues the legacy of excellence in our bowling program.

Of course, alongside our successes, we continue to navigate challenges, including increasing demand for space and the need for adaptable operations as campus needs evolve. But year after year, our team rises to meet these challenges with creativity and commitment.

Thank you for being part of our journey this past year. We're excited for what's ahead and can't wait to keep serving the campus community in new and meaningful ways.

All the best,
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: **93.7%**
- ⌚Total textbook savings to students over academic year: **\$541,270**

BUILDING TRAFFIC

JULY 2024:	33,251
AUGUST 2024:	102,417
SEPTEMBER 2024:	108,452
OCTOBER 2024:	107,791
NOVEMBER 2024:	86,488
DECEMBER 2024:	40,560
JANUARY 2025:	53,830
FEBRUARY 2025:	82,451
MARCH 2025:	79,823
APRIL 2025:	104,394
MAY 2025:	65,520
JUNE 2025:	39,219
TOTAL:	904,196





At a Glance



NUMBER OF MEETINGS/ EVENTS HOSTED IN RSC

JULY 2024: 756

AUGUST 2024: 1,090

SEPTEMBER 2024: 1,370

OCTOBER 2024: 1,303

NOVEMBER 2024: 1,205

DECEMBER 2024: 478

JANUARY 2025: 646

FEBRUARY 2025: 1,079

MARCH 2025: 1,013

APRIL 2025: 1,335

MAY 2025: 620

JUNE 2025: 629

IN MEMORY OF DR. JAMES J. RHATIGAN

Dr. Rhatigan joined Wichita State in 1965 as the University's first Dean of Students. Six years later, he became Vice-President for Student Affairs until 1997 when he was named Senior Vice-President. In his honor, the Campus Activities Center was renamed the Rhatigan Student Center that same year. Dr. Rhatigan dedicated his life to supporting Shockers and will be remembered for his many contributions to Wichita State! Dr. Rhatigan passed away on Oct. 27, 2024 and leaves behind an unmatched legacy on campus.





Department Highlights



OPENED STUDENT-CHOICE DINING OPTION, FUJISAN

- ➡ Voted on by students in April 2024, with construction occurring summer 2024
- ➡ Open in August 2024 and will remain open for the FY2026 school year as well
- ➡ Serves sushi, Poke bowls, Boba tea and more

WSU DINING BEGINS OPERATING GRILL AREA IN SHOCKER SPORTS GRILL & LANES

➡ In August 2024, the Shocker Sports Grill & Lanes began partnering with WSU Dining for the operation of the sports grill part of the business. WSU Dining was positioned to operate the grill much more efficiently than the RSC can as a stand-alone operation. This arrangement is already proving to be a win-win situation for both parties.



SHOCKER MEN'S BOWLING TEAM RUNNER-UP IN THE NATIONAL TOURNAMENT

➡ The Shocker men's bowling team competed in the Intercollegiate Team Championships in April 2025 (the top 16 teams from across the nation) for the chance to win a national title. They had a strong showing and finished in 2nd place. Congratulations, Shockers!



Department Highlights

SHOCKER STORE LAUNCHES BRAND AMBASSADOR PROGRAM

➡ In September 2024, the Shocker Store launched a student Brand Ambassador program. A group of students were selected to serve as Instagram ambassadors to help promote Shocker Store services, merchandise and more to their fellow students. The ambassador term lasted October 2024-April 2025. The program plans to run for a second year in FY 2026.



CUW MEETING ROOM UPDATED

➡ In February 2025, work was completed to update the CUW Room into a more relaxed, collaborative type space for campus to reserve!

40 YEAR OLD ROOF REPLACED

➡ When the RSC underwent the Rhatigan Renewal renovation more than 10 years ago, the additions to the building had new roofs constructed but the remaining parts of the building from the 1969 remodel did not have the roof updated. So this year, those 40-year-old parts of the roof were replaced! It was paid for partially by student fees and partially by the RSC reserves.





Staff Highlights & Features

COMMITTEE INVOLVEMENT ON CAMPUS:

- 📍 **Lisa Tilma:** Braeburn Tenants Board
- 📍 **Rich Renollet:** Campus Credit Union Board of Directors and Campus Credit Union Credit Committee Chair
- 📍 **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:

- 📍 **Amanda Schmits:** CUPA- HR Conference
- 📍 **Julia Capps:** Barton School Accounting Forum
- 📍 **Vanessa Bell:** Association of College Unions International (ACUI) national conference

FULL-TIME NEW HIRES:

- 📍 **Emily Traw** - Event Coordinator

FULL TIME STAFF SERVICE MILESTONES:

- 📍 **Julia Capps** - Director of Finance- 5 years
- 📍 **Mark Lewis** - Director of Shocker Bowling- 25 years
- 📍 **Tessa Roberts** - Retail Buyer- 5 years
- 📍 **Rick Steelsmith** - Men's Bowling Head Coach- 5 years
- 📍 **Lisa Tilma** - Director of Shocker Stores- 5 years

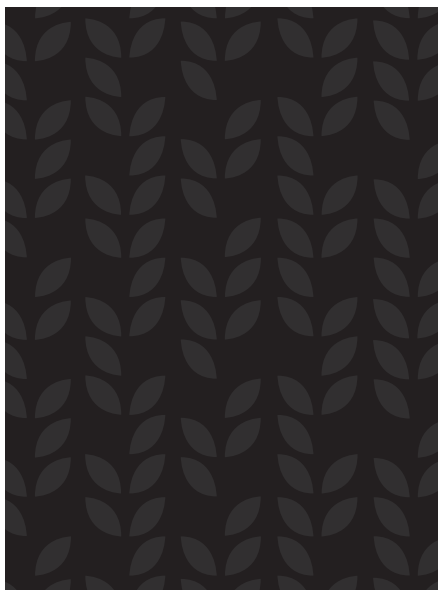
STUDENT EMPLOYEE OF THE MONTH:

- SEPTEMBER:** Natalie Thompson, Student Marketing Coordinator, RSC Marketing
- OCTOBER:** Donovan Powell, Retail Associate, Shocker Store
- FEBRUARY:** Shivani Agarwal, Shift Supervisor, Shocker Sports Grill & Lanes
- APRIL:** Nicholas Kuntz, Retail Associate, Shocker Store





Employees - FY 2025



FIRST NAME

Nanditha
Shivani
Khadija
Raj Kumar
Haneesha
Satya Bharath Kumar
Srinivas
Kaitlyn
Vanessa
Agustin
Harika
Wyatt
Troy
Jeremiah
Niyah
Maddox
Julia
Roaya
Thanushree
Maria
Liseth
Nicholas
William
Bryant
Brandon
Lisa
Nishat
Hannah
Tarun Kumar
Matthew
Rahul
Keerthana
Kourtney
Holly
Jacob
Julie
Natalie
Piper
Hannah
Janis
Tobias
Eriq
David
Gabriel
Kevin
Nicholas
Pavan Kumar Reddy
Mohammed
Mark
Nicholas
Pranavi
Katelyn
Jocelyn
Yolanda
Diego
Evan
Sydney
Larch
Gabrielle
Sabeel

LAST NAME

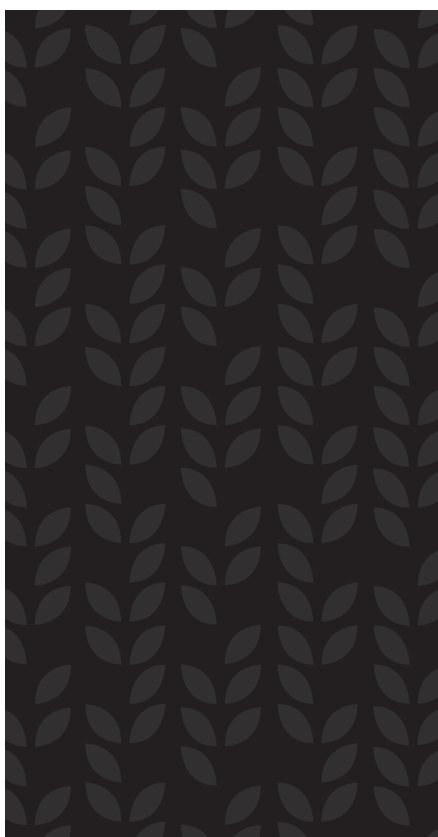
Addapa
Agarwal
Ain Ihout
Annangi
Attaluri
Bangaru
Bavupally
Baynes
Bell
Benitez Vera
Bepeta
Bobo
Bookless
Brooks
Brooks
Bui
Capps
Cheham
Chithani
Ciski
Covarrubias-Bernadac
Crawley
Day
Eden
Ekeler
Fitzsimmons
Fowzia
Gabel
Gani
Graber
Gudi
Gudipalli
HanniganShocker
Harris
Hartley
Hejtmanek
Helten
Hudson
Huynh
Hwang
Jara Lopez
Joe
Kidd
Kinney
Konda
Kuntz
Kurri
Asiff
Lewis
Lim
Lonavath
Mai
Mallonee
Martinez
Martinez Acosta
McMullen
Meier
Meisel-Silva
Merten
Mohammed

JOB TITLE

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



Employees - FY 2025 Cont.



FIRST NAME

Oscar
Pavan Kumar
Alekhya
Hannah
Jashwanth
Rebecca
Mary
Gonzalo
Joshua
Adamarys
Nikitha
Prashanthi
Donovan
Vicknesh
Kelvin
Richard
Tessa
Hannah Grace
Augusto
Alaina
Amanda
Najalay
Ameya
Teresa
Kacia
Charles
Maneja
Richard
Craig
Shama Afraa
Pedro
Deanna
Natalie
Charles
Yajaira
Lisa
Thao
Emily
Aaron
Gabriel
Marcia
Ace
Karah
Nolan
Laura
Lily
Collin

LAST NAME

Moreno Muriel
Nalukurthi
Narayanam
Nikkel
Reddy
Off
Orf
Oviedo Salomon
Ozbun
Perez-Meza
Perupalli
Polimetla
Powell
Prasad
Punungwe
Renollet
Roberts
Rosario
Salinas
Schmidt
Schmits
Sexton
Shah
Sheahan
Shirley
Short
Siddiqui
Steelsmith
Steier
Syed Firdous Alam
Taboada
Thiessen
Thompson
Thompson
Thompson
Tilma
Tran
Traw
Van Ness
Vazquez
Ward
West
Weve
Whitney
Wilson
Wilson
Wright

JOB TITLE

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



RSC Board of Directors - FY 2025

Dr. Teri Hall, Board President

David Miller, Board VP and Treasurer

Kevin Konda, Board Secretary

Dr. John Dreifort, Faculty Representative

Sara Mata, Faculty Representative

Dr. Rhonda Lewis, Faculty Representative

Brian Sullivan, Alumni Representative

Dr. Nathaniel Johnson, Staff Senate

Dr. Gabriel Fonseca, Staff at Large

Kylee Hower, SGA President

Matthew Phan, SGA Vice President

Victoria Owens, SGA Speaker

Jia Wen Wang, SGA Treasurer

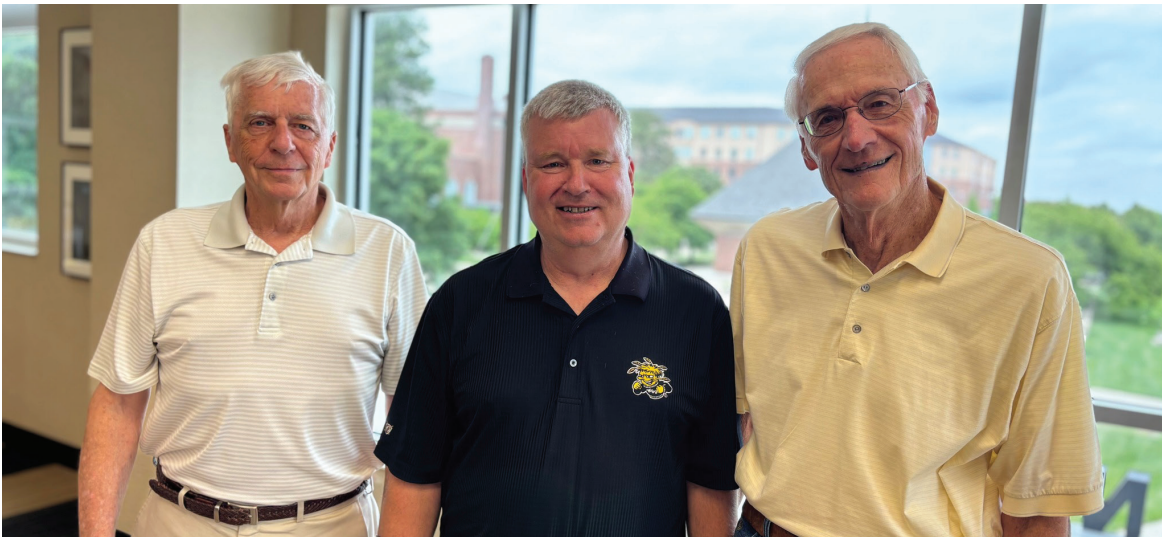
Lily Arens, SGA Legislative and Policy

Lesly Hernandez, SGA Supreme Court

Aubrey Russell, Fraternity and Sorority Life

Kateleen Ho, Community Service Board

Jayden Island, Student Activities Council





Impact & Assessment

ASSESSMENT OVERVIEW

ASSESSMENT	FREQUENCY	AUDIENCE	DESCRIPTION
Skyfactor Student Union Assessment	Every other year (scheduled for FY 2026)	Send 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 groups (student, department, external) 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	Sent to students who resign from their job at the RSC	Sent to leaving student employees	Asks about why they are moving on, training they received, best/worst thing about working at the RSC

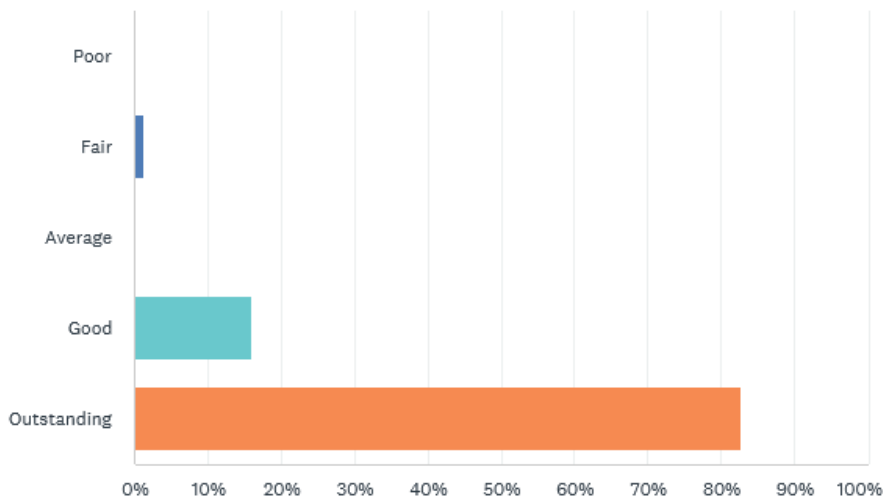


Impact and Assessment

SHOCKER SPORTS GRILL & LANES

Please rate your overall group visit experience at SSGL.

Answered: 81 Skipped: 0



ANSWER CHOICES	RESPONSES	
Poor	0.00%	0
Fair	1.23%	1
Average	0.00%	0
Good	16.05%	13
Outstanding	82.72%	67
TOTAL		81

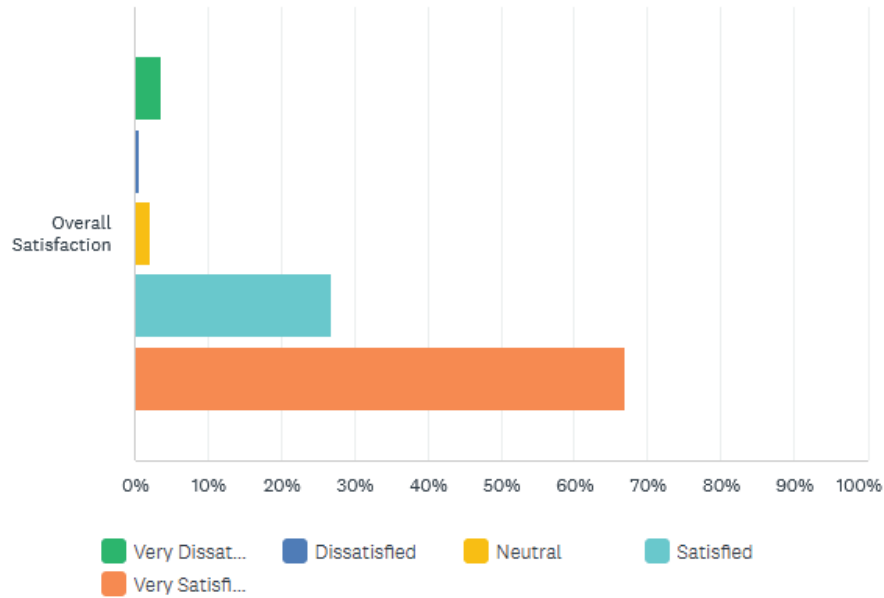


Impact and Assessment

RSC EVENT SERVICES

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

Answered: 142 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Overall Satisfaction	3.52% 5	0.70% 1	2.11% 3	26.76% 38	66.90% 95	142	4.53



Impact and Assessment

2025 RSC EMPLOYEE SURVEY

- 📍 Our student employees indicated that as a result of their employment at the RSC, they have developed the following skills: effective communication, critical thinking, leadership, professionalism, teamwork, customer service, and time management
- 📍 88% of our student employees that said their employment with the RSC makes them feel connected to the University
- 📍 83% say that our teams support each other well across departments
- 📍 84% said they feel well informed about company decisions and updates
- 📍 84% of staff said they have a better-than-average work-life balance
- 📍 81% are like to recommend working here to others





Looking Forward to FY 2026

RSC FOCUSES FOR NEXT YEAR

Facility enhancement

- Complete renovation of Shocker Bowling offices and locker rooms
- Convert previous Campus Credit Union space into a lounge for students
- Look at feasibility of turning Shocker Sports Grill & Lanes Fan Zone area into an arcade
- Work with the University on the potential accessibility updates of the CAC Theater

Course Materials

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

Miscellaneous

- Finalize WSU Dining contract extension
- Bring back historic student event, RSC Day Shocker Night

