**Cover Page**

Rhatigan Student Center

Annual Report

Fiscal Year 2025

(July 2024-June2025)

**Letter from the Director Page**

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 Page 1**

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 Page 2**

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 Page 1**

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 Page 2**

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 in 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 Page**

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 Page 1**

*FIRST NAME, LAST NAME, JOB TITLE*

Nanditha Addapa, Shift Supervisor

Shivani Agarwal, Shift Supervisor

Khadija Ain lhout, Building Manager

Raj Kumar Annangi, Guest Server

Haneesha Attaluri, Guest Server

Satya Bharath Kumar Bangaru, Retail Associate

Srinivas Bavupally, Shift Supervisor

Kaitlyn Baynes, Retail Associate

Vanessa Bell, Director of Marketing

Agustin Benitez Vera, Building Manager

Harika Bepeta, Guest Server

Wyatt Bobo, Shipping and Receiving Coordinator

Troy Bookless, Maintenance Technician, Senior

Jeremiah Brooks, Retail Associate

Niyah Brooks, Retail Associate

Maddox Bui, Retail Associate

Julia Capps, Director of Finance

Roaya Cheham, Building Manager

Thanushree Chithani, Guest Server

Maria Ciski, Director of Event Services

Lisseth Covarrubias-Bernadac, Lead Retail Associate

Nicholas Crawley, Technology Support Consultant

William Day, Building Manager

Bryant Eden, Kitchen Helper

Brandon Ekeler, Maintenance Technician

Lisa Fitzsimmons, Course Materials Manager

Nishat Fowzia, Guest Server

Hannah Gabel, Retail Associate

Tarun Kumar Gani, Kitchen Helper

Matthew Graber, E-Commerce/Technology Coordinator

Rahul Gudi, Retail Associate

Keerthana Gudipalli, Guest Server

Kourtney Hannigan, Shocker Store Cashier

Holly Harris, Women’s Head Bowling Coach

Jacob Hartley, Engraver

Julie Hejtmanek, Administrative Clerk

Natalie Helten, Shocker Card Assistant

Piper Hudson, Retail Associate

Hannah Huynh, Student Graphic Artist

Janis Hwang, Engraver

Tobias Jara Lopez, Building Manager

Eriq Joe, Senior Lead Retail Associate

David Kidd, Director of IT

Gabriel Kinney, Building Manager

Kevin Konda, Associate VP of Student Affairs Auxiliaries

Nicholas Kuntz, Retail Associate

Pavan Kumar Reddy Kurri, Kitchen Helper

Mohammed Asiff Kutagolla, Guest Server

Mark Lewis, Director of the Bowling Program

Nicholas Lim, Retail Associate

Pranavi Lonavath, Kitchen Production Assistant

Katelyn Mai, Student Graphic Artist

Jocelyn Mallonee, Retail Associate

Yolanda Martinez, Lead Retail Associate

Diego Martinez Acosta, Building Manager

Evan McMullen, Retail Associate

Sydney Meier, Retail Associate

Larch Meisel-Silva, Retail Associate

Gabrielle Merten, Guest Server

Sabeel Mohammed, Building Manager

**Employee Page 2**

*FIRST NAME, LAST NAME, JOB TITLE*

Oscar Moreno Muriel, Guest Server

Pavan Kumar Nalukurthi, Retail Associate

Alekhya Narayanam, Retail Associate

Hannah Nikkel, Retail Associate

Jashwanth Reddy Nimmala, Kitchen Helper

Rebecca Off, Event Coordinator

Mary Orf, Engraver

Gonzalo Oviedo Salomon, Building Manager

Joshua Ozbun, Retail Associate

Adamarys Perez-Meza, Retail Associate

Nikitha Perupalli, Guest Server

Prashanthi Polimetla, Retail Associate

Donovan Powell, Lead Retail Associate

Vicknesh Prasad, Engraver

Kelvin Punungwe, Shift Supervisor

Richard Renollet, Director of Shocker Sports Grill and Lanes

Tessa Roberts, Retail Buyer

Hannah Grace Rosario, Retail Associate

Augusto Salinas, Building Manager

Alaina Schmidt, Retail Associate

Amanda Schmits, Director of Human Resources

NaJalay Sexton, Lead Retail Associate

Ameya Shah, Building Manager

Teresa Sheahan, Retail Assistant

Kacia Shirley, Building Manager

Charles Short, Graphic Design Supervisor

Maneja Siddiqui, Building Manager

Richard Steelsmith, Men’s Head Bowling Coach

Craig Steier, Director of Plant Operations

Shama Afraa Syed Firdous Alam, Shocker Card Assistant

Pedro Taboada, Guest Server

Deanna Thiessen, Assistant Course Materials Manager

Natalie Thompson, Marketing Coordinator

Charles Thompson, Building Manager

Yajaira Thompson, Temporary Sales Clerk

Lisa Tilma, Director of the Shocker Stores

Thao Tran, Senior Lead Retail Associate

Emily Traw, Event Coordinator

Aaron Van Ness, Lead Retail Associate

Gabriel Vazquez, Shocker Card Supervisor

Marcia Ward, Accounts Payable/Receivable Clerk I

Ace West, Building Manager

Karah Weve, Lead Retail Associate

Nolan Whitney, Shift Supervisor

Laura Wilson, HR Administrative Assistant

Lily Wilson, Retail Associate

Collin Wright, Facilities & Set-Up Manager

**RSC Board of Directors- FY 2025 Page**

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 Page 1**

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 & Assessment Page 2**

Shocker Sports Grill & Lanes

Please rate your overall group visit experience at SSGL.

Total 81 answers.

Poor: 0% (0 respondents)

Fair: 1.23% (1 respondent)

Average: 0% (0 respondents)

Good: 16.05% (13 respondents)

Outstanding: 82.72% (67 respondents)

**Impact & Assessment Page 3**

RSC Event Services

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

Total 142 answers.

Very dissatisfied: 3.52% (5 respondents)

Dissatisfied: 0.70% (1 respondent)

Neutral: 2.11% (3 respondents)

Satisfied: 26.76% (38 respondents)

Very satisfied: 66.90% (95 respondents)

**Impact & Assessment Page 4**

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 Page**

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