It’s hard to know where to start on a letter like this to sum up this fiscal year! As in much of society and the University, COVID-19 hit and played a large role in the latter part of this fiscal year for the Rhatigan Student Center.

As you can see through this Annual Report, the RSC was having a great year in terms of building traffic, events and more! The impact of COVID-19 hitting in March (and the subsequent closing of the University for a period) can also be felt in the data displayed through this report.

But what you’ll also see is how the Rhatigan Student Center and its staff were able to react, change, be flexible and still provide goods and services for the campus community! I couldn’t be more proud of the Rhatigan Student Center team on how they quickly adjusted to be able to provide services and operate virtually, online and even offer curbside offerings. The Shocker Store was even able to help with PPE collection and distribution!

Upon reopening at the end of May, we were able to work together to find ways to alter operations in person to make sure our staff and our campus community were as safe as possible while in the Rhatigan Student Center.

I would like to thank the Rhatigan Student Center staff for their flexibility and dedication this year and also thank the campus community for supporting us and for being patient as we all navigate these uncharted waters.

Be safe and Go Shocks!

Kevin Konda
Dr. Teri Hall  
Board President

Kevin Konda  
Board Secretary

Werner Golling  
Board Treasurer

Dr. Rhonda Lewis  
Faculty Representative

Dr. John Dreifort  
Faculty Representative

Dr. Richard LeCompte  
Faculty Representative

Brian Sullivan  
Alumni Representative

Matthew Houston  
USS Representative

Kitrina Miller  
SGA President

Michael Bearth  
SGA Vice President

Colleen Osterman  
SGA Treasurer

Elle Kabler  
SGA Representative

Walter Wright  
SGA Representative

Emily Liston  
Student Activities Council

Angelique Bahn  
Community Service Board

Zubair Khan  
Fraternity/Sorority Life

Ellen Abbey  
Unclassified Professional Senate

AT THE RHATIGAN STUDENT CENTER, WE VALUE...

• Educational experiences  
• Quality programs/services

• Partnerships  
• Customer service

• Diversity  
• Integrity

RHATIGAN STUDENT CENTER 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

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>△% ▼%</th>
</tr>
</thead>
<tbody>
<tr>
<td>JULY</td>
<td>46,570</td>
<td>47,036</td>
<td>▲ +1%</td>
</tr>
<tr>
<td>AUGUST</td>
<td>137,141</td>
<td>134,699</td>
<td>▼ -1.8%</td>
</tr>
<tr>
<td>SEPTEMBER</td>
<td>149,867</td>
<td>153,417</td>
<td>▲ +2.4%</td>
</tr>
<tr>
<td>OCTOBER</td>
<td>144,338</td>
<td>156,312</td>
<td>▲ +8.3%</td>
</tr>
<tr>
<td>NOVEMBER</td>
<td>130,967</td>
<td>126,809</td>
<td>▼ -3.2%</td>
</tr>
<tr>
<td>DECEMBER</td>
<td>59,569</td>
<td>61,817</td>
<td>▲ +3.8%</td>
</tr>
<tr>
<td>JANUARY</td>
<td>85,966</td>
<td>91,988</td>
<td>▲ +7%</td>
</tr>
<tr>
<td>FEBRUARY</td>
<td>129,600</td>
<td>138,241</td>
<td>▲ +6.7%</td>
</tr>
<tr>
<td>MARCH (COVID-19)</td>
<td>112,527</td>
<td>70,173</td>
<td>▼ -38%</td>
</tr>
<tr>
<td>APRIL (COVID-19)</td>
<td>144,744</td>
<td>798</td>
<td>▼ -99%</td>
</tr>
<tr>
<td>MAY (COVID-19)</td>
<td>95,719</td>
<td>2,487</td>
<td>▼ -97%</td>
</tr>
<tr>
<td>JUNE (COVID-19)</td>
<td>54,499</td>
<td>9,065</td>
<td>▼ -84%</td>
</tr>
</tbody>
</table>

## The COVID-19 Effect

- **Total Building Traffic**
  - **FY 2019**: 1,290,000
  - **FY 2020**: 990,000
  - **▼ -24%**

**THE EFFECT**
**By the Numbers**

**Stats**

**Games Bowled**
- 2019: 56,876
- 2020: 34,727

**Burgers Served**
- 2019: 6,196
- 2020: 5,773

**Student Centric Events Hosted**
- 2019: 129
- 2020: 125

<table>
<thead>
<tr>
<th>Month</th>
<th>Cancellations</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>COVID-19</td>
</tr>
<tr>
<td>April</td>
<td>COVID-19</td>
</tr>
<tr>
<td>May</td>
<td>COVID-19</td>
</tr>
<tr>
<td>June</td>
<td>COVID-19</td>
</tr>
</tbody>
</table>

**Total Events Hosted in RSC**

<table>
<thead>
<tr>
<th>Month</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>957</td>
</tr>
<tr>
<td>Aug</td>
<td>1,339</td>
</tr>
<tr>
<td>Sep</td>
<td>2,156</td>
</tr>
<tr>
<td>Oct</td>
<td>2,589</td>
</tr>
<tr>
<td>Nov</td>
<td>2,107</td>
</tr>
<tr>
<td>Dec</td>
<td>1,129</td>
</tr>
<tr>
<td>Jan</td>
<td>1,372</td>
</tr>
<tr>
<td>Feb</td>
<td>1,899</td>
</tr>
<tr>
<td>Mar</td>
<td>1,090</td>
</tr>
<tr>
<td>Apr</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>0</td>
</tr>
<tr>
<td>Jun</td>
<td>128</td>
</tr>
</tbody>
</table>
In March of 2020, COVID-19 started hitting the United States and Wichita State University and the Rhatigan Student Center began quite a period of adjustment. In mid-March, the University switched the remainder of classes to online only and the campus essentially closed to the public, including the Rhatigan Student Center. The Rhatigan Student Center staff and services operated virtually, online, through phone and email and even curbside options. The building reopened on May 26 with altered operations to take precautions for the virus. See the next page for examples of how services were offered during closure and how the RSC departments adjusted during reopening, as well!
Operational Changes/Happenings During Shutdown Due to COVID

- Addition of plastic barriers at service points/front line desks.
- Increased sanitization and cleaning throughout building.
- The Shocker Store offered more online sales and promotions.
- Meeting rooms in the building were set to a semi-permanent room set based on specific room size and an altered capacity due to social distancing needs.
- Initial blocking off of lounge furniture to discourage gathering. Once lounges were opened, furniture was rearranged in the whole building to allow for social distancing.
- The Shocker Sports Grill & Lanes was able to take engraving orders by phone or email and bring a staff member in to fulfill those. They offered delivery and curbside options as well, since the building was closed.
- The Event Services office worked with groups to cancel and/or reschedule their events.
- The Shocker Bowling teams’ National Tournament was cancelled.
- The Shocker Store started a new curbside option that was used for order pickup, returns, rental textbook returns and more.
- Catering changes were made to allow for more grab-and-go options and individually packaged meals, rather than buffets.
- In the Shocker Sports Grill & Lanes, measures were taken such as only using every-other bowling lane and added steps for sanitizing equipment between use.
- Groups/events in building were limited in capacity according to local and state guidelines.
- The Shocker Store assisted with the collection and distribution of personal protective equipment (PPE) to various local and regional healthcare providers and frontline workers, partnering with Ad Astra Coalition and Wichita State University.
- The Shocker Store continued to utilize online sales even upon reopening and they began looking at how the textbook process would look for Fall 2020.
- The Rhatigan Student Center furloughed a majority of the student staff in the building due to the COVID-19 closure.