NC STATE **Student Centers**



Letter from the Director

The NC State Students Centers serve as a cornerstone for student growth, learning and involvement. At the forefront of this push is including an environment prioritizing students leading operations. Students are at the heart of everything we do. We have made many strides to provide quality service while placing a focus on developing students into outstanding individuals

We are not alone in our endeavors. Collaborations between our department and campus partners in the Division for Academic and Student Affairs (DASA) and the Office of Institutional Equity and Diversity (OIED) create a cohesive student life experience here in the Talley Student Union through programming, staff training, cultural enrichment. Our team has built relationships with faculty members across campus. These academic partnerships have helped us become a campus leader in sustainability and have assisted in streamlining our operations. We have been recognized [by ACUI] across the globe for the quality of of facilities and service.

This development of our students is intentional. We have revamped our training processes, upgraded facilities, and placed an emphasis on giving students real world skills. The skills that are fostered here will aid students in their next roles as engineers, technicians, and as whole people. NC State Student Centers has made a commitment to development and success, training students to be stewards of their communities.

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Tim J. Hogan

Director, Student Centers A service of NC State Campus Enterprises

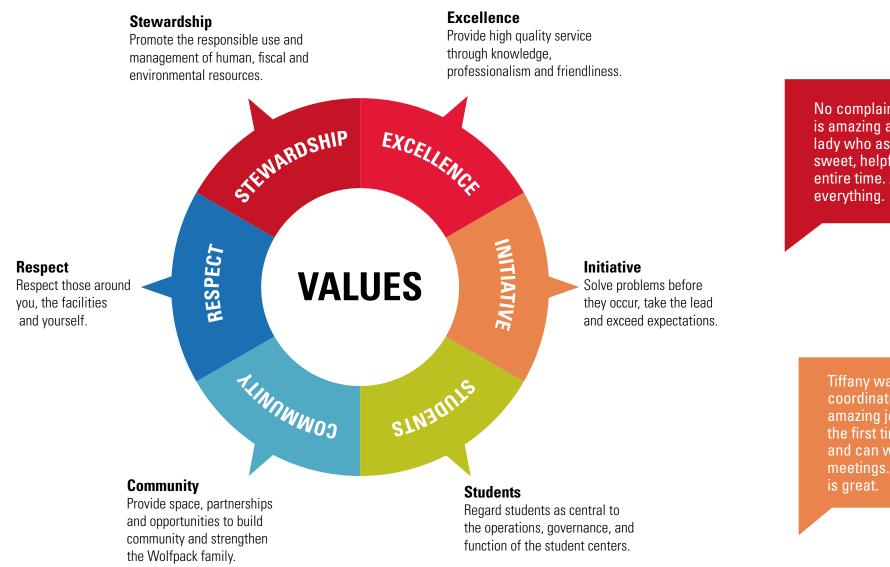
ABOUT STUDENT CENTERS

MISSION

To provide a clean, safe, and welcoming environment for the NC State community with a professional and collaborative staff. In support of the university's educational mission, the Student Centers will provide high quality support to events and activities that will enrich the student experience, provide added value to the University, and increase efficiency in university operations. Through formal and informal experiences, the NC State Students Centers serve as a cornerstone for student growth, learning and involvement, including an environment prioritizing students leading operations.

VISION

To be known and sought after as a prominent partner that advances the University mission, by raising the standards of the campus experience for students, staff, faculty, alumni, and quests with a reputation for the highest quality of service and facilities.



WHAT DO OUR **CUSTOMERS HAVE TO SAY**?

We love using RAVE and how easy they make events. We are able to focus on the content of our event and not the food!

> We had a last day change in location due to weather, and the event was a roaring success! Thank you so much for all that you did to help us make the shift happen without any issue.

No complaints here - Robin is amazing and the young lady who assisted was super sweet, helpful & attentive the entire time. Attendees enjoyed

> Everything was well prepared and beautifully displayed. The All was great!

Tiffany was the catering coordinator and she does an amazing job. I also had Louis for the first time. He was excellent and can work any of our future meetings. We had Adi also, she

RAVE took care of the logistics so I could focus on my meeting!

> "Actually the food overall exceeded our expectation! | heard nothing but great reviews a chef and he even commented on the outstanding quality of the food."

Tiffany was the catering coordinator and she does an amazing job. I also had Louis for the first time. He was excellent and can work any of our future meetings. We had Adi also, she is great.

The staff from scheduling (Olivia Gross) to the event staff were excellent. very courteous, helpful. They were very mindful of the meeting to ensure that we were not disturbed during break down and set up.

"I love the welcoming, inclusive, awesome study spaces on the 5th floor. I can come here, snuggle up to study (especially during finals!) and break for food at the food court. I'm gluten free and am so happy to have food options here. One Earth rocks!"



"The heart of the union is not locked in the steel and concrete of a building, but rather in the Union organization. The Union building is merely the instrumentality through which the union idea is accomplished."

> Gerald Erdahl NC State Union Director, 1949-1961



NC State Student Union History



Dr. Banks C. Talley Vice Chancellor of Student Affairs Emeritus. Talley came to the university in 1951 as assistant dean of students. He helped to create the Division of Student Affairs, which he led from 1969 to 1983.

NC State opened its original college union in 1951 (now the Erdahl-Cloyd, or West, Wing of DH Hill Library). The union idea ultimately became more important than the building itself. No one understood this better than the College Union's first director, Gerald Erdahl. He wrote, "The heart of the union is not locked in the steel and concrete of a building, but rather in the Union organization. The Union building is merely the instrumentality through which the union idea is accomplished."

The Union transformed student life on NC State's campus. The student population soon outgrew the original college union; and in 1972, the organization moved into the newly constructed Talley Student Center. In 2008, NC State completed a Student Life Master Plan that called for the student center to be renovated and expanded to serve an ever-growing student population. The renovation reflected a philosophical and functional shift to this same idea that guided NC State's original College Union. For that reason, in the the building was renamed to Talley Student Union when it reopened in 2013.

Talley Student Union seeks to live up to this idea by providing spaces and venues that encourage collaboration, foster learning and provide a welcoming atmosphere. With vibrant art, natural light, comfortable furniture and amazing views, we provide a place to build and strengthen the campus community.

But there's more! A sense of community is often built over a cup of coffee or scoop of ice cream. Many of our dining venues double as lounges to maximize flexibility and provide study space in off-peak hours. From fireplace lounges to individual and group lounges overlooking the Thomas H. Stafford, Jr Commons, and everything in between, Tally has spaces to fit almost any need.

Association of College Unions International (ACUI)

First founded by students for students, the college union traces its roots to debating societies in England. Over time, the college union idea has continued to evolve but is still closely tied to social and intellectual pursuits.

The Association of College Unions International is the professional home to thousands of campus community builders around the world.

ACUI is committed to becoming the innovative, responsive, and inclusive leader in creating progressive education, training, and research in college



unions, and NC State Student Centers staff is active in this organization. EXPAND ON PARTICIPATION HERE...

Student-Centered Union

Researchers have long noted that students are more likely to be successful in college when they feel a sense of place and are involved outside of the classroom. The college union serves these needs, offering a home, a living room, where

individuals come together through activities and work, forming a community.

The union supports the academic mission through the co-curricular experience, cultivating students' leadership, citizenship, and cultural competency while developing alumni's enduring loyalty to the institution. As universities have been established around the world, the creation of a union — facility or not — is never far behind. From

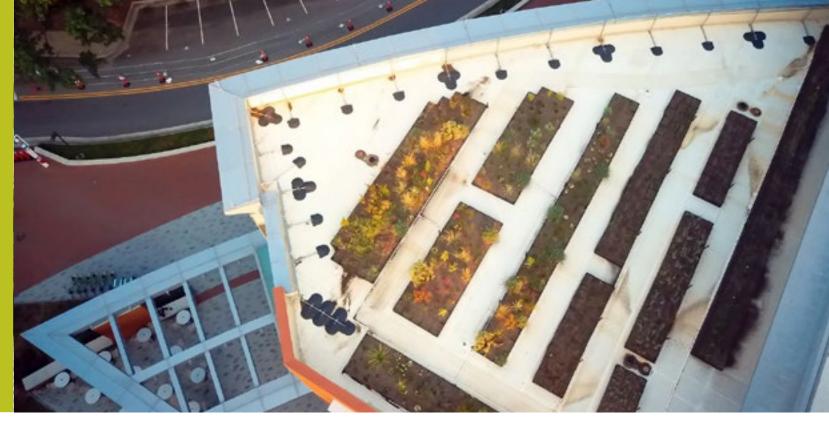
its early beginnings as debating societies to the modern campus community center, the college union is integral to the collegiate educational experience.

FACILITIES + SUSTAINABILITY

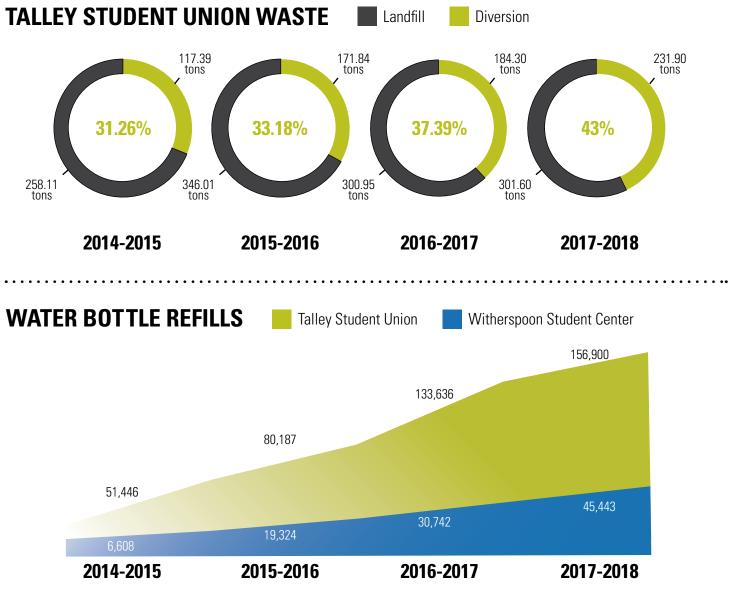
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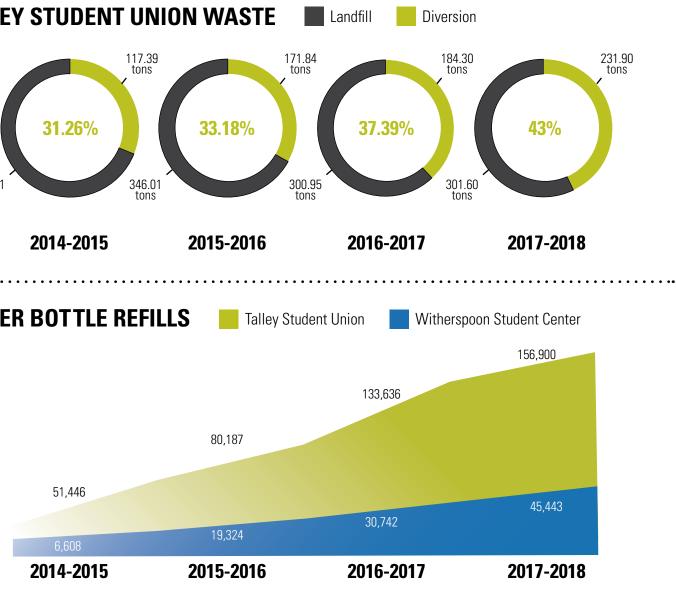
> **Dr. Anne Spaford** Research Professor, Crop Science

to stellar facilities and sustainable efforts.



TALLEY STUDENT UNION WASTE





43.47% waste diversion

149.77

Energy Use Intensity at Talley Student Union

Energy Use Intensity at Witherspoon Student Center



HIGHLIGHTS



Cinema Updates Witherspoon Student Center

The new lights will save more than \$2,000 in electricity costs each year. The project also improves lighting controls and adds surge protection, which protects the lighting investment.



Free Charger Checkout Student Government Worked with student government to provide portable chargers available to checkout from the information desk. An accompanying standing charging station was also added.



Perkins + Will Witherpoon Study Witherspoon Student Center Architects from Perkins + Will present concpets for a newly renovated space. Renowned architect and NC State alumnus Phil Freelon and Zena Howard were in attendence.



ACUI Research Study

NC State Student Centers Talley Student Union was featured alongside five other student unions in ACUI's inaguaral benchmark study. Associate Director TJ Willis served on the research team.



Talley Green Roof Student Government Anne Spafford led a tour of the garden as part of the university's Sustainability Partners program.



Restoration and Green Practices Thomas H. Stafford Commons Steps were taken to increase the health and visual aesthetics of Stafford Commons. No overseeding and compost application.

The fifth floor of Talley Student Union hosts a rooftop garden growing food for people and pollinators. In June 2018, NC State faculty member

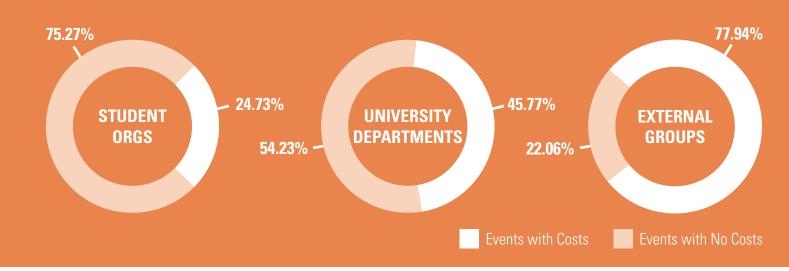
RAVE! EVENTS

Rave! Events creates an exceptional student eventplanning experience by focusing on the campus community. We seek to establish mutually beneficial relationships; identifying opportunities to improve students' catering and culinary needs.

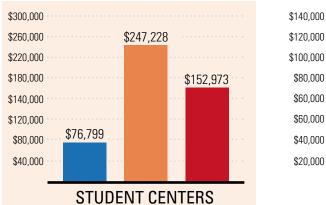
We manage event and catering services for several on-campus facilities including: Carol Johnson Poole (CJP) Clubhouse, Park Alumni Center, Hunt Library, Talley Student Union and Witherspoon Student Center.

average catering cost of student organization events

\$160,000



Facility Revenue

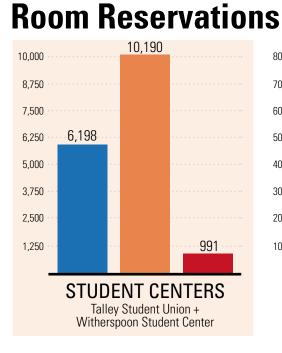


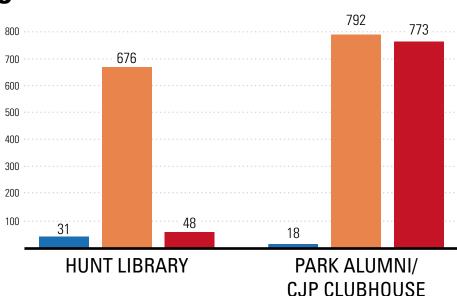
Talley Student Union + Witherspoon Student Center



Rave! has taken extra steps to ensure that events remain easy and sustainable. Food from the Agroecology farm is used to make fresh and healthy meals made righ here on campus. Rave! joins NC State Dining in providing an option for compostable plates and utensils for catered events.

Student Organizations Departments





average facility cost o student organization events

average facility cost of university department events

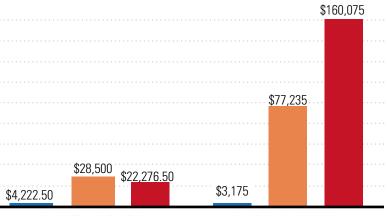
Outside Organizations

average facility cost of

external group events







HUNT LIBRARY

PARK ALUMNI/ **CJP CLUBHOUSE**

"We want to do more with our Agro ecology farm. I want to see all of our food come from in-house one day."

> **Chef Gary** Chef Talley Student Union

STUDENT DEVELOPMENT

The new Campus Enterprises Student Employee Development and Success Program aims to promote the success and career readiness of student Many of the initiatives are modeled after practices developed within Student Centers such as student hiring committees, student employee appreciation programs (i.e Pack Points) and opportunities for position advancement. For example, in 2017 - 2018, NC State Dining established its first student hiring team, the Student Employee Ambassadors organized the first department-wide recognition reception for student employees and Campus Enterprises rolled out a new comprehensive orientation and training series.



Ambassador Activities

The Campus Enterprises Student Employee Development and Success Program is comprised of the Student Employee Development and Success Specialist and a team of Student Employee Ambassadors. The primary functions of the ambassador program are to coordinate **Recruitment**, **Appreciation**, **Leadership Advancement** and **Community Building** efforts for fellow student employees of Campus Enterprises.



Staffed 12 Hiring and recruitment events

Established an instagram account and

increased following by 40x.

Hosted a variety events for student employee appreciation week



76 NC State Students participated in Behind-the-scenes tours





Graduates recognized with free regalia



facilitated





Letter from the Specialist

I often joke with people that my job title has to be one of the longest around: Student Employee Development and Success Specialist. But length and awkwardness aside, the title does capture the primary aim of my position. Working with partners

across Campus Enterprises, I am striving to promote the success and growth of our 1200 or so student employees. That means success in their current roles as cashiers, dining room attendants, building managers, and office assistants. That also means growth toward their future roles as engineers, researchers, executives and citizens. Campus Enterprises has made a commitment to development and success, and it is exciting to see it start to take form.

2017-2018 was a year of growth for our program. We implemented the first full year of mandatory orientations for new student employees to start them off on the right foot. We began building out the AdvanCE Professional Development Series to provide students with career relevant learning opportunities. We developed the capacity of our Student Employee Ambassadors team, who took the lead on organizing a number of communitybuilding and recognition events, including our most wellattended Student Employee Appreciation Week ever. Finally, we developed tracking measures for key metrics such as student employee retention, which will help us see the longterm impact of our efforts.

Campus Enterprises' student employees are an inspiring bunch. They balance a lot to manage their studies and their work. They are developing skills that they will take forward into the rest of their careers, and it is an honor for all of us to be a part of that journey.

vth	Sincerely,

Annaka Sikkink

Annaka Sikkink

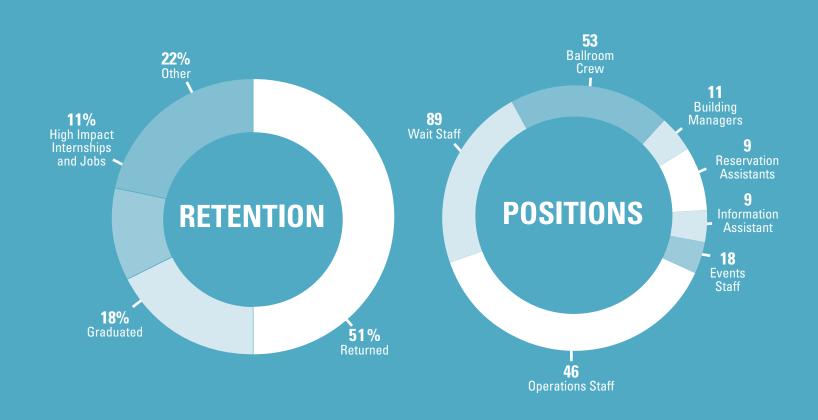
Student Employee Development and Success Specialist

STUDENT SUCCESS

Working at Talley has really helped me become a better communicator and leader. I have learned how to work through tough situations without getting stressed out. I know that everything I have learned over the past 2 years will help me in my future career and in life. I don't think I could have gotten this experience anywhere else on campus!

> Rachel Nachtrab Building Manager







CRAIG MESSINA Audio/Visual Technician

"Working at Talley has been a great way for me to develop myself while in college. I've been able to learn how to manage my time with juggling both my school work and a job."



EMMA CARTER Reservation Assistant

"NC State Student Centers has provided me with the skills to collaborate with others, interact with clients, and develop personal relationships with students, faculty, and staff. It has allowed me to grow as a young professional in an uplifting and encouraging environment. I love working for NC State Student Centers because it feels like more than just a job. The relationships I've built and the skills I've learned have made an impact on who I am as a person and a student."



SABRINA SPENCER Reservation Assistant

"My favorite thing about working as a Reservations Assistant is really seeing the ways in which the values of the Wolfpack are reflected through coordination between the Information, Implementation, and Reservations teams. I have been able to learn about which communication patterns support healthy relationships in a professional setting, and I have seen how my individual, seemingly small, tasks and actions contribute to the success and mission of Rave! Being apart of the CE Student Employee Ambassadors team has given me numerous opportunities to sharpen my presentational and organizational skills, and this has helped me with my academic pursuits and personal endeavors. I am appreciative of all of my NC State Student Centers experience, and working here has definitely enhanced my undergraduate career at NC State

Professional Development

116

average number of student employees who work for NC State Student Centers + Rave! Events for 2017-2018

average number of days students stay employed with NC State Student Centers + Rave! Events



"NC State Student Centers and Rave! Events build students both personally and professionally. Supervisors strive to support student employees and give them a strong skills foundation to build on to reach their short term and long term goals."



93

student employees who returned to work for NC State Student Centers + Rave! Events for 2017-2018

Allison Metts Rave! Satisfaction Coordinator





ERICA EPPS Assistant Director Student Centers

"Adell McMillan Memorial Scholarship



ANNAKA SIKKINK Student Employee Success and Development Specialist

"Finance and Administration Awards for Excellence Nominee"

"Pride of the Wolfpack Award"



Leed Platinum Award Operations + Maintenance



TJ WILLIS Associate Director Student Centers

"ACUI Student Union Benchmark Study Researcher"



REGGIE HOWELL Marketing + Communications Manager

"Green Brick Awards Staff Recipient"