



STUDENT GOVERNMENT ASSOCIATION

Illinois State University



Benchmarking Trip Final Report

Mark Cassata, Speaker of the Assembly
Dave Horstein, Student Body President
Kevin M. Martin, Student Body Vice President

January 14, 2008

Table of Contents

Background Information	3
Itinerary	4
Dining Report (<i>Kevin M. Martin</i>)	10
Recreational Services Report (<i>Kevin M. Martin</i>)	14
Student Union Report (<i>Kevin M. Martin</i>)	19
Greek Affairs Report (<i>Mark Cassata</i>)	22
Housing Report (<i>Dave Horstein</i>).....	23
Student Government Report (<i>Dave Horstein</i>)	26
Diversity Affairs Report (<i>Dave Horstein</i>)	31



On July 28, 2007, the Assembly of the Student Government Association approved a benchmarking trip to two institutions in Florida to look a variety of items including: Campus Recreation, Campus Dining, Housing, Dean of Students Office, Student Government, Student Involvement Centers, Student Unions, and other important campus issues affecting Illinois State University.

The Student Body President, Dave Horstein; Student Body Vice President, Kevin M. Martin; Speaker of the Assembly, Mark Cassata; and Student Government Advisor, Rick Olshak all attended this benchmarking trip. The Assembly paid a total of \$3,500 for this trip. Other members who attended were Campus Dining Director, Arlene Hosea; Campus Dining Business Manager, Brett Swigart; Association of Residence Halls President, Monica Gibbs; and Association of Resident Halls Vice President, Sabrina Stout.

The two institutions visited were The University of Florida in Gainesville and Florida State University in Tallahassee. This trip occurred on Sunday, September 9, 2007, until Wednesday, September 12, 2007. We spent one day at each institution with a very full schedule at both.

The University of Florida was established in 1925. It is a public institution with total enrollment just over 46,000 students. Undergraduate programs have approximately 35,000 students, and graduate programs have approximately 11,000 students. The University of Florida has 15 different colleges consisting of: Business, Communications, Dentistry, Education, Fine Arts, Law, Liberal Arts, Medicine, Natural Sciences, Nursing, Pharmacy, Agricultural, Architecture, Health Professions, and Veterinary Medicine. Approximately 7,000 students live on-campus. Tuition and fees are based on per credit hour. The cost for 2007-2008 was:

	In-State	Out-of-State	
<u>Undergraduate</u>	\$3,370.00	\$17,150.00	(30 hours)
<u>Graduate</u>	\$7,478.00	\$22,603.00	(24 hours)

Florida State University was established in 1823 with classes officially being offered in 1857. It is a public institution with a total enrollment just over 40,000 students. Undergraduate programs have approximately 32,000, and graduate programs have approximately 8,000 students. Florida State University has 16 different colleges including Arts and Sciences, Business, Communication, Criminology and Criminal Justice, Education, Engineering, Human Sciences, Information, Law, Medicine, Motion Picture, Television, and Recording Arts, Music, Nursing, Social Sciences, Social Work, and Visual Arts, Theatre and Dance. Approximately 6,500 students live on-campus. Tuition and fees is based on per credit hour. The cost for 2006-2007 was:

	In-State	Out-of-State	
<u>Undergraduate</u>	\$3,306.90	\$16,438.50	(30 hours)
<u>Graduate</u>	\$5,822.40	\$20,976.00	(24 hours)
<u>Law</u>	\$9,836.70	\$29,849.10	(30 hours)
<u>Medical</u>	\$17,824.38	\$52,375.57	(2 semesters)



Sunday, September 9th, 2007

9:30 am Depart from Illinois State University

9:45 am Arrive at Bloomington-Normal Airport

10:50 am Board Delta Airlines, flight number 4659

10:55 am Depart from Bloomington-Normal Airport

1:45 pm Layover at Atlanta International Airport

1:50 pm Lunch

3:00 pm Board Delta Airlines, flight number 4532

3:15 pm Depart from Atlanta International Airport

4:13 pm Arrive at Valdosta, Georgia Airport

4:45 pm Pick up rental cars from *Avis*

5:00 pm Depart from Valdosta, Georgia

Total distance: 109.51 miles

Total time: approx. 2 hours

7:00 pm Arrive in Gainesville, Florida

University of Florida

7:10 pm Check into Country Inn & Suites

4015 S. West 43rd Street

Gainesville, FL 32608

7:30 pm Depart hotel for dinner

7:45 pm Dinner

8:45 pm Depart dinner for University of Florida

9:00 pm Arrive on campus

9:45 pm Depart University of Florida's campus

10:00 pm Arrive back to Country Inn & Suites

Monday, September 10th, 2007

7:30 am	Continental Breakfast at hotel		
8:00 am	Check out of Country Inn & Suites		
8:10 am	Depart Country Inn & Suites		
8:30 am	Arrive at University of Florida	Sharon Blansett <i>Assistant Director of Housing for Marketing & Publications</i>	Housing Office (corner of Museum Road and SW 13 th street; entrance at traffic signal for SW 13 th street And Diamond road just one block south of Museum.)
9:00 am	Resident Hall Tour	Roger Beck <i>Assistant Director of Housing Residence Life East Campus</i> Dr. Diane "DP" Porter <i>Assistant Director of Housing for Academic Initiatives and Enhancement</i> Cliff Haynes <i>Coordinator of Academic Residential Programs</i> Ayesha Rizvi-Mian <i>Coordinator for the Broward/Yulee Areas</i>	Yulee Area (final construction phase) Global Living Environment (renovated in summer 2007) Reid Hall (Fine Arts) (renovated summers '05 and '06)
9:50 am	Depart for Student Government Meeting		
10:00 am	Student Government Meeting	Ryan Moseley <i>Student Body President</i> president@sg.ufl.edu (352) 392-1665	Reitz Union, Suite 301
10:50 am	Depart for Center for Student Involvement		
11:00 am	Center for Student Involvement Meeting	Chris Bullins <i>Interim Director</i> bullins@ufl.edu (352) 846-3171	Reitz Union, Conference Room as with Student Government
11:45 am	Depart for Campus Dining Meeting		
11:50 am	Campus Dining Meeting	Bill Zemba <i>District Manager for Aramark</i> (352) 392-4467 (352) 870-4862 cell Zemba-bill@aramark.com	Reitz Union (pick up location)

1:30 pm	Depart for Center for Leadership and Service		
1:45 pm	Center for Leadership and Service Meeting	Tracey Reeves <i>Assistant Dean</i> (352) 392-1261 x. 228 traceyr@dso.ufl.edu	Peabody Hall, Room 202
1:45 pm	Campus Dining Staff Meets	Bill Zemba	
2:10 pm	Depart for Multicultural and Diversity Affairs		
2:15 pm	Multicultural and Diversity Affairs Meeting	Tamara Cohen <i>Director</i> (352) 392-1261 x. 222 tamararc@dso.ufl.edu	Peabody Hall, Room 202
2:45 pm	Depart for Recreation Services	*whole group comes back	
3:00 pm	Meeting with Recreation Services	Pam Hightower <i>Coordinator of Facilities</i> (352) 846-1081 x. 274 pamelah@recsports.ufl.edu	Southwest Recreation Center
3:00 pm	ARH meeting with IRHA President	Lindsey Johns <i>IRHA President</i>	Pick up in Peabody Hall
4:15 pm	Depart for Reitz Union		
4:20 pm	Meeting with the Reitz Union	Mike Miroanck <i>Director of Operations for Reitz Union</i> (352) 392-4781 (352) 870-4781 cell mikem@union.ufl.edu	Reitz Union, first floor Temp. information desk *please call on way
4:50 pm	Depart for Dinner		
4:55 pm	Dinner		
5:55 pm	Depart for IRHA meeting		
6:05 pm	Arrive for IRHA Meeting	Julie McMahon <i>Assistant Director of Housing for Residence Education</i>	Reitz Union, TBD
6:15 pm	IRHA Meeting		Reitz Union, Room 282
7:45 pm	Depart University of Florida's Campus		
8:00 pm	Depart from Gainesville, Florida	Total distance: 152.93 miles	Total time: approx. 2.5 hours
10:30 pm	Arrive in Tallahassee, Florida	Florida State University	
10:40 pm	Check into Hilton Garden Inn	3333 Thomasville Road	Tallahassee, Florida
10:45 pm	Arrive in hotel rooms		

Tuesday, September 11th, 2007

7:15 am	Full Breakfast at hotel		
8:10 am	Depart Hilton Garden Inn		
8:30 am	Arrive at Florida State University	Cliff Counts <i>Student Body Vice President</i> cwc04c@garnet.acns.fsu.edu (850) 694-1757	*call to meet for parking
9:00 am	Student Government Meeting	Joseph O'Shea <i>Student Body President</i> sgapres@admin.fsu.edu (850) 644-1811	TBD
		Cliff Counts <i>Student Body Vice President</i> cwc04c@garnet.acns.fsu.edu (850) 694-1757	
10:10 am	Depart for Housing / Dining Meeting		
10:15 am	Housing and Dining Meeting	Randy Clay <i>District Manager for Aramark Campus Dining</i> clay-randy@aramark.com (850) 528-7177	Oglesby Union, pick up location
1:00 pm	Depart for Campus Recreations Meeting		
1:15 pm	Campus Recreations Meeting	Alicia Crew <i>Director</i> acrew@admin.fsu.edu (850) 644-0553	Leach Center
2:30 pm	Depart for Oglesby Union Meeting		
2:45 pm	Oglesby Union Meeting	Bill Clutter <i>Director</i> wclutter@admin.fsu.edu (850) 644-6860	Oglesby Union Courtyard at the sculpture
3:30 pm	Depart for Dean of Students Meeting		
3:45 pm	Dean of Students Meeting	Adam Goldstein <i>Associate Dean of Students</i> agoldstein@admin.fsu.edu (850) 644-2428	Oglesby Union
5:00 pm	Depart for Campus Free Time		
6:00 pm	Depart Florida State University		
6:15 pm	Dinner		TBD
7:30 pm	Free Time		

Wednesday, September 12th, 2007

7:30 am Full Breakfast at hotel

8:15 am Check out of Hilton Garden Inn

8:20 am Depart Hilton Garden Inn

8:25 am Depart from Tallahassee, Florida Total distance: 77.42 miles Total time: approx. 1.5 hours

10:00 am Arrive at Valdosta, Georgia Airport

10:05 am Drop off rental cars to *Avis*

11:20 am Board Delta Airlines, flight number 4133

11:25 am Depart from Valdosta, Georgia Airport

12:29 pm Layover at Atlanta International Airport

12:45 pm Lunch

3:55 pm Board Delta Airlines, flight number 4764

4:00 pm Depart from Atlanta International Airport

4:45 pm Arrive at Bloomington-Normal Airport

5:00 pm Depart from Bloomington-Normal Airport

5:15 pm Arrive at Illinois State University, Normal, IL

7:00 pm Academic Senate Meeting Old Main, BSC



Both The University of Florida and Florida State University had their campus dining operated by *Aramark*. Unlike Illinois State University, where everything is done from the Residential Dining Center, Retail Locations, and in house catering, these institutions contract out. There are both positives and negatives to having Campus Dining operated by an outside vendor and in most cases it depends on what is best for the institution and their situations. These institutions were able to have many renovations, new buildings, and upgrades after they contracted out with *Aramark*.



Florida State University's Suwannee Room (pictured top left) was part of a multimillion dollar facility upgrade that created vaulted ceilings and a one-of-a-kind historical place to serve students and brings quality food to their institution. When *Aramark* entered into this contract many of the dining facilities were outdated and needed upgrades. With this new contract new dining facilities were built with their company name *The Fresh Food Company* (pictured top right). This concept brings the cooking truly out to the customer while using the ingredients right in front of the customers to cook with.

Both institutions have a *The Fresh Food Company* concept in which they are in state-of-the-art facilities and offer customized meals at each station. Each dining center has menus that are reinvented daily, offering unlimited servings in varieties from Mediterranean to American to Latin. As you walk around these eye catching dining centers, you notice each station has a theme with different prepared options for you to choose from with those options changing each day and for each meal. Having the food made right in front of your eyes, using the ingredients on the counter, truly made the experience really interesting.



The décor of the facilities, the type of service given, the amount of options, and the amount of expertise made these dining centers feel like a restaurant. When you entered these centers you were immediately greeted by a cashier because both of these institutions offered all-you-care to eat meals. This cut back on the amount of staff and allowed them to hire more professional culinary staff to do cooking. As you looked around the dining center, you noticed the amount of student employees was not that large. This was because they had staff with culinary experts who were doing the cooking, and the students were either assisting them, cleaning tables, stocking permanent ware, or in the dish room. A culture like this was shocking to us because we as students do not notice that at our institution. This is an important piece to us to ensure that more culinary experts are being hired to ensure that a variety of food and top quality food is being offered.

Having culinary experts doing the cooking allows them to come up with their own recipes while letting the customers view them cook it right in front of them. All of the ingredients were kept right on the counters and the cooks would use them to create their dishes for the meal. While there were several different themed stations in each center, within those stations generally would be 2-4 options to choose from. You would not be seeing hamburgers, hotdogs, deep fried food and the basic food in these dining centers; they truly created “restaurant” quality food. The food and facilities were both very impressive. The chefs working the stations would interact with the customers and were asking how the food was. Since they were preparing the food, they were extremely invested to ensure top quality was being offered with a variety of each meal.





These facilities were designed and are fitted for an all-you-care-to-eat meal plan. Currently, Illinois State faces challenges in creating that type of a meal plan and some of the current Dining Centers may face challenges in creating a meal plan like the Florida Institutions. After talking with students, dining staff, and customers at these institutions, it made the group start thinking of what our dining centers could be like with a meal plan like theirs. The benefits to a meal plan like this is your cashier staff is already cut back to a maximum of two, not having to portion food out, and saving on cost of plastic containers. Both institutions had similar meal plan memberships consisting of the following:

Unlimited Meals Option (w/ \$150 in Flex Bucks)	\$1, 695.94 per semester
150 Block Plan (w/ \$300 in Flex Bucks)	\$1,362.50 per semester
19 Meals per Week (w/ \$380 in Flex Bucks)	\$1,713.44 per semester
14 Meals per Week (w/ \$230 in Flex Bucks)	\$1,489.06 per semester
10 Meals per Week (w/ \$200 in Flex Bucks)	\$1,352.81 per semester
25 meals (w/ \$50 Flex Bucks)	\$200.00 (only offered to non-resident hall customers)

Both institutions must charge tax as part of that price listed above.

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Both institutions allow individual meals to be purchased with cash, credit, debit, or Flex Bucks. This would be ideal for a customer who is visiting with a student, visiting the campus or even someone with a declining meal plan option. Since the meal plans are designed to be used only by the person who holds the membership, individual all-you-care to eat meal prices as follows:

Breakfast	\$6.50
Lunch	\$7.50
Dinner	\$8.50

The different types of meal plan options and reason prices for individual meals makes these institutions ones to benchmark from. Neither of these institutions requires mandatory membership unlike Illinois State, though we would still encourage Illinois State to require a membership for all Residence Hall members. Students may change their meal membership each semester but not during the middle of the semester. No refunds are given for unused meals or Flex Bucks but the Flex Bucks do roll over from the Fall to Spring semesters and expire at the end of the Spring semester. If a student has weeks that change on a regular basis it would be recommended to get the block meal plan which allows them to be used for an entire semester before they roll over.

Since *Aramark* runs and operates all dining centers and retail locations, they are able to get many name brand vendors in their facilities. None of their residential dining centers have name brands but retail locations do. These include *Einstein Bros Bagels*, *Hardee's*, *Quiznos Sub*, *Chili's*, *Wendy's*, *Freshens*, and *Starbucks*. Not having to follow many state policies and guidelines allow both of these Florida institutions to receive a check from *Aramark* and lets them deal with all the contract issues and collecting money. Since both of these campuses are large and spread out, there are retail locations all over campus and both have convenience stores.

Convenience stores are something that college students are wanting in today's society, with not only having food options but basic needs such as medicine, bags of chips, milk, cereal, etc. These institutions had convenience stores with the lines out of the doors that met their student's needs. All of their locations allowed them to use Flex Bucks because their philosophy is that shouldn't matter how the student is paying for it but that they are allowed to get it. The form of payment should not be the concern unlike our "convenience store" location in the Bone Student Center which does not allow Flex Dollars to be used. Another major trend coming is offering full service restaurants. Florida State University will soon be opening a *Chili's Bar and Grill* full service restaurant. This will be the first full service *Chili's* on any college campus in the United States. They will be serving alcohol there which many faculty, staff, and students would like to have without having just a bar on campus.





These institutions seemed to have everything right for their campus and students. They have the right amount of residential dining centers, retail locations, convenience stores, right meal plans, and overall very high quality service and products. The students we talked with had nothing but good things to say about the services offered by *Aramark*. Being an outside contractor, we questioned relationships they would have with other departments such as Housing. After visiting with them, their relationships seemed as strong if not stronger than we currently have. So it should never be a concern of anyone what the relationship would be with an outside contractor such as *Aramark*.

The meal plan options met everyone's needs including faculty, staff, and off-campus students. It is important that Illinois State looks into a creation of a meal plan such as these that includes all populations. Their meal plans also allowed for carry out options with this all-you-care-to-eat plan. When a customer would enter they would be given a carry out container, if they were not eating in the center. Both institutions said this was not abused or of any concern. This element to their meal membership is important to help meet all needs of every student, and we also think it would be important to include in any future meal plans.

Overall, our recommendations would be to ensure there is a review of our current meal plans to see if it is the best fit for the students, institution and matching the *Long Term Housing and Dining Plan*. In addition, more expert culinary staff needs to be hired to be allowed flexibility to create their own dishes. Today's society does not want just hamburgers, hot dogs and deep fried food but rather more nutritional food. As we saw at these institutions, offering numerous themed stations with 2-4 options is more demanding than what we currently have. The customers want a change in their food options with offering a wide variety to meet everyone's taste buds. When our dining centers are going under renovation it is important to consider permanent ware to help become more "green". Also, the feel and atmosphere of the dining centers have to be state-of-the-art to make students not believe they are in a "cafeteria." These institutions offered many up-and-coming trends and it is important we consider these leading institutions when we are reviewing policies, renovations projects and menu options.



Both Recreational Centers at the University of Florida and Florida State University really gave us some insight to the future of our Recreational Center and offered lots of ideas as we are going through the current building process of a new Center on our campus.

The University of Florida and Florida State University both receive the majority of their funding from the Student Government. This means that many policies that the Recreational Centers have must meet the requirements set forth by the Student Governments.

The University of Florida's Student Government receives their funding from the activity and service fees which is \$9.74 per credit hour. The Department of Recreational Sports receives approximately \$3.25 per credit hour from these fees for their budget. All students receive a "free" membership and may use any of the facilities but must pay for personal training. A full facility membership for faculty and staff is \$425.00 per year and a faculty/staff spouse may also purchase one at the same price. A student's spouse full year membership is \$37.19. For only one semester the fee is \$212.50. If you wish only to use the racquet courts for a year at \$212.50.



Florida State University students become members of the Recreational Center when they pay their Student Activity and Service Fees. Their total budget is \$3.6 million and receives approximately \$3.43 per credit hour. They generate approximately \$350,000 per year from their services and programs. The full-time student price would be \$113.19 if they did not pay student fees. Students may access the Center by simply presenting a current / valid student ID card. Memberships are also sold to faculty/staff, recent graduates, alumni, student spouses and all other spouses. Faculty/staff pay \$225.75 per year and their spouses may purchase one for \$275.00. Students not enrolled in summer school may purchase a pass for \$50.00 for the summer months. Spouses of students pay \$180.00 for a year membership. Recent graduates pay \$193.50 while their spouses would pay \$322.50. Alumni pay \$354.75 and their spouses pay \$516.00 for a full year membership. Each member may bring up to two guests per a day for \$5.00 per guest. Members may also rent lockers at this facility for yearly fees of \$27.00 for a full size locker and \$21.50 for a half-size locker.

Each institution has struggled with finding the right amount of hours to be open. The University of Florida's main Recreation Center is open Monday through Friday from 7 am until 1 am, and Saturday and Sunday from 10 am until 10 pm. Florida State University is open Monday through Thursday from 6:15 am until 11 pm, Friday from 6:15 am until 10 pm and on Saturday and Sunday from 11 am until 9 pm. Hours vary at both facilities in the summer and during breaks.

The member check-in process is something that needs special attention. Both institutions require their members to hand their cards to an employee to scan in and verify their picture idea. Florida State University initiated the concept of having one entrance lane for members to hand their ID cards to an employee and to have another entrance lane for biometrics instead of using an ID for entry, classified as an “express lane.” This allows students and members to make a choice on how they want their membership card to be handled. Florida State University has an important policy for their student members; their policy is that after the third week of classes, you “MUST have all tuition and fees paid in order to be eligible to enter their recreation center.” When you enter both facilities there is lots of open space, lounge space and areas to sit.



Each facility offers a juice bar area with a wide range of menu options. One facility had it in the controlled area and the other had it out of the controlled area. Both did not allocate a large amount of square footage for this space. Florida State University has a welcome center upon entering the controlled area which also serves as an area of supervising some workout space (see picture below). Also there was lounge space with televisions to offer students other alternatives to just working out space.



Florida State University has a main facility that is approximately 130,000 square feet of usable space offering the following amenities: indoor track (1/10 mile, overlooking swimming pool), racquetball/squash courts (6 regulation courts), gymnasium (3-hardwood courts, only available for open recreation), weight training area (over 20,000 square feet of fitness space, over 200 strength and cardiovascular machines), natatorium (sixteen 25-year lanes pool with spas and saunas nearby), aerobic rooms (3 rooms with hardwood floor, audio and visual systems), cardio equipment (100 pieces), selectorized resistance equipment (110 pieces), plate loaded machines (24 pieces), free weigh equipment (17 pieces) and spinning studio (25 Johnny G Spinning bikes). *(More specifics on type of equipment are available via Student Body Vice President) they have an annual facility use of 1.4 million visitors. The University of Florida has a main facility at 100,000 square feet offering cardio (92 pieces), free weights (127 pieces), an outdoor pool, six racquetball courts, two multipurpose courts, and three gymnasiums. They have an annual facility use of 1.15 million visitors annually and approximately 25,000 per week.



Each institution offers a wide array of aerobic and group exercise classes led by certified instructors. Florida State University offers over 75 classes weekly. These classes include spinning, aerobics, toning, yoga, abs & back, hip-hop, cardio strength, quick stretch, kickboxing, total body, aqua tone and other classes. They usually offer 16 classes a day during the week and 3 on the weekends. Throughout the day there are 17 open one-hour slots in one of the three exercise rooms out of the total 30 one-hour slots from 7:00 am until 8:00 pm. The University of Florida offers over 28 different classes focusing on step, sports conditioning, dance, strength, mind/body, and outdoor training. On average throughout the week 14 classes are offered each day excluding Fridays.

To run facilities this size a large staff is needed to be efficient. Florida State University has a staff consisting of one Director, one Associate Director and one Program Director. Under the Associate Director is sixteen other full-time employees ranging from facility support to equipment maintenance, fitness instructors, accounting, programs, etc. The Program Director is really in charge of intramurals, sports clubs, outdoor pursuits, pools, and recreational education and has ten staff members under them. University of Florida has 14 professional staff, 6 administrative staff, 7 full time maintenance, 15 graduate assistants and then student employees to fill other areas. Their goal is to have 1 employee per 50 participants in each fitness area that is working at all times.

Both institutions expressed that students do not use locker rooms and if so in a very sparingly way. The trends they are noticing are to have locker space throughout the whole facility that is both secure and unsecured for students and members to use because we are a quick in and out society. It is especially important to have it around cardio equipment, basketball courts, multipurpose courts, and free weights. The concept of having not designated locker rooms or lockers was seen at both institution and was encouraged not to have designated locker rooms to allow for flexibility and current demands and needs for space both for locker rooms and work out space. A recommendation they had was to have some small lockers spread throughout the facility that a student would place a quarter into and get a key and then would receive their quarter back when they return the key (see picture below).



Neither institution shares their spaces with an Academic department but still run into many scheduling issues. A solution they have created is to have a board decide all scheduling conflicts. The board consists of students who are appointed by Student Government, faculty/staff and a full-time Recreations Services employee who serves as chair. A concept for our new Recreation Center came from this concept in which you would have the building manager serve as the chair and a committee consisting of four students appointed by Student Government, one member from Recreation Services, one member from Kinesiology and Recreation, and one other member who applies for membership. This committee would then decide what spaces can be used for what and during what times to ensure that all parties' interests are being met and that the students are at the top of the priority list. It is important in order to make the Center a success that students have a great deal of say in what they want to use and when they want to use it. A creation of a board such of this will ensure that the building is being utilized for what it was created for and being supported by those who paid for it.

Other things that are worth noting and recommending would include having lots of storage space. Also the curtains dividing the basketball courts would be recommended to be ones that have a more open net until about 5 feet from the ground and then to have a solid divider. This allows supervision of the courts to be easier and to allow for less staffing. It is important to not have carpet under any drinking fountains as water splashes out and ruins carpeting. Also, it was recommended to place drinking fountains in high traffic and work out areas including aerobic rooms. In a new facility, layout is important because students now want lots of free space to relax, sit, and talk. The cardio equipment can be facing out near edges to overlook other activity. A seating area in the basketball court and/or multipurpose gym is important to offer seating for tournaments. Right now spinning is a trend and it is important that you have a designed spinning room to allow for the proper atmosphere. In addition, this type of room can always be turned into storage at a later date if spinning is no longer popular. Both of these facilities have challenges and would like to expand as the needs of the student body have grown. With the opportunity that we are presented of building and creating this new center, there are several things, concepts, procedures, and policies that must be in place in order for it to be a success. These two institutions offer many great ideas and also ensure us that our space should be adequate for a student body our size, if it is programmed properly.



4 WEEKS, 4 BIG EVENTS		<p>NOTICE: TUITION & FEE PAYMENT DEADLINE FOR LEACH CENTER ACCESS</p> <p>Attention All Students: Beginning Tuesday, September 10, 2007 All Tuition and Fees MUST Be Paid in Order to Be Eligible to Enter the Leach Center. NO EXCEPTIONS!</p> <p>If You Have Questions or Need More Information, Please Contact: Student Financial Services at 644-9452 or the Office of Financial Aid at 644-0539</p> <p>Florida State University CAMPUS RECREATION fsu.campusrec.com/leach</p>
<p>DRAY ON THE REZ</p> <p>THU AUG 23 3:00 pm - Sunset FSU Reservation</p> <p>Refer to the date of the Fall Reservation System, see Fall, kayak, or canoe trip opportunities on beach volleyball. Schedule drinking water and meet first food & drink. Student availability.</p>	<p>REC FEET LEACH</p> <p>TUE AUG 28 5:00 pm - 8:00 pm Leach Center Atrium</p> <p>Check out our great recreation services from about our FREE Fitness services, get the International Sports Hall & meeting sports schedules, talk with the GP and Rec staff, and much more!</p>	
<p>SPORT CLUB RECRUITMENT NIGHT</p> <p>THU SEP 6 6:00 pm - 8:00 pm Leach Center Atrium</p> <p>Recreational, competitive, & instructional. Meet with representatives from all of our member's sport clubs. To learn how you can get involved in club activities & events this fall!</p>	<p>REC SPORTSPLEX GRAND OPENING</p> <p>FRI SEP 14 3:00 pm - 5:00 pm Rec SportsPlex</p> <p>100+ new 21 sport fields, 1 location! Be part of the opening day festivities. Enjoy free snacks, live music, & play in our 6,000 sq ft covered basketball court area! Sign up your kid's ball team today!</p>	
<p>fsu.campusrec.com</p>		





As we explored both Student Unions at the University of Florida and Florida State University, we had the ability to make some comparisons, contrasts, and some ideas we would like to bring to our Bone Student Center.



University of Florida



Florida State University

One of the major philosophy differences between our Union and theirs was that both Florida universities were more interested in creating revenue than offering services and rooms to their students and University groups. For general meeting space, there was no charge for anyone part of the University. There was a small charge for University Sponsored events for meeting rooms. The charge generally tripled for non-University renters for meeting space. One amenity they offered that was very nice was the Grand Ballroom. The carpeting had the University's logo on it and was dividable into eight separate rooms. However, there was a charge for all renters. University official renters would pay \$300 for the full room, University Sponsored renters would pay \$1,650 and non-University renters would pay \$2,700.

Throughout both Unions we noticed lots of lounge space, retail outlets especially food options, computer labs, artwork displays, and open space. The types of retail outlets offered included ATM machines, testing preparation services, computer stores, copy center, Post Office, create your own artwork, and eye care offices. One important fact that was noticed was the amount of food retail locations. For the most part a convenience store was located in each Union with food retail outlets with about five to ten to options such as *Wendy's*, *Taco Bell*, *Subway*, *Chili's*, *Freshens*, *Starbuck's*, etc. Hours of operation for the Union and food outlets usually was 7 or 8 am opening and closing between 10 pm or midnight.



Both facilities really had a key piece in order to make their Unions being utilized by the students. Each of these Institutions made one of their focuses to incorporate student organization space in their Unions. As we met with

the Union staff, student organization members from both universities expressed the need to have this space incorporated in a building. Although it does take away from other retail outlets or meeting space, it is an essential piece to have that promotes student use. Both institutions gave their Student Government's rather large offices with meeting space and that particular organization had the largest space out of any organization. A fact to note: State of Florida statues require public institutions to give the Student Government complete control over "student fees" which allows these organizations to have budgets ranging from \$9 to \$12.5 million. This money is then allocated between the Union, Recreational Services, and Student Government. Although, we do not have that large of budget, it is important that student groups and Student Government get incorporated into the Student Center on our campus. The lay out of the Student Government and student organization space varied depending on campus to accommodate their needs. Some interesting photos are below that show some of their lay outs:





The layout, space provided and requirements for these student organizations to be placed in the Union were very helpful to us. Since meeting space and retail space are both such a prime thing to have in a Student Union the determination to offer student organizations space in a Union can be a tough decision to make. After going to both of these institutions, it reinforced the idea the need to offer student organization space to groups no matter what the cost is. An important aspect to allowing these student organizations to have space in the Union was the requirements that came along with it. Each of these institutions had two different layouts for the student organizations both with their Pros and Cons. Both Institutions did have a central front desk with a full time staff member working that would help assist students as they entered the area. This staff member had multiply roles including assisting organizations, answering phone calls, greeting visitors, etc. In addition, both offered glass display cases and display racks for student organizations to post and have information available for the student body. There was also some small meeting space for student organizations to use to free up some of the space throughout the rest of the Union.

University of Florida had approximately 15 walled office spaces with about an additional 20 storage space units. If you had a walled office your organization had to log at least 20 hours a week and have set office hours and these spaces were offered to Student Government Ex-Officio's and the largest organizations first. In the middle they had storage cabinets as seen in the above pictures that allowed organizations who could not have a walled office a place to store small items and have a place to work. Throughout the office space area there were computers, printers, copiers, typewriters, general supplies, flyers, and other miscellaneous materials. These concept and space layout seemed that it would be one that would fit our needs and does not take up a large portion of the building but still offers space to student organizations. Student Government's office was to the connected to the student organization space.

Florida State University had some similarities but offered more workstations than walled offices. Their goal was to create an atmosphere that allowed students to hang out but also had a place to work for their student organization. They had approximately 8 to 10 walled offices and about 20 workstations. This allowed more student organization to utilize the space while still allowing Student Government Ex-Officio's and the largest organizations first dibs on the space. They had some assigned workstations while offering some general workstations for anyone to use. In this space they also offered something similar to our "Media Lab" for their organizations to use. This center and space was really created to bring cohesion amongst the student organizations, while offering them a space to work together and get things accomplished. Student Government's office was not connected to the student organization space but was nearby, as some of the Ex-Officio's had space in the Student Government office itself. Their Student Government also had their own Senate Chambers that only Student Government could use unless you received permission from them to use it.

Overall, our recommendations would be to ensure there are plenty of retail food options to choose from with some basic retail outlets as well but still maintaining meeting space. It is also extremely important that student organization space gets configured into our Student Center. Lastly, meeting space does not always have to be in the Student Center but can be nearby and still operated by the Student Center. Both institutions utilized this concept to help their space issues.



Both Greek Affairs units at the University of Florida and Florida State University had very impressive Greek systems which really provided us with some feedback how to get more involved with our Greek system at our institution.

Throughout The University of Florida's campus, they had sixty-three (63) chapters, which qualified them to be one of the biggest Greek systems in the country. Their formal rush process for both fraternities and sororities are over a two week time span to offer a true rush experience. This process seemed extremely organized and well-planned out to offer a glimpse of what Greek life is at each chapter for an individual who was rushing. They did require you to go through formal rush in order to receive a bid from any chapter. However, both institutions had Greek rows around their campuses.

These houses were owned by the chapters. The University of Florida would extend loans to help with miscellaneous repairs or upgrading safety such as installing sprinkling systems throughout the chapter houses. The University of Florida had a very notable Grade Point Average for the Greek system of 3.28 out of a 4.00 scale in which the overall undergraduate program Grade Point Average was at a 3.22 out of a 4.00.

Both institutions' Greek systems had a top priority for community service; they completed hundreds of hours around their local communities which helped build good working relationships with the City Officials.

Florida State University truly had one Greek row. The institution owns almost all of the Greek houses on campus and then leases them out to the each chapter. Their Greek row and chapter houses are set up in apartment style living with a large meeting room in the "backyard" of each house. The "house" behind the apartments would be the Greek's "house" with their letters while the apartments were rented out to mostly Greek members but open to anyone. To ensure upkeep of these buildings and high quality standards, each community member assigned to these living areas is expected to understand the high standards and respects the property. This area is gated and has one entrance. The Grade Point Average for the Greek system is right under the undergraduate level.

The Student Government at both of these institutions has a section for Greek affairs within their budget because they do not receive much money from the Office of Student Life.



At University of Florida, about 7,400 undergraduate students live within the 24 residence halls. Rates vary from \$1,292-2,840 per semester. Florida State University has 14 undergraduate residence halls. Rates at Florida State University range from \$1,890-2,600. Illinois State University's rates range from \$1,733 to \$3,031. As \$400/month is typical apartment rent in Normal, on-campus housing does offer rates that compete well with off-campus housing.



Graduate students and students who maintain families at the University of Florida may opt for special housing options. These students may select from one of five "village communities." The apartments and town homes within these communities vary from 522sq. ft. to 849sq. ft. There are 980 units in these communities, ranging from \$372-596 per month. Each building has a building manager and a common area.

Students at the sophomore level and higher may request to live in University-owned apartments at Florida State University. There are two complexes on campus: McCollum Hall and Ragans Hall. McCollum Hall places single students in what are known as efficiency apartments. These are one bedroom apartments that come with essential furnishings and amenities. The other option is a townhouse apartment, in which four students reside. These apartments also come furnished and with amenities. Apartments in Ragans hall each hold three or four students in single-occupant bedrooms. There are two bathrooms per apartment. Rental rates include all utilities.

A common trend that could be seen at both universities is two double-occupancy rooms adjoined by a bathroom. The bathrooms contained nothing more than a toilet and a shower. Each bedroom has a vanity with a sink just outside the bathroom door. Cabinets were located in the vanity to store toiletries. This setup allows four people to share a toilet, a shower, and two sinks. Also, movable furniture allows students to relocate their desks, beds, and dressers to their liking.



Accent work within the residence halls was built using high-quality wood and finishes. Closet doors are standard wooden doors, unlike the curtain-style doors used at Illinois State's facilities. The quality of workmanship within residence halls on both campuses made them feel more like apartments. It was easy to see a sense of pride within students who led us throughout each facility. The recent renovations in West Campus have followed this idea of more attractive accent work.

Illinois State University offers suite-style and corridor-style options. Although these options are designed to promote interaction amongst occupants, the trend that we saw at the University of Florida and Florida State University was a combination of the two. Adjoining two bedrooms with a bathroom gives today's students more privacy, and a greater sense of living on one's own. These rooms felt more like a home than they did a residence hall. If Illinois State University were to consider renovating its residence halls in a similar fashion, it would provide an attractive alternative to off-campus housing.



In terms of lounges, it was common to find these areas equipped with recreational activities. This includes televisions, ping-pong tables, foosball tables, and group seating. Some residence halls reserved localized rooms as study halls, with comfortable seating and lighting. These common areas seemed to be heavily utilized in the residence halls that were newly renovated.

Creating similar lounges at Illinois State University would help foster a thriving residential community. It is difficult for on-campus students to participate in off-campus recreation. The convenience of having these facilities within the residence halls would provide on-campus students with in-house entertainment.



Kitchens are located on each floor of the renovated residence halls. Amenities include an oven, sink, microwave, seating, and cabinets. Students have the opportunity to prepare their own meals in a sanitary environment. Although some kitchenettes can be found in Illinois State University's residence halls, many students do not utilize them. Updated kitchens that are easily accessed by residents could prove to be a popular additional option to our dining centers.



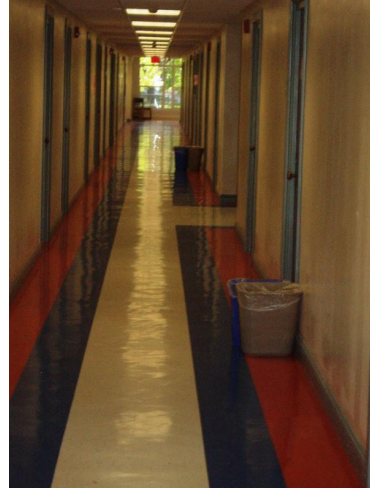
Swipe-card terminals allow access to residence halls by only those with permission. Also, neither university utilizes a late-night check-in program. Instead, night-ops patrol the residence halls from 10PM-4AM daily. These terminals offer only limited security improvements. It is possible for someone who is not a member of the University community to follow behind someone who is as he/she enters an area with swipe-card access.



To cut down on clutter within the mail system, a special mailbox for handbills is available for each student. Student organizations and businesses can drop handbills into these boxes, leaving mailboxes for strictly personal use. Recycling bins are located next to these boxes. This would be an attractive addition to Illinois State University's mail system. Students often find an abundant of "junk" mail in their mailboxes.



As the push for greener campuses has become common at universities nationwide, recycling is promoted more than ever. Students now receive recycling bins in each room within the residence halls. At the end of the day, residents may place the receptacles outside of their door to be emptied by a building service worker. This makes it easy for students to participate in the recycling program on campus. In addition, there are chutes on each floor where students may dispose of their recycled waste just as easily as their non-recyclable waste. As Illinois State University renovates its current residence halls, the addition of a recycling chute would help our community contribute to the greener campus movement.



A new trend implemented at both universities brings the education to the residence halls. Classrooms were built within the newly renovated facilities. This allows students to attend class without ever leaving their building. The classroom concept encourages the idea of a residence hall as a learning community. These learning communities are implemented in different halls on campus. They were built in conjunction with lifestyle floors, keeping students with similar majors within close proximity. Some of these classrooms bring in speakers, professionals, etc. to work one-on-one with students in the residence halls.



The University of Florida and Florida State University Student Government Associations have similar structures. Each body consists of an Executive Branch, a Legislative Branch, and a Judicial Branch.



Univ. of Florida's Conference Room

Another similarity between the two governments is that they both recognize student organization, as these groups receive their funding through the SGA at each university. Both bodies have groups within known as agencies. At the University of Florida, agencies lie within the Executive Branch. These agencies would be better known as projects within the Executive Branch. One agency is External Affairs. This group represents the student voice in lobbying efforts at the local, state, and federal level. Acting Against Rape: Every Student's Task Force (AAREST) is a student group that serves to educate the student body about sexual assault. The Emerging Leaders Conference is held for high school student leaders. It includes workshops and small-group problem solving. IMAGE is a group that works to promote the visibility of the Student Government. They tape Senate meetings and other Student Government events. STAAR is an agency that works to educate students about the effects of racism. Student Government Productions brings about the programming aspect of Student Government at the University of Florida. This group selects performers and other forms of entertainment to come to the university. Their budget is \$430,000. At Illinois State University, the University Program Board serves this same purpose. The Student Government Supervisor of Elections is also seen as an agency. He/she works to maintain the integrity of student elections.

At Florida State University, agencies are independent of branches. Rather than following the project committee structure at University of Florida, these groups are similar to our own Ex-Officio organizations, or those student populations in need of stronger representation on campus. Recognized agencies include:

- American Indian Student Union
- Asian American Student Union
- Black Student Union
- Center for Participant Education
- Hispanic/Latino Student Union
- Institute for Conservative Studies
- Inter-Residence Hall Council
- Institute for Liberal Studies
- Jewish Student Union
- Pride Student Union
- Women's Center

The Executive Branch within the University of Florida's Student Government is composed of the Student Body President, the Student Body Vice President, and the Student Body Treasurer. Under the authority of the Executive Officers is the Executive Cabinet. Cabinet Chairpersons are appointed by the Student Body Vice President, and directly manage five to six Cabinet Directors, who oversee specific projects.

At Florida State University, the Student Body President and Student Body Vice President assume the powers of the Executive Branch. The Student Body Treasurer works within the Executive Branch, as well. The Executive Cabinet works closely with these officers, and is composed of 18 various offices and organizations on campus.

The Legislative Branch at University of Florida is composed of 94 Senators. These students serve one year terms. 46 are elected in the fall semester, and 47 in the spring semester. Those elected in the fall represent geographic residential areas, either on- or off-campus. The 47 elected in the spring represent academic colleges. The Senate President presides over their weekly meetings. The Senate President Pro Tempore assists the Senate President. Six standing committees reside within the Legislative Branch: Allocations, Budget & Appropriations, Info & Communication, Judiciary, Replacement & Agenda, Rules & Ethics.

Florida State University's Legislative Branch is composed of 80 Senators. First- and second-year undergraduate students represent "Undergraduate Studies." Third- and fourth-year students represent various Florida State University divisions (departments) based on their majors. The Senate President presides over weekly Senate meetings. The Senate President Pro Tempore presides in the absence of the Senate President, and chairs the Rules of Calendar Committee, which oversees legislation. Six committees reside within the Legislative Branch: Budget, Finance, Judiciary, Internal Affairs, Student Affairs, and Rules and Calendar.

The Judicial Branch at the University of Florida, although tied to the SG, acts independent of the Executive Branch and Legislative Branch. It is composed of the Honors Court, which tries students who violate academic integrity standards, and the Supreme Court, which ensures that checks and balances are upheld within the Student Government.

At Florida State University, the Judicial Branch acts to enforce the contents of the Student Body Constitution and Statutes. The Student Supreme Court hears grievances filed by students concerning these areas:¹

- Questions of the constitutionality of actions by student governing groups, organizations, and their representatives
- Violations of the Student Body Constitution and Statutes
- Conflicts between student groups
- Violations of the student conduct code
- Violations of the SGA ethics code
- Appeals from the Florida State University Elections Commission
- Advisory opinions, which may be requested by the Student Body President or any Senator
- Issuing any writ necessary and proper to the complete exercise of the court's jurisdiction

Florida State University acknowledges several boards and councils as "entities" of the Student Government. The Office of Elections runs student elections at the appropriate times. The Congress of Graduate Students is the official governing body of post-baccalaureate students. The Union Board works to bring activities to the student union for students, faculty, and staff members. There is a Senior Class Council and an Underclassmen Council. Also included in this category is the Homecoming Board, the Rec Board, and various funding boards.

Advising at both institutions seemed to take a more hands-off approach. This seemed appropriate with the level of sophistication of the Student Governments. At the University of Florida, the Executive Officers check in with their advisor on a mostly as-needed basis. The Student Government at Florida State University is co-advised by the Director and Assistant Director of Student Affairs. University of Florida's SG advisor is the Director of the student union, who also directs Greek Affairs and Student Involvement.

Florida statutes grant Student Governments with the authority to allocate all general student activity fees. This brings in approximately \$12 million to the Student Governments at both University of Florida and Florida State University. As such, the funding processes and structure of both universities is almost identical.

At both universities, the budget is broken down and distributed into thirds. One-third is given to the student center, one-third is given to the recreation center, and one-third is used for Student Government operations.

¹ Taken from http://www.fsu.edu/~sga/supreme_court.html

The SG budgets at both universities fall under the direction of the Student Body Treasurer. This position has the support of a staff. The financial offices of both Student Governments not only process and prepare their own budgets, but assist student organizations in requesting funds from Student Government and educate students on the financial processes within the university. At Florida State University and University of Florida, all RSOs and members of SG handling money must pass mandatory financial training.

In 2005, Florida State University's SGA began a campaign to raise awareness about Student Government programming and participation. A website facilitates the communication between the student body and the organization. At this portal, students can take surveys and view their results, and find ways to get in touch with an elected official. Florida State University's Student Government posts its newsletter, *Garnet & Gold Government*, to the site, as well.

Both Student Governments offer services to students through the use of student fees. These services include transportation, programming, computer labs, etc. University of Florida's Student Government offers a bike repair shop, open 10am-4pm, Monday thru Friday. They also offset the cost of performing arts student tickets with a subsidy. All productions cost only \$10 for student admission.

Both campuses offer Mobile Campus, an alert system that sends text messages to mobile phones. These messages can be delivered by student organizations, university administration, faculty, etc. It is free to use the service, but users will receive messages from local businesses. Any member of the University community may sign up to receive these messages.

In terms of physical office space, both Student Governments had reception areas for patrons. Guests could approach the staffed desk and be directed appropriately. The waiting areas were well decorated and welcoming. These elements make it easy for students to contact their representatives and utilize SGA services. The University of Florida's SG took the approach of keeping student organizations close-by. Their office is adjacent to additional office space that is granted to organizations that demonstrate a need for occupancy. As student organizations receive funding and utilize SG services, this situation makes it convenient for both parties to communicate.

Ideally, it would be appropriate for Illinois State University's Student Government Association to be relocated to an area that would accommodate for a similar situation. An alternative could be to renovate SGA's current space to allow for more Registered Student Organizations to occupy its office space. This would promote cohesion between SGA and student organizations on campus.

Images of the Offices of the University of Florida's and Florida State University's SGA



ADVOCACY • UNITY • LEADERSHIP



Our time at the University of Florida allowed us to take a quick trip to the Institute of Black Culture to learn about the Office of Multicultural and Diversity Affairs. This office operates similarly to Illinois State University's Office of Diversity Affairs, in that they work closely with student organizations and educate through programming and events.



The Institute of Black Culture is one of the minority groups on campus that are located in a physical house. This house provides minority students with a social and educational atmosphere. On the main floor there was a lounge with a television, a study area with computers and internet access, and a great deal of African artwork. The second floor had a large meeting space and a small library containing African and African-American literature. Students can access the Institute Monday-Thursday from 8AM-9PM and Friday 8AM-5PM.



The Institute of Hispanic-Latino Culture is located in a house, as well. We did not get to tour their facility. However, it was conveyed that they offer similar services, and the same hours for students of a Hispanic-Latino origin.

Aside from the Institute of Black Culture, there are five areas that compose the Office of Multicultural and Diversity Affairs. These areas offer support with academic and social issues for their respective ethnicities. The groups are:

- Asian Pacific American Affairs
- The Institute of Black Culture
- The Institute of Hispanic-Latino Cultures
- Lesbian, Gay, Bisexual, and Transgender Affairs
- NATION – A Native American student organization
- Women’s Programming

First year students have access to the University Minority Mentor Program. This program connects new students with a faculty mentor to help establish their academic career at the University of Florida. This program is not only open to minority students; first-generation college students make utilize its services, as well.

At Illinois State University, Diversity Advocacy also occupies an actual house. However, the facilities on our campus are well below the quality of those at the University of Florida. As we strongly support a diverse campus, it would be appropriate to channel more resources towards this department. These resources could be used to create a more inviting atmosphere that caters towards academic involvement and celebrates ethnic heritage.