The Rhatigan Student Center had a year of exciting growth and changes in our building and in our operations! The year began with bringing on a new University dining services provider, Chartwells. They quickly brought in two new retail concepts to the RSC first floor, Sono and Mondo Subs. Then a few months later, they opened a full-service Starbucks on the RSC first floor, where Fastbreak had been housed before. This was a very popular decision with students, faculty and staff.

The building operations also grew this past year when the University Bookstore took over operations of the bookstores at the two Wichita Area Technical College (WATC) campuses. This move was a positive one for both sides, as it happened during the early discussions of WATC becoming part of Wichita State University.

In August, I was honored to be named Associate Vice President for Student Affairs Auxiliary Services. In addition to overseeing the Rhatigan Student Center, this new role gave me the opportunity to work with Housing and Residence Life and the Child Development Center.

Thank you to all the students, faculty, staff and community who spend time in this building. We are always seeking opportunities to expand our services to both the campus and community and you are the reason we are here. Thank you to the hard-working staff of the Rhatigan Student Center who truly make this “the place to be”. I look forward to another notable year for the Rhatigan Student Center.

Kevin Konda
Board of Directors 2017-2018

Dr. Teri Hall  
President

Werner Golling  
Board VP & Treasurer

Kevin Konda  
Board Secretary

Dr. John Dreifort  
Faculty Representative

Brian Sullivan  
Alumni Representative

Matthew Houston  
Classified Senate Representative

Andrew Kahrs  
Unclassified Professional Senate

Dr. Rhonda K. Lewis  
Faculty Representative

Richard LeCompte  
Faculty Representative

Paige Hungate  
SGA President

Breck Towner  
SGA Vice President

Marshall Johnson  
SGA Treasurer

Jared Santos  
SGA Member

Sydney Kalscheuer  
SGA Member

Bailey Minor  
SGA Member

Brayden Hosman  
Greek Life Representative

Top Southivong  
SAC President

Kaylee Ball  
Community Service Board

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.
Building Traffic Data

1,000,000 Over 1 Million entries into building

20,590 weekly average entries

North - Busiest entrance

Tuesday - Busiest day of the week

12-1 p.m. - Busiest hour of the day

Top 3 Busiest Days of the Fiscal Year

August 21, 2017
August 22, 2017
August 23, 2017
<table>
<thead>
<tr>
<th></th>
<th>Social Media Stats</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RSC</strong></td>
<td></td>
</tr>
<tr>
<td>Facebook likes</td>
<td>6,027</td>
</tr>
<tr>
<td>New Facebook likes</td>
<td>214</td>
</tr>
<tr>
<td>Video views</td>
<td>7,500 minutes</td>
</tr>
<tr>
<td></td>
<td>23,100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>University Bookstore</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook likes by June 30, 2018</td>
<td>10,912</td>
</tr>
<tr>
<td>New Facebook likes during the Fiscal Year</td>
<td>1,419</td>
</tr>
<tr>
<td>Video views</td>
<td>57,909</td>
</tr>
<tr>
<td>(at least 3 seconds)</td>
<td>16,000 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Twitter</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New Followers</td>
<td>285</td>
</tr>
<tr>
<td>Tweets</td>
<td>226</td>
</tr>
<tr>
<td>Impressions</td>
<td>485,000</td>
</tr>
<tr>
<td>Giveaways</td>
<td>23 Merch Monday</td>
</tr>
</tbody>
</table>
Student Organizations
FY '16  2000  3000  4000  5000
FY '17  1000
FY '18

Faculty/Staff
FY '18
FY '17
FY '16

Off Campus
FY '18
FY '17
FY '16

Student Organizations
FY '18
FY '17
FY '16

Event Services Stats

Bookstore Web Orders
4,811 - Fiscal Year 2016
5,363 - Fiscal Year 2017
5,985 - Fiscal Year 2018

Shocker Sports Grill & Lanes Stats
Burgers Served – 9,303
Games Bowled – 43,801
Soft Drinks Served – 24,866

HR Stats
121 people hired
100+ students employed
Active Student Organizations: 245
Total Attendance at 73 SAC Events: 11,400
Service Hours Completed at Wu’s Big Event: 1,230
Pounds of food donated to the Shocker Support Locker: 2,000
Events hosted by The Office of Diversity and Inclusion: 76
Connecting Every Student
**New Dining Services Provider**

In July 2017, a new dining services provider started on campus. Chartwells won the University’s contract to be the dining provider for retail operations, residence halls and catering. During their first summer, they replaced two retail outlets with two of their company branded ones, Sono and Mondo Subs, opening just in time for the fall 2017 semester. Also during that time, a new “flexible” catering policy was developed by the building, allowing guests to choose from a list of catering companies to use for their events, with Chartwells being the preferred one. In January 2018, Starbucks replaced Fastbreak in the RSC and was met with great positivity from the campus. Chartwells also brought in local coffee roaster, Reverie Roasters, to take over coffee service in Groundhouse, the coffee shop/convenience store in Shocker Hall. Welcome to campus, Chartwells!

**Change in the Finance Office**

There was a change in leadership in the RSC’s Finance Office this year. After over 33 years of service to the Rhatigan Student Center, Chuck Roush retired in January 2018 from his position as Director of the department. Chuck started working for the company in October of 1982. In December 2017, Mel West was hired to assume the role of Director of Finance. We welcome Mel to the RSC and thank Chuck for his many years of service!
The University Bookstore started a new sales promotion this year— the one-day sale! The Bookstore worked to bring in large quantities of lower priced items in hopes of helping students get a great deal and get excited about new Shocker gear. As it turns out, faculty, staff and the Wichita community loved the idea as well! The items were varied throughout the year, from t-shirts, to sweatpants, to sweatshirts. The goods were ordered in especially for those events, so were brand-new to the customer. They were only available that day and for a great price. The Bookstore used social media and emails to hype up the sales. People stood in line up to an hour before to make sure they got their chance at the merchandise. In the five one-day sales that the Bookstore hosted, over 3,000 items were sold at excellent prices for the customer! The Bookstore looks to continue these fun promotions in the future.

In July 2017, the University Bookstore acquired and took over the operation for the Wichita Area Technical College (WATC) bookstores, which resulted in two new stores under the University Bookstore umbrella. WATC’s bookstores were looking to outsource and had met with several vendors before approaching Andi Stipp, director, about the University Bookstore managing their facilities. Both parties were in favor, especially with the early discussions of WATC becoming part of Wichita State University. Two full-time employees and one part-time employee transitioned to become employees of the Rhatigan Student Center. This acquisition increased the University Bookstore’s market share, built relationships and was the first of many partnerships with WATC.